

Park Rules

To keep our park a special place for everyone to enjoy, we have our park rules.

If you have any questions, your park General Manager will be happy to talk you through them.

General

- 1.**
The holiday home may be occupied for holiday use for the permitted season as advised to you on an annual basis prior to the relevant season. Holiday homes cannot be occupied outside the notified period. Facilities and entertainment will be available from time to time at the discretion of Parkdean Resorts and usually as indicated in the current Parkdean Resorts holiday brochure.
- 2.**
All park grounds are communal for use by all owners or other lawful guests and visitors to the park. The area of land designated for use by a holiday home owner will generally be determined as the side of the holiday home on which the doors open. The General Manager of the park will clarify any discrepancies.
- 3.**
The park grounds will be cultivated and planted as appropriate by Parkdean Resorts staff and no other cultivation is authorised. The use of planters and pots must be reasonable and in keeping with the general appearance of the park.
- 4.**
Obstructions, washing lines, rotary driers, fences and/or barriers are not allowed in the communal areas around the holiday home because they hinder access for emergency/park vehicles and are a safety hazard during the hours of darkness.
- 5.**
Advertisements, notices and posters must not be displayed externally or in holiday home windows without prior written permission from Parkdean Resorts.
- 6.**
All drivers of vehicles on the park must hold a current driving licence for the category of vehicle being driven.
- 7.**
Vehicles are limited to two per holiday home that must be parked only in spaces provided and must be taxed and have a current MOT certificate (where applicable) and current insurance cover. Park speed limits must be observed at all times. Commercial vehicles are not permitted on any part of the park. No quad bikes, electric scooters or similar are allowed on park in any circumstances.
- 8.**
No charging of electric or hybrid vehicles is permitted to take place from holiday homes, as the safety and security of our owners, team members and guests on park is our top priority. At selected parks, which have electric vehicle charging, if your private letting guests need to charge their vehicle, they should download the Vendelectric app and follow the instructions. Any issues should be reported to the Vendelectric customer service team via the Vendelectric app and not the park team.
- 9.**
Special one-off deliveries for a holiday home owner/occupant (such as gifts or equipment for your caravan) must be made to reception.
- 10.**
Fixed line telephones are not allowed to be installed in holiday homes.
- 11.**
Fires and fireworks are not permitted on any part of the park.
- 12.**
Animals are not permitted on any part of the park except for two dogs per holiday home. Dogs that present a serious danger to the public as described under the Dangerous Dogs Act 1991 or any equivalent succeeding legislations are not allowed on the park under any circumstances.
- 13.**
Dogs must be kept under proper control at all times with the exception of guide dogs or dogs for the disabled, are not allowed into any facility buildings. Dogs must be kept on a lead when they are not inside the holiday home and must not foul in the communal areas of the park.
- 14.**
The content of the company's brochures are copyright and must not be copied or reproduced. The 'Parkdean Resorts' brand name and logo are registered copyright of the company and must not be used or reproduced in any form.

15.

Any accident on the park must be reported to the management of the park as soon as reasonably possible after the accident.

16.

Parkdean Resorts takes the security and well-being of our staff seriously. In carrying out their work, our staff have a reasonable expectation of privacy and the right to be free from abuse and exposure to risk. Recording of our staff is not permitted unless incidental to personal filming for personal viewing. You may not publish any recording showing or identifying our staff without express permission. They (and we on their behalf) reserve the right to seek all appropriate remedies if we believe this rule has been or is likely to be breached.

17.

If you insure other than through our agency or by using our brokers, you agree to provide proof of alternative insurance by providing us with a copy of your insurance details each year and to pay us an annual fee for verifying the level of cover, maintaining administrative records, copying and invoicing. The fee is set out in the annual charges list.

18.1

Use of the park and its facilities is conditional upon these rules being strictly adhered to and all persons conducting themselves with due regard for the company, its employees and the wellbeing and comfort of others including;

18.1.1

All persons, including holiday home owners, their guests and tradesman must act in a courteous and considerate manner towards our staff and contractors. Rudeness verbal abuse or insults will be considered a serious breach of these rules and is unacceptable.

18.1.2

All persons, including holiday home owners, their guests and tradesman must not act in a way which actively and/or unreasonably interferes with or causes prejudice to Parkdean Resorts business.

18.1.3

All persons, including holiday home owners, their guests and tradesman must not make misleading statements or take other action which might lead others to consider that they are dealing with a representative of the company or are authorised on the company's behalf.

18.1.4

All persons, including holiday home owners, their guests and tradesman must not deliberately and/or persistently use social media of any kind in a way that is calculated to be harmful or prejudicial to the company, its business or its employees.

Pitch Licence & Park

19.

Pitch numbers must remain visible.

20.

The holiday home must not be used as a postal address, or an address for registering, claiming or receipt of any state benefit.

21.

The park cannot be used as a base from which to travel to and from work.

22.

The primary purpose of your holiday home is for your own personal holiday use. Private letting of an individual holiday home, where permitted is permitted as ancillary to the primary use as a holiday home.

23.

Ownership of more than one holiday home at Parkdean Resorts is not permitted except with the express written consent of the General Manager and in his/her absolute discretion.

24.

No holiday home may be occupied unless the pitch fee is paid in full or payment is currently being made via a Parkdean Resorts approved payment scheme, such as direct debit.