

## Site Policies

We aim to provide a relaxed environment so that our visitors can enjoy their holiday. Please take time to read through our site policies and kindly comply with all requirements. Parents are responsible for ensuring that their children are properly supervised and adhere to the site policies at all times. Please note that ball games are only permitted in the designated area.

We reserve the right to refuse admission to the park as well as the right to evict any person and property who, in our opinion, is unsuitable or whose behaviour we consider to be detrimental to the wellbeing or safety of our other guests. Refunds will not be given to anyone who is evicted.

### **Booking In, Pitch Allocation and Responsibility**

- Pitches are available from **13:00 (1pm)** and the latest accepted arrivals are **20:00 (8pm)**. Anyone arriving later than this is by prior agreement only.
- Balance of payments must be made in full on arrival, Bank Holidays and Special Events to be paid in full prior to arrival. Every effort will be made to allocate guests the pitch of their choice, however we cannot guarantee a requested pitch and may have to allocate an alternative pitch to the one indicated on your booking form.
- Group Bookings, **A maximum of 3 units per booking** (Please be aware of the site's quiet time policy between **10pm and 7am**).
- Cars, caravans and awnings must be contained within the allocated pitch and all towed vehicle 'A' frames must face the roadway and not the rear of the pitch.
- There must be at least **6 metres** spacing between facing walls of adjacent units and a minimum clear space of **3 metres** between adjoining outfits in any direction. You may park your car between units providing that a clear 3 metres is left to the next unit.
- Windbreaks: **1 per pitch and no more than 5 poles** is permitted (Provided the gap between units is maintained at all times).
- **No Gazebos, Pup Tents and Annexes or any other variety thereof are permitted.**
- Please ensure you are aware of your nearest **fire point and assembly area (next to Reception)**.
- The Management will not be held responsible for damage to guests' property by fire, theft or injury to persons whilst on site.
- The Park is responsible for the electrical system up to the socket on the hook-up point. It is the responsibility of each guest to ensure that the plug, cable and associated sockets used to connect between the hook-up point and the unit are safe. Petwood Caravan Park will not accept responsibility for any accident or loss arising from the use of unsuitable or unsafe electrical equipment connected to the hook-up.
- It is the responsibility of all guests to ensure that their gas appliances are safe and regularly maintained.
- When pitching awnings or tents, please ensure that you protect the grass by lifting your groundsheets at frequent intervals.
- Tents are limited in size to **6 meters length by 4 meters width (20 feet x 14 feet), door way to face road way.**
- Pitches must be vacated promptly before **12:00** midday on the day of departure. A late stay up to **16:00** can be arranged at reception on the day of departure when booked before 10am, for a charge of £10, subject to the availability of your specific pitch.

### **Vehicles and Speed Limit**

- Vehicles must not exceed **5mph** around the Caravan Park.
- All vehicles must conform to the Road Traffic Act and have current tax, MOT and insurance. Guests are not permitted to bring Lorries or other commercial vehicles onto the campsite. This includes towing vehicles.
- Bicycles are allowed but must be used with due care and consideration for others and they must not be used around the reception, amenity buildings, central path or near to anyone's personal belongings. **No Cycling after dusk.**
- Please note that you are not permitted to use any **Skateboards, Roller skates, Roller blades, Segways, Hoverboards or any other electric/motor propelled devices** (excluding mobility aids and licensed vehicles) on the site.

### **Visitors**

- There is a limit to the number of visitors per pitch (no more than 6 persons, inclusive of pitch occupants, at any one time). Visitors are not permitted before **09:00 (9am)** and must leave before **20:00 (8pm)**, all visitors must be booked in (note Reception Hours). The site reserves the right to charge for visitors.

### **Noise**

- Noise must be kept to a minimum between **22:00 and 07:00**, to ensure quiet nights on site for all our guests. Anyone found making an unacceptable amount of noise at any time will be asked to leave the site. Unacceptable noise levels are determined by the Park staff.

### **Ball Games**

- No ball games permitted on the park please use play field.

### **Dogs**

- Well behaved dogs are welcome (**max 2 dogs per pitch**). Dogs must not be left unattended and should be kept on a lead, no more than 3m long at all times. They should be exercised either in the Dog Walking area or off site. Any fouling must be collected and disposed of in the appropriate dog waste bins. Please note dogs listed in the 'Dangerous Dogs Act' are not permitted on site. **(Dogs are not permitted inside amenity areas).**

### **Barbeques, Open Fires and Fire Pits**

- A barbeque that is on a purpose built frame with a minimum of 12 inches ground clearance is acceptable.
- Disposable barbeques may be used provided they are raised off the grass. Blocks for this purpose are available to borrow from and must be returned to the waste bin area.
- In the interest of Safety **No Open Fires or Fire Pits** are permitted.

### **Refuse**

- General waste must be disposed of in sealed bags and placed in the appropriate bins located around the park.
- There is segregated recycling for paper/cardboard, metal and glass.
- If you need to use medical equipment such as hypodermic needles, you must provide your own safe means of disposal.

### **Smoking / Drinking**

- **No Smoking or Drinking** is permitted in the Toilets, Kitchens or Laundry.

### **Damage**

- **Anyone found defacing or causing damage to any buildings, fencing, hedges, equipment or property of the park, will face immediate eviction and prosecution.**