

Camping & Caravan Park Site Rules & Information

1. The authority for the conduct of the Site is vested in the Site Management, or his/her Assistant. The Site Management is responsible for the smooth running of the Site and the general welfare of its occupants. In this context the Site Management is empowered to refuse entry to the Site and, should he/she consider it necessary, to request the removal of any caravan, motorhome or tent. The Site Management are in charge of the site and their instructions must be complied with at all times.
2. The fees are accepted on the understanding that the rules will be observed and the Authority reserve the right to request any person to leave the park.
3. All new arrivals and visitors must report to Reception and pay all fees in advance in accordance with our Terms and Conditions.
4. Only one car is permitted to park adjacent to the caravan, motorhome or tent. Additional cars must be parked in the adjacent site car park.
5. The park is open to vehicular traffic 24 hours a day with the use of a barrier code issued to you on your welcome email.
6. Only caravans/motorhomes of good appearance and construction will be permitted on the site. Converted lorries, buses or improvised caravans etc. are not allowed unless registered with the DVLA. If you have any concerns over the type, or size, of vehicle you wish to bring to the Campsite, please contact the Campsite directly prior to booking as the Site Manager has ultimate discretion for what is acceptable. No annexe shall be erected other than that which forms part of the caravan's equipment.
7. The speed limit on the park is 10 mph. Only correctly licensed drivers may drive on the site, learner drivers are forbidden to drive in the site.
8. Only essential repairs to vehicles to allow removal from the site are permitted. The servicing or maintenance of vehicles is not permitted.
9. Drivers are to ensure that they take care to minimise damage to grassed areas during the wet weather.
10. The Authority accepts no responsibility for the loss or damage to caravans, vehicles, motorhomes or their contents, or injury to persons other than in respect of injury caused by the Authority's negligence ~~however such damage or injury incurs.~~
11. If anyone leaves a caravan or other property on the site without permission and/or payment, the Authority shall be entitled to make such arrangements as it deems necessary for the removal or storage of such property. The expense of removal or storage shall be charged to the owner.
12. Unauthorised trading or selling from the site is not permitted.
13. All units must be at least 6 metres (20ft) apart from each other. Caravans should be sited with the front of the caravan axle facing the road to comply with the site's emergency evacuation procedure.
14. All vehicles should have their handbrake firmly applied and left in gear whilst parked.
15. Caravans/Motorhomes/Tents must be sited where indicated by the staff/manager. The staff/manager has the right to request any tent/caravan or motorhome be moved to a fresh pitch when necessary to maintain the ground in good condition, or for other reasons. Caravans/Motorhomes/Tents must not be moved without the permission of the staff/Manager.
16. All pitches shall be vacated by 11am on the day of departure or at a time required by the staff /manager.
17. If you wish to extend your stay payment should be made at Reception prior to your original departure day and is subject to availability.
18. No caravan/motorhome/tent may be used by more than a safe and reasonable number of persons. The staff/manager shall be sole judge of what is reasonable.
19. No caravan/motorhome/tent may be left unoccupied overnight without prior permission.
20. All site users are asked to keep the toilet building as clean and tidy as possible. All rubbish should be placed in the bins provided. All taps should be turned off after use.
21. All refuse should be placed in a refuse sack and deposited at the collection points. Waste water containers should not be allowed to overflow and should only be emptied at the designated disposal points.

22. Properly constructed toilet tents may be erected in positions indicated by the staff/manager. The contents of chemical toilets may only be disposed of in the disposal points provided outside the toilet blocks. No chemical toilet is to be filled or washed at a tap provided for the supply of drinking water.
23. Washing or rinsing of receptacles is not permitted at the stand pipes.
24. No hot water is to be removed from any site facility for any reason.
25. All guests are to familiarise themselves with the Safety & Fire Precautions and the location of First Aid and Fire Appliances.
26. The lighting of open fires (except properly constructed barbecues) is prohibited. No BBQs permitted after 11pm.
27. No more than two dogs are permitted on each pitch but must be kept on a lead no longer than 6ft at all times and exercised off the site. They must be kept under control by their owners and not allowed near the children's play area. Dogs must be kept in the caravan/motorhome or tent at night. No dog is to be left unattended or outside a tent/caravan or motorhome. No animal may be allowed loose on the site and any mess made by the dog should be cleaned up immediately by its owner. Dogs are not allowed in the Cabins/Cocoons except specially designated pet friendly units.
28. Noise levels of radios, televisions, music systems or musical instruments must be kept to a level which does not annoy other site users. We ask for quiet between the hours of 11pm and 7.30am. Please respect other campers who may be trying to sleep. We are a family site and will not tolerate anti social behaviour or language.
29. The flying of model aircraft or drone is forbidden. Any instrument capable of firing a projectile is not permitted.
30. The use of illegal and or non-prescription drugs are not permitted anywhere within the Campsites. Any person in possession of, or under the influence of, any such substance will be refused admission and will not be entitled to a refund. [per campsite terms]
31. Smoking (including electronic cigarettes or any other artificial smoking devices) is not permitted anywhere within any of the Campsite buildings.
32. Customers who are legally entitled and who wish to consume alcohol whilst on the Campsite must do so responsibly.
33. We must be notified of any lost property within 6 weeks, as any items found will be disposed of after this period.
34. No deliveries of take away or fast food will be permitted on the Site. If you wish to order deliveries of such food or other items then you must arrange to collect the delivery from the main entrance to the Site.
35. Sleeping in private cars is not permitted unless suitably adapted for this purpose. Suitable changing areas must be used when sleeping in a vehicle.
36. Persons under 18 years of age are not permitted to use the site unless accompanied by a full paying responsible adult. Care should be taken to ensure children playing do not annoy other campers. Parents are requested to exercise control over their children and prevent them from damaging trees or other site property. Children must not be left alone on site and under six year olds must be supervised by an adult when using toilet facilities. All young children should be accompanied when using the shower facilities on site.
37. Children of 12 years and under are welcome to use the play area provided at their own risk between 08:00hrs and 20:00hrs. Please ensure that children are supervised for their own safety.
38. Under no circumstances must they play in or around the barrier to the entrance of the Holiday Home section or play in the car park.
39. The laundry has token operated washing machines and tumble dryers available for your use. Tokens are available to buy from Reception.
40. Day visitors must report to the Campsite Office on arrival. Entry and parking is at the discretion of the staff/manager.

41. Please exercise extreme caution when using gas appliances, especially when changing cylinders.
42. Please exercise extreme caution and safety when using candles/naked flames in your caravan/motorhome or tent.
43. Please note that refundable deposits will be retained if equipment is not returned upon departure.
44. All fixtures and fittings in the cabins/cocoons should not be removed from the unit and if damage occurs or equipment is faulty this should be reported to a member of staff immediately.
45. Only camping equipment may be stored outside a caravan/cocoon/motorhome or tent. All other equipment is not allowed unless express permission has been given by the site management.
46. Only small free standing rotary washing lines may be erected on the site. Please note single-line washing lines are NOT permitted.
47. All references to Manager in these rules will also include any other officer appointed by the Lee Valley Regional Park Authority.
48. These rules are supplementary to the obligation to observe the Caravan Code and Country Code which all visitors to this site undertake to observe.
49. Our Site Managements and all other Licensor Staff and external contractors while on site are there to ensure the smooth running of the Site. The site management will not accept any foul, abusive or threatening language or any verbal, threatening or physical abuse or behaviour directed towards any member of staff or external contractor by any visitor, and any breach of this rule could lead to being asked to leave the site. [as per site rules]
50. Photo ID in the form of a driving licence or the debit/credit card used to make the booking must be presented to reception upon arrival. Failure to do so will result in the booking being cancelled and you will be prevented from entering the site.

These rules may be altered or added to at any time by the Lee Valley Regional Park Authority. The use of the word 'caravan' is held to include motor caravans and trailer tents.