

AQUAVISTA WATERSIDES LIMITED

TERMS AND CONDITIONS FOR BATH CARAVAN PARK

Please read the following important terms and conditions before booking with us

Last updated: 13 December 2021

SECTION A: INTRODUCTION AND PRELIMINARY TERMS

1 INFORMATION ABOUT US AND HOW TO CONTACT US

Who we are. We are Aquavista Watersides Limited (“**Aquavista**”, “**we**”, “**us**”, “**our**”), a company registered in England and Wales. Our company registration number is **04930453** and our registered office is at Sawley Waterside and Marina, Long Eaton, Nottingham, NG10 3AE. Our registered VAT number is **GB3 311 5276 36**.

How to contact us. You can contact us by telephoning our customer service team at 0115 9077 444 or by writing to us at customersupport@aquavista.com or Sawley Waterside and Marina, Warren Lane, Long Eaton, Nottingham, NG103AE. We may record calls for quality and training purposes.

How we may contact you. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us when making a booking.

2 THESE TERMS

2.1 **What these terms cover.** These are the terms and conditions that apply to you when you make a booking with us and visit our caravan park in Bath described below (“**Terms**”). When you make a booking with us, we will collect personal data – our Privacy Policy at <https://bathcaravanpark.com/privacy-policy/> provides information about how we use personal data, including information on your data protection rights.

2.2 **Using these Terms.** These Terms are made up of three sections:

2.2.1 **Section A (Introduction and Preliminary Terms)** provides you with information about us and these Terms;

2.2.2 **Section B (Terms and Conditions of our Services)** sets out the terms that apply to your Booking and your stay with us; and

2.2.3 **Section C (Use of the Caravan Park and Park Rules)** sets out what we expect of you and the caravan park rules which must be adhered to during your visit to the caravan park.

2.3 **Definitions.** To make these Terms quicker to read, we use the following definitions throughout these Terms:

2.3.1 **Booking** means a booking for: (i) a pitch or pitches at the Caravan Park on which to temporarily park your Caravan; (ii) the use of essential facilities offered at the Caravan Park; and (iii) any additional extras you purchase at the time of booking with us;

2.3.2 **Caravan** means the caravan (including the towing vehicle), RV or motor-home that will be parked at the pitch allocated to you for your Booking;

2.3.3 **Caravan Park** means the Bath Waterside & Marina caravan park operated by us;

2.3.4 **Website** means the website we operate at www.bathcaravanpark.com; and

2.3.5 **you** or **your** means the lead guest named in the Booking.

2.4 **Why you should read these Terms.** Please read these Terms carefully before you make a Booking with us. These Terms tell you who we are, how we will provide our services to you at the Caravan Park, how you and we may change or end the contract between us, what to do if there is a problem and other important information. If you think that there is a mistake in these Terms, please contact us using the details above.

2.5 **Changes to these Terms.** We reserve the right to change these Terms at any time. You should check these Terms each time you make a Booking as they may have changed since you last booked with us. If we change

these Terms whilst you have a current Booking, the terms that applied at the time of your Booking will continue to apply to your Booking.

SECTION B: TERMS AND CONDITIONS OF OUR SERVICES

3 MAKING A BOOKING AND ENTERING INTO A CONTRACT WITH US

- 3.1 **Making a Booking.** You can make a Booking with us via our Website, by e-mail or telephone on the details above, or by visiting us at the Caravan Park. By making a Booking via any of these means, you confirm that you (the lead guest): (i) have read and accept these Terms; (ii) are at least 18 years old; (iii) that you have authority to accept these Terms on behalf of all other guests visiting the Caravan Park under your Booking; and (iv) that you are responsible for paying for the Booking.
- 3.2 **Pitch size.** Please note that it is your responsibility to book the correct size of pitch for your Caravan. We reserve the right to prevent your and your guests' access to the Caravan Park or to your allocated pitch if we reasonably believe that your Caravan does not meet the requirements for the allocated pitch confirmed with your Booking. We cannot accept responsibility for any loss you may incur if you book the incorrect sized pitch. You may be required to upgrade your Booking and pay an additional fee to secure a pitch of the correct size, however we cannot guarantee availability of pitches on the day of your arrival. Please contact us prior to making a Booking if you are unsure which size pitch to book for your Caravan.
- 3.3 **Acknowledging receipt of your Booking request.** If you place a Booking request via our Website or by emailing us, you will receive an email from us acknowledging that we have received your request. However, please note that this does not mean that your Booking has been accepted.
- 3.4 **Confirmation of your Booking.** We accept your Booking, and a contract will come into existence between you and us, when we send a Booking confirmation email to you. The Booking confirmation will confirm the details of your Booking, including the date of arrival, duration of your stay, pitch type and any additional extras you have purchased. Please check that these details are correct and inform us immediately if you think there is a mistake.
- 3.5 **If we cannot accept your Booking.** If we are unable to accept your Booking, we will inform you of this in writing. For example, without limitation, this may be because of unexpected limits on our resources which we could not reasonably plan for, because we are unable to accommodate a vehicle of the dimensions you have, because we have identified an error in the price or description of the Caravan Park services or because we are unable to perform the services on the date you have specified. Please note that if we are unable to accept your Booking after you have paid a deposit, we will refund the deposit to you in full.
- 3.6 **Your Booking reference number.** When we confirm your Booking, we will assign a Booking reference number to you, which will be included in the Booking confirmation email. It will help us if you can mention this number whenever you contact us about your Booking.

4 PRICES AND PAYING FOR YOUR BOOKING

- 4.1 For Bookings made with an arrival date that is more than 28 days away from the date the Booking is made, a deposit of 10% of the value of your Booking or £25 (whichever is greater) must be paid at the time of making the Booking. Except for Bookings made during certain holiday periods (see further clause 4.3 of this Section B), your Booking must be paid in full 28 days prior to the arrival date stated in your Booking. You will receive a balance reminder 28 days before the arrival date, advising you of the balance of your Booking. If the balance is not paid by this date, your Booking will be cancelled and your deposit will not be refunded.
- 4.2 For Bookings made with an arrival date 28 days or less from the date of making the Booking, you must pay for your Booking in full at the time of making the Booking.
- 4.3 Bookings that fall within the Bath Christmas Market period must be paid in full at least one month prior to the arrival date stated in your Booking. You will be notified of this at the time of making such a Booking.
- 4.4 All prices on the Website, in our brochures and quoted to you include VAT.
- 4.5 We accept payment by debit/credit card from all major providers except for American Express.

5 CHANGING OR CANCELLING YOUR BOOKING

- 5.1 **Changes to your Booking.** If you wish to make a change to your Booking (including changing the number of people in your Booking, changing the lead guest name, bringing a dog or adding extras) please contact us as soon as possible using the details above. We will let you know if the change is possible; we reserve the right to refuse the change if, for example and without limitation, it contravenes these Terms (including the Park Rules) or any applicable law or regulation, or if we are unable to accommodate the change due to unavailability. Depending on when you request the change, we cannot guarantee that this can be accommodated and you may need to cancel your Booking (in which case, the cancellation policy at clause 5.2 of this Section B will apply). If the change is possible, we will let you know about any changes to the price of your Booking, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. The change is made to the contract and becomes binding on the date we send you a confirmation e-mail setting out the new details of the Booking.
- 5.2 **Cancelling your Booking.** If you need to cancel your Booking for any reason, please contact us as soon as possible to confirm your cancellation. We will consider your Booking cancelled on the date that you contact us to confirm the cancellation. If you cancel your Booking at any time you will forfeit your deposit and it will not be refunded to you. Depending on when you cancel your Booking, you may not receive any refund of the balance of your Booking. The following cancellation policy applies to cancelled Bookings:
- 5.2.1 If you cancel at any time before 28 days prior to the arrival date of your Booking, you will not have to pay the balance of the Booking however you will forfeit the deposit you paid at the time of making the Booking and it will not be refunded to you (e.g. if your arrival date is 30 August, the latest you can cancel is 1 August otherwise clause 5.2.2 or clause 5.2.3 below will apply, as applicable). If you paid for the Booking in full at the time of making the Booking due to the arrival date being 28 days or less from the date of making Booking, we will refund 50% of the full value of the Booking to you.
- 5.2.2 If you cancel within 28 to 14 days prior to the arrival date of your Booking, we will refund 50% of the balance to you less the deposit (e.g. if your arrival date is 30 August and you cancel on any day from 2 August to 16 August).
- 5.2.3 If you cancel within 14 days of the arrival date of your Booking, you will not be entitled to any refund including any deposit paid (e.g. if your arrival date is 30 August and you cancel on any day from 17 August to the date of your Booking).
- 5.3 **Leaving early.** If you decide to leave the Caravan Park early, please notify the site office immediately. We cannot refund any unused portion of your Booking to you if you leave at will (although we may decide to do so at our absolute discretion). However, if you left the Caravan Park due to your belief that we had not provided the services in accordance with these Terms, please contact us using our contact details above.
- 5.4 **No shows or arriving late.** If you do not arrive at the Caravan Park on the date specified in your Booking or you arrive late, you will not be entitled to any refund.
- 5.5 **Transferring your Booking.** We understand that, due to unforeseen circumstances, you or any member of your group under your Booking may become unable to visit the Caravan Park on your specified dates. We allow you to transfer a place under your Booking to another person, provided that:
- 5.5.1 we are notified of the transfer 28 days prior to your arrival date at the Caravan Park (otherwise you will need to request a change and add an additional person in accordance with clause 5.1);
- 5.5.2 you pay any outstanding balance payment on your Booking, as well as any additional fees, charges or other costs arising from the transfer; and
- 5.5.3 the transferee satisfies these Terms and agrees to be bound by them.

6 OUR RIGHT TO CHANGE OR CANCEL YOUR BOOKING

- 6.1 **Changes to the Caravan Park and/or these Terms.** We may need to change parts of the Caravan Park, the services we provide at the Caravan Park or your Booking to reflect changes in applicable laws and regulations. We may also amend these Terms from time to time and, if we do so, we will notify you before the changes take effect. If you do not agree to the changes, you may contact us to end the contract and receive a refund for any Booking paid for but not used.

- 6.2 **Changes to your Booking.** We endeavor to site you in the area that you have selected to pitch your Caravan in your Booking, however this is not always possible. We therefore reserve the right to change the area in which you pitch your Caravan, ensuring that it is still suitable for the type and size of your Caravan. We will do our best to inform you of any changes prior to your arrival, however this is not always possible.
- 6.3 **One night Bookings.** We reserve the right to not accept one-night Bookings during busy times.
- 6.4 **If we cancel your Booking due to circumstances outside our reasonable control.** In exceptional circumstances (including, without limitation, any law or any action taken by a government or public authority, adverse weather conditions, natural disasters, epidemics or pandemics, war, terrorist attack, nuclear, chemical or biological contamination, fire, explosion or accident, or interruption or failure of utility service) we may be required to cancel your Booking. If we cancel your Booking after you have paid a deposit or after you have paid the balance of the Booking in full, you will receive a full refund of the deposit or the Booking (as applicable). If we cancel your Booking whilst you are at the Caravan Park, we will refund you the unused part of your Booking (which will be deemed to start the day after you leave the Caravan Park) calculated at the day rate that applied at the time of your Booking. We will not be liable to you for any losses you incur as a result of us cancelling your Booking due to circumstances outside of our reasonable control.
- 6.5 **Cancelling your Booking during your stay.** We reserve the right to cancel your Booking during your stay at the Caravan Park and ask you and your guests to leave the Caravan Park if you are in breach of these Terms, including as a result of your guests' behaviour. Due to the difficulty in filling the vacant pitch space at short notice, you will not be entitled to any refund for the number of days remaining but unused on your Booking.

7 AT THE END OF YOUR STAY

- 7.1 You must leave the Caravan Park at the departure time set out in clause 13.1 of Section C. If you fail to remove your Caravan and/or other property at the end of your Booking, we shall be entitled to:
- 7.1.1 charge you for the amount which would have been payable to us for the period between the departure time and date required under your Booking and these Terms and the time and date of the actual removal of the Caravan from the Caravan Park;
 - 7.1.2 remove your Caravan and:
 - a) charge you for the costs of doing so; and/or
 - b) sell the Caravan and/or other property belonging to you held at the Caravan Park.
- 7.2 Any Caravan or other property left at the Caravan Park is subject to the Torts (Interference with Goods) Act 1977 ('the Act'), which confers on us a right of sale of those Caravans or other property.
- 7.3 Any costs involved in any legal action will be recovered from you.
- 7.4 We will not exercise any right of sale described in this clause until we have given 7 days' notice to you. Any such notice will be delivered by recorded delivery post to the address that you have provided us with. A copy will also be emailed to you at the email address you have provided us with. A copy will also be placed on your Caravan. You acknowledge that any attempt by us to contact you at your last known address, telephone number and/or email address constitutes "reasonable steps" for the purposes of the Act.

8 INSURANCE

- 8.1 **Insurance policies you are required to have.** You will need to have in place and maintain third party liability insurance with a reputable insurance provider throughout the duration of your Booking. This policy must cover any claims relating to third party accidents or incidents in or relating to your Caravan with a limit of at least two million pounds (£2,000,000) per annum per event or series of related events. We also recommend that you take adequate insurance to cover your personal possessions whilst at the Caravan Park.
- 8.2 **We may request copies of your insurance.** We may request to see a copy of the insurance policy and related documentation for your Booking.

9 GENERAL COMPLAINTS, FEEDBACK AND REQUESTS FOR FURTHER INFORMATION

- 9.1 If you have any general complaints or wish to request further information about the Caravan Park or our Website, please contact us on the details at the beginning of these Terms and we will do our best to resolve these.
- 9.2 Your feedback and suggestions about the Caravan Park and/or our Website are always gratefully received by us, however you understand that we may use these without any obligation to compensate you for them and you are, of course, under no obligation to us to provide them.

10 OUR LIABILITY TO YOU

- 10.1 We will provide our service to you under your Booking with reasonable skill and care. If we have breached this promise, and it causes loss to you, we will be liable to you up to the cost of your Booking.
- 10.2 We will not be liable to you, whether in contract, tort or otherwise, for:
- 10.2.1 any loss, theft or any damage of whatever nature suffered by you or to your property or guests, except to the extent that such loss, theft or damage was caused by our negligence;
 - 10.2.2 any losses that were not foreseeable when we entered into the contract with you;
 - 10.2.3 any losses that were caused by any act or omission of a party other than us; and
 - 10.2.4 business losses and/or losses to non-consumers.
- 10.3 We do not exclude our liability for death or personal injury caused by our negligence or for any other matter for which it would be unlawful to exclude liability.

11 GENERAL

- 11.1 **We may transfer the agreement between us to someone else.** We may transfer our rights and obligations under the Terms to another organisation.
- 11.2 **You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these Terms to another person if we agree to this in writing.
- 11.3 **No third party rights.** No person other than a party to these Terms may enforce any provision of these Terms.
- 11.4 **Force majeure.** We will not be liable to you for any losses you may suffer as a result of circumstances outside of our control, including but not limited to, any law or any action taken by a government or public authority, adverse weather conditions, natural disasters, epidemics or pandemics, war, terrorist attack, nuclear, chemical or biological contamination, fire, explosion or accident, or interruption or failure of utility service.
- 11.5 **Even if we delay enforcing the Terms, we can still enforce them later.** If we do not insist immediately that you do anything you are required to do under the Terms, or if we delay in taking steps against you in respect of you breaking the Terms, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.
- 11.6 **If a court finds part of the Terms illegal, the rest will continue in force.** Each of the paragraphs of the Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 11.7 **Entire agreement.** These Terms and any site specific rules and regulations constitute the entire agreement and understanding between us and you with respect to all matters referred to within these Terms and shall supersede any previous agreement(s) between us in relation to the matters referred to in these Terms.
- 11.8 **Alternative dispute resolution.** Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use. You can submit a complaint to the Centre for Effective Dispute Resolution (CEDR) via its website at <https://www.cedr.com/consumer/submit-a-complaint/>. CEDR will not charge you for making a complaint and if you are not satisfied with the outcome you can still bring legal proceedings. In addition, please note that disputes may be submitted for online resolution to the [European Commission Online Dispute Resolution platform](#).

- 11.9 **Which laws apply to the Terms.** The Terms are governed by English law and you can bring legal proceedings in respect of them in the English courts. If you live in Scotland you can bring legal proceedings in respect of the Terms in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the Terms in either the Northern Irish or the English courts.

SECTION C: USE OF THE CARAVAN PARK AND PARK RULES

12 USE OF THE CARAVAN PARK

- 12.1 The Caravan Park is to be used for leisure purposes only and no single visit may be longer than 26 days.
- 12.2 We are unable to reserve specific pitches and therefore cannot guarantee that groups of family members or friends will be sited together. This particularly applies during peak periods.
- 12.3 At the end of your stay you must leave the pitch in the same condition in which you found it and take with you all of your (and your guests') personal possessions and litter.
- 12.4 The Caravan Park is a family park and we do not accept bookings from all-male or all-female groups of people.
- 12.5 Whilst every effort is made to comply with the information given on our Website or in our brochures, we reserve the right to alter, amend or cancel amenities shown at our discretion.
- 12.6 We do not knowingly allow anyone to use or visit the Caravan Park who is a convicted child sex offender, subject to the notification requirements of the Sexual Offences Act 2003, or subject to a Risk of Sexual Harm Booking or Child Abduction Notice. Please inform us immediately if you have any concerns about anyone using or visiting the Caravan Park.

13 PARK RULES

- 13.1 Check-in time is from 2.00pm (but please note that check-in to the Caravan Park after Reception has closed will only be allowed at the reasonable discretion of the night warden). If you arrive early and your pitch is available you can check-in early, however this is not guaranteed. Check-out time is any time before 11.00am. If you wish to extend your check-out time, please ask at Reception however this cannot be guaranteed as we may have other guests taking the pitch on the same day. See further clause 13.2 of this Section C below.
- 13.2 Late stays on pitches are subject to availability and time of year. There is an additional charge for a late stay. Please ask at Reception.
- 13.3 You and your guests who are 18 or over may be required to provide photographic identification (valid driving licence or passport) at any time during your stay. Please make sure you and your guests bring a valid form of I.D. with you and them.
- 13.4 The use of household domestic appliances, e.g. fan convectors, chip fryers etc. in your Caravan is strictly forbidden. Only low voltage appliances are permitted.
- 13.5 Gas canisters must be stored safely in accordance with the safety instructions provided by the manufacturer and must not be used for any purpose at the Caravan Park other than for domestic, outdoor BBQs.
- 13.6 All Caravan jockey wheels must face the road and be equally spaced.
- 13.7 Commercial, sign-written vehicles are not permitted at the Caravan Park unless by prior agreement with us. You may be asked to provide a photograph of your vehicle prior to arrival.
- 13.8 Unlicensed motor vehicles e.g. quad bikes, micro scooters etc. are not permitted at the Caravan Park.
- 13.9 All vehicles at the Caravan Park are governed by the Road Traffic Act. Uninsured and unqualified drivers will be subject to police prosecution.
- 13.10 No speed limit at the Caravan Park at all times.
- 13.11 No gazebos or tents are allowed in the Caravan Park.

- 13.12 Private selling of caravans, RVs, motorhomes or any selling of goods or services on site is strictly prohibited (except with our prior written authorisation).
- 13.13 Parents or guardians must always take full responsibility for their children and should make themselves fully aware of any potential hazards or dangers around the Caravan Park. The River Avon has deep water and is un-fenced and we would advise that all children should be supervised by an adult at all times.
- 13.14 Ball games are not permitted at the Caravan Park. There is an adjacent recreation ground. Should any damage be caused, you will be held responsible.
- 13.15 Young children must be accompanied by a responsible adult when visiting the toilets/shower blocks. Children over the age of 6 years old should use the appropriate male/female toilets whenever possible.
- 13.16 Children are not permitted to play in or around the toilet/shower buildings.
- 13.17 Bicycles, skateboards, scooters, roller blades/skates are not allowed inside any of buildings at the Caravan Park.
- 13.18 Motorised scooters, go carts, BB guns, lasers and water bombs/balloons are not permitted at the Caravan Park.
- 13.19 The flying of drones is strictly prohibited from or at the Caravan Park.
- 13.20 Chinese lanterns are not allowed at the Caravan Park due to the risk of fire and injury at the Caravan Park or on neighbouring property as well as to livestock and farm buildings.
- 13.21 Windbreaks must not obstruct the thoroughfare between units as this constitutes a fire hazard. One 5 pole windbreak is permitted and should be for day use only.
- 13.22 The area around your pitch must be kept clear to enable grass cutting and maintenance.
- 13.23 Except for minor running repairs or minor maintenance works of a routine nature, you must not carry out any work to your Caravan whilst at the Caravan Park without our prior written consent. In carrying out any work you must not cause any nuisance to us, to any other guests at the Caravan Park or to any person residing in the vicinity of the Caravan Park.
- 13.24 **Pets.**
- 13.24.1 We only permit dogs and cats at the Caravan Park.
- 13.24.2 If you did not declare your dog at the time of making your Booking, on arrival you must pay the additional charge for bringing dogs into the Caravan Park.
- 13.24.3 Dogs must always be kept on a lead whilst at the Caravan Park.
- 13.24.4 It is the responsibility of the pet owner to clean up their dog or cat foul at the Caravan Park.
- 13.24.5 All dogs must wear a dog collar with an identity tag indicating the owner's name and address.
- 13.24.6 With the exception of guide dogs, owners must not take their pets into any of the facility buildings at the Caravan Park e.g. showers / toilets etc.
- 13.24.7 Pets should not be left unattended either in the Caravan or any other vehicle.
- 13.24.8 We reserve the right to require an owner to remove their pet from the site if it is considered by the management to constitute a nuisance or danger to other guests staying on site.
- 13.25 **Emergency 999 calls.** If you call the Emergency Services please inform Reception. This will allow us to assist in locating you and therefore come to your assistance in the shortest possible time. We do have a defibrillator and first aiders on site (not 24 hours).
- 13.26 You agree to abide with any reasonable directions given to you by us or a member of the Caravan Park staff whilst on site.

- 13.27 We reserve the right to amend the Park Rules in this clause 13 as necessary to ensure the safe, efficient and effective running of the Caravan Park.

14 PROHIBITION OF NUISANCES

- 14.1 **Operation of machinery/engines at the Caravan Park.** No noisy or objectionable engines, radios or other apparatus or machinery shall be operated at the Caravan Park so as to cause a nuisance or annoyance to us or to any other users of the Caravan Park or to any person residing in the vicinity.
- 14.2 **Operating hours.** Engines, generators or other apparatus or machinery must not be operated between the hours of 8.00pm and 09.00am.
- 14.3 **Anti-social behaviour and abuse.** No anti-social behaviour or abuse, verbal or physical, shall be tolerated towards customers or staff at the Caravan Park. In the event that it occurs as a result of your actions, we will be entitled to immediately terminate your stay (and that of your guests) and ask you to leave and criminal prosecution may be instigated.
- 14.4 **Obligations on third parties.** You shall try your best to ensure that you, your guests, contractors and visitors do not cause a nuisance as described in this clause 14.
- 14.5 **Firearms.** You shall not be permitted to carry, use or store any firearms while at the Caravan Park. The exception to storage is where the named person has been issued with an approved fire arm certificate from the local police constabulary, but this does not permit use on the Caravan Park.
- 14.6 **Disposal of refuse.** No refuse shall be left anywhere on site at the Caravan Park. Any domestic waste shall be disposed of in the bins provided by us or by removal from the Caravan Park by you. Non-domestic waste (such as microwaves, fridges or other electrical household appliances) must be removed from the Caravan Park by you. **We may charge you any costs relating to the disposal of such items where you or your guests can be clearly identified.**

15 HEALTH & SAFETY AND FIRE PRECAUTIONS

- 15.1 **Health and safety.** You shall abide by all relevant health and safety regulations, codes of practice and any health and safety guidance issued by us whilst at the Caravan Park, including any reasonable instructions from the park manager.
- 15.2 **Preventing the outbreak of fire.** You shall take all necessary precautions against the outbreak of fire in or upon your Caravan and shall observe the statutory and local regulations relating to fire prevention (exhibited in the office on site). You shall provide and maintain in good working order at least one fire extinguisher of an EU or UK government approved or BSI standard type and size, in your vehicle and readily available for immediate use in case of fire.
- 15.3 **Refuelling.** You shall not attempt to refuel your vehicle or machinery such as generators while at the Caravan Park.
- 15.4 **Fires and fireworks.** The lighting of open fires or use of fireworks is strictly prohibited at the Caravan Park.
- 15.5 **Use of barbecues or portable gas cookers.** Barbecues or portable gas cookers may be used when placed on a suitable stand and only in designated areas, such as your Caravan pitch. All barbecues and cookers must not be left unattended and all barbecues and cookers shall be used only with approved briquettes or gas fitting connectors and they must be properly extinguished or the gas supply terminated. The area around the equipment must be left in a clean and tidy condition and all waste removed.
- 15.6 **Removing a vehicle in an emergency.** No person shall secure wheels in such a way that would mean they are incapable of being easily removed in case of emergency. This is particularly important if the emergency occurs whilst you are away from your Caravan or other vehicle.
- 15.7 **Persons under the age of 18.** Any persons under the age of 18 years (invited to the Caravan Park by you) are the sole responsibility of you and must remain under your supervision at all times. They must not be allowed to cause a nuisance to any other user of the Caravan Park.

- 15.8 **Cycling.** Cycling on site is only permitted to allow access to adjacent cycleways and or roads, the Caravan Park is not to be used for general cycling due to vehicle movements.
- 15.9 **Use of electrical outlets.** When connecting to a designated electrical outlet bollard, approved leads and plugs must be used. These must be maintained in accordance with the relevant regulations and standards. You are not permitted to alter the facilities in any way.
- 15.10 **Emergency contact details.** You must provide us at all times with your current address and contact details and telephone numbers so that you can be contacted in an emergency. Informing us of any change in your contact details can be done using our Change of Details Form (available upon request).