

## 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 12:00 and the latest accepted arrivals are 21:00. Anyone arriving later than this, except by prior agreement, must wait in the overnight parking area until the next morning.
- All balance payments must be made in full on 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.
- 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 3 metres of clear space is left within the 6 meter gap. Gazebos are not permitted on the pitch.
- Please ensure you are aware of your nearest fire point.
- 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 is 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 point.
- 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.
- Pitches must be vacated before 12:00 on the day of departure. A late stay until 17:00 can be arranged at reception for a charge of £5, 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 or amenity buildings or near to anyone's personal belongings. No cycling after dusk.
- Please note that skateboards, roller skates, Segways, hoverboards and any electric/motor propelled devices (excluding mobility aids and licensed vehicles) are not allowed to be used on site.

### **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.

### **Dogs**

- Dogs are welcome as long as they are kept on the lead at all times, no more than 3m long, and are not left unattended.
- They should be exercised either in the Dog Walking area or off site and any fouling must be collected and disposed of in the appropriate litter bins.

### **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.
- Open fires and fire pits are not 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 and glass.
- If you need to use medical equipment such as hypodermic needles, you must provide your own safe means of disposal.

### **Smoking**

- No smoking is permitted in any building on the park.

### **Damage**

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