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GENERAL RULES

The following rules of occupation are for the good of the Park management and the benefit of all who use it. The rules have not been compiled to place unnecessary restrictions on Residents and visitors. We are sure that, provided the rules are accepted in the right spirit, our Resort will continue to be a happy community.

1. The Caravan Owner, the Tenant and any other occupier of the caravan/tent on the Park must all agree, as a condition of entering the Park, that the Park Owner shall in no way be responsible for, or liable in respect of injury to, or loss or damage to himself and/or such other persons who may occupy the caravan/tent or visit the Park unless caused by a negligent act or omission by the Company or its employees. The Company will not be liable for any injury, loss or damage to any property, including motor vehicles, personal effects or luggage, however caused or sustained. For the avoidance of doubt, all Holiday Home Owners holding a pitch agreement are required to insure the Caravan with the Insurance Company appointed by the Park Owner.
2. The Caravan Owner, the Tenant and any occupier must abide by Health & Safety Legislation issued by the appropriate bodies, especially in connection with L.P.G. and Electrical Appliance operation and maintenance. We reserve the right to enter the pitch/accommodation to carry out essential maintenance. Every endeavour will be made to limit any inconvenience. Annual safety tests where required are obligatory. Gas bottles remain the property of the supplier and there is to be no more than 2 cylinders per pitch, which must be secured to prevent them from falling over. 47kg gas cylinders must be secured in an approved container. Occupiers are responsible for ensuring that electrical, gas, water and sewer installation and appliances comply at all times with the requirement of the regulatory Authorities. The occupier is responsible for all services after the point of connection to the Park Owners services. Touring caravans cannot connect directly to the mains water supply unless a non-return valve is fitted. Occupiers must not permit waste water to be discharged on to the ground.
3. Under Local Authority provisions and company policy, no person or family shall occupy any accommodation on the Park continuously for more than 28 days during the period the Park is open. The Lodge, Holiday Caravan, Touring Caravan, Motor Home or Tent may only be used for holiday purposes. The Park Owner may request copies of council tax and utility bills from their permanent residential address to prove they are only using the Park for holiday purposes.
4. We have a legal obligation to adhere to and enforce Health & Safety legislation. Because of this and for your own safety and welfare, not all facilities will be available to everyone. Please read through the important Health & Safety Information leaflet detailing restrictions at the Resort. This leaflet should be read as part of the Park rules.
5. The Park opening times are as follows:
 - A) Holiday Caravans from the second Friday in February until the third Sunday in November each year.
 - B) Lodges and caravans with extended season licence from the second Friday in February until the third Sunday of December. C) Seasonal Tourers on concrete bases from the second Friday in February until the third Sunday in November.
 - D) Other touring caravans, motor homes and tents from the second Friday in February until the third Sunday in November.
6. Dogs must be kept on a lead at all times and must not be allowed to foul the park. Bins are provided should this occur. The owners of any dogs found not on a lead or causing a nuisance to any other person, may be asked to leave the Park without compensation. A maximum of two dogs will be permitted per pitch. There are dog walk facilities available. We reserve the right to refuse certain breeds of dogs we consider inappropriate for a family park. If in doubt, please ask at Reception.
7. All compactable refuse or litter must be deposited in the dustbin bays or recycling areas. The Park Owner will make a charge for collection of any rubbish which is not compactable. In particular, the area surrounding each caravan should be kept clean and tidy by the occupant. Any brick or metal and non-compactable material should be taken to the area designated by the Park Owner. The Park Owner provides recycling facilities and Owners' are required to make use of these facilities. Domestic appliances and any other controlled waste must be disposed of correctly at the local recycling centre, if left on the park a charge will be made for the disposal and you will be liable should any controlled waste be disposed of incorrectly.
8. No open fires are permitted; Bar-B-Q's may be used in compliance with manufacturer's instructions, must be in a self contained unit above the ground and should not be operated within 3m of any caravan/tent. Do not leave Bar-B-Q's unattended. Disposable Bar-B-Q's must be allowed to cool fully and doused with water before disposal to prevent fire risk.

Admission/Security

9. In the interest of security, admission to the Park when open, is requested between 8.00am and 8.00pm, (5.00pm Nov - Jan). When the Park is closed, please ring during office hours to make an appointment to visit. For licensing purposes, all Family members that use the park are required to be registered and cards may be required to use certain facilities such as the bars, entertainment, swimming pool and the hire department. Your cards should be carried with you at all times, Caravan Owners are required to have a photograph taken and stored against their card to validate their identity upon entry to facilities. These do not guarantee admission to any facility as Health & Safety regulations are obligatory. The cards remain the property of Holiday Resort Unity and are strictly non transferable. They are not a suitable form of ID, should ID be requested in licensed premises, a passport, photo driving license or Portman proof of age card must be shown. The management reserves the right to refuse admission.
10. The Park Owner reserves the right to refuse admission or request the departure of any caravans, tents, vehicles or persons which do not conform to reasonable standards or abide by our regulations without compensation. The caravan accommodator/owner/occupier is responsible for the conduct of children in his/her custody and for any visitors. All visitors are required to report to Reception and obtain the appropriate pass, where a small charge will be made.
11. Only families are permitted to stay on the Park. No groups of single sex parties unless authority is obtained from the Park Owner. If authority is obtained, a 'Good Behaviour' deposit of £20, (TWENTY POUNDS), per head is required. This will be refunded on departure provided the Park Rules have been observed. In any case the party leader must be 21 years of age or over.
12. No tents, Awnings, Motorhomes, or touring caravans may be used at a static caravan pitch. Awnings attached to touring caravans are to be taken down when required by the Park Owner. Failure to do so will result in the Park Owner dismantling them and making a charge for their recovery. Large Paddling Pools/Swimming pools are not permitted on the park. Small paddling pools must be emptied at the end of each day and moved from the turfed area.
13. No accommodation shall be used for sleeping more persons than the number for which it was designed. Sleeping in cars is prohibited.

Noise & Nuisance

14. Musical instruments, stereos or car stereos must not be used to cause a nuisance to others, especially between the hours of 8.00pm and 8.00am. Disorderly behaviour will result in expulsion from the resort without compensation. One hours' notice will be given in order for the person/persons to remove their personal possessions, at the expiry of this notice, the Park Owner will remove the possessions. Should the noise or nuisance be caused by owners of accommodation with an agreement under the Caravan Sites Act, the occupants will be asked to leave the Park forthwith and the owner of the accommodation will be served notice in accordance with the pitch agreement. The resort has a zero tolerance policy towards noise and nuisance.
15. It is forbidden to carry any weapons or other objects likely to give offence. The use of BB guns is not permitted on the Park.
16. If a criminal offence is committed whilst on the park this may result in the termination of the pitch agreement / holiday.

Vehicles

17. All vehicles must be driven carefully on the Park, not exceeding the speed limit of 15 mph or 5mph around buildings. The Park is classed as a 'Public Place' and as such, road traffic regulations apply, (such as driving under the influence of alcohol etc).
18. Un-taxed and disused vehicles must be removed from the Park forthwith. All vehicles must be taxed, insured etc, and driven by holders of a current driving licence. All cars are parked entirely at the owner's risk.
19. Vehicles must be parked to the side of the roads within the pitch boundary. Please do not park vehicles in between caravans. A maximum of two cars for holiday caravans and one car for tents and tourers are permitted to be parked within pitch boundaries. Any additional vehicles must be parked where required by the Park Owners. The Park Owners reserve the right to make a charge for this facility.
20. No commercial vehicles shall be allowed on the Park and no commercial enterprise or business activities may take place on the Park without the prior permission of the Park Owner.
21. Parents are required to supervise their children during the use of children's devices such as bikes, scooters etc, to ensure they are operated accordingly. The principles of the Highway Code should be followed.
22. Electrically or petrol operated scooters/bikes etc, with the exception of disability aids, are not permitted on the Resort and are subject to the Road Traffic Act.

Pond Fishing

23. An NRA environmental licence is required for all that wish to fish the pond. All children under 14 must be accompanied by an adult. No ground bait or keep nets are allowed. No fishing after dusk. No boats/dinghy's or swimming allowed. Report catches to reception to help monitor this facility.

Play Area

24. All children must be accompanied. No play after dusk

Termination

25. If any part of the payment payable by the person occupying a pitch shall at any time not be paid and the caravan, tent, car or any other goods remain on the pitch after the period of 28 days, the Park Owner may, after the service of notice, remove the said caravan, tent, car or goods from the pitch and at any time thereafter sell the goods for such a price as the Park Owner shall think fit.
26. Any person failing to observe these rules or otherwise creating a nuisance may be asked to leave the site forthwith without compensation for any fees paid.
27. These Park Rules may be amended by advertisement on the Reception notice board by the Park Owner at any time.

Additional Static Caravan Owner Rules:

Sub-Letting

28. All arrangements for the sub-letting of holiday caravans are the sole responsibility of the Caravan Owner or Letting Agent, subject to the conformity to Park Rules and the Park Owners agreement with the Caravan Owner. Any complaint regarding the letting caravan from tenants will render the caravan liable to removal from the Park. All letting caravans must conform to the English Tourist Board standards. All keys are to be collected from Reception with an authorisation from the Caravan Owner/Letting Agent between the hours of 10am and 5.00pm. There will be a compulsory charge for all visitors which is detailed on the authorisation form. Caravans must be 12 years of age or under to be eligible for the scheme.
29. Before the start of the season, Holiday Resort Unity will inspect all sub-letting caravans in order to confirm the compliance to Tourist Board Standards (there is a charge for this). The caravan will also be inspected during the season to confirm the compliance continues, & may also be inspected by the West Country Tourist Board as part of their Grading Scheme. All sub-letting caravans must have an annual inspection of both Gas & Electrical appliances in order to comply with Health & Safety Regulations. Owner occupied caravans are also advised to have an annual inspection of their appliances.
30. The Caravan Owner must provide the Park Owner with a spare set of keys that will be kept in a secure logged system in reception.

Agency Scheme

31. With this scheme we will grade your caravan and compare it with our own hire fleet. A house keeping inspection will be made, we will rent out your caravan on your behalf at the times you do not wish to use your caravan. We take a commission and cleaning fees and your account is paid monthly. Your caravan must be 10 years or under to be considered.

Caravan Sales

32. Caravans cannot be sold on the pitch without the permission of the Park Owner. The Park Owner will not permit caravans over 15 years of age to occupy a pitch and will not allow a caravan to be sold on the pitch once it reaches 10 years old for 10ft wide caravans and 12 years for 12ft wide caravans. Permission must be obtained for sale of tourers on Park. Sale of a tourer does not include a pitch.
33. All sales will be conducted in accordance with the model standards as issued by the British Holiday Homes and Parks Association and as approved by the Office of Fair Trading.

Pitch Boundary

34. For the avoidance of doubt, the boundary of the pitch, (for Holiday Homes), shall be the area of the concrete slab plus the area of grass by the main entrance door to the adjoining caravan. Any fences erected next to the adjoining caravan must be 2ft away from the caravan, of wooden palisade construction, brown in colour and must not be more than 1 metre high. The adjoining Owner is entitled to a right of way over the grass area to maintain the caravan, electricity and drainage to his pitch.
35. Any pitch enhancements, fences or sheds must not be added to your pitch without the Park Owner's permission in writing, application forms are available from reception. Where fences are permitted, the owners of the fence will be responsible for the cutting of the grass on both sides of the fence. Failure to do so may result in the removal of the fence to facilitate the cutting of grass and a charge made for the removal and cutting. Where sheds are erected, the shed must not be more than 6ft x 4ft of metal construction and must be placed so as not to cause a nuisance to the next caravan and at least 5 metres away. The planting, lopping or topping of trees and large shrubs is also subject to the Park Owners consent. Washing lines shall be screened from public view as far as possible. The Caravan Owner is responsible for the removal of fences, sheds, steps and patios on the sale of the caravan. The Park Owner will make a charge for removal should the Caravan Owner fail to comply.

Additional Annual Touring Rules:

36. The owners of touring caravans sited on concrete pitches with awnings erected are responsible for their security and stability. Guy ropes are not permitted to extend beyond the width of the awning. The owner is responsible for grass cutting within two feet of the awning. The Park Owner will not accept responsibility for damage to the awning caused by grass cutting, should the owner not fulfil his obligation to maintain the grass below the height of six inches, (150mm).
- Touring caravans and tents must be sited at least 5 metres from the adjoining unit. No annex to any caravan may be erected unless it is part of the original design and can be readily removed and transported with the caravan. No awning/pup tents etc shall be permitted within 3 metres of an adjoining caravan.

37. Windbreaks, gazebos, paddling pools must be taken down at sunset daily. The planting, lopping or topping of trees and large shrubs is also subject to the Park Owners consent. Washing lines shall not be left out and when in use must be screened from public view as far as possible.

Only one storage box of plastic construction may be kept to the rear of the caravan and shall be no taller than 4ft 6". No other items may be stored outside of the caravan/awning.

No pitch extensions or alterations are allowed without the park owners consent.

Complaints Procedure

If you are dissatisfied, your dissatisfaction must be taken up with the Reception Manager in the first instance. If he/she is unable to resolve your problem, an interview will be arranged with a Director, or a letter should be left marked for the attention of the Managing Director. In all instances, any dissatisfaction must be reported before departure from the Resort.