

Introduction

These park rules are in place for the good management of **Shorefield Country Park, Oakdene Forest Park, Forest Edge Holiday Park, Swanage Coastal Park, Merley Court Holiday Park, New Forest Lodge Retreat, Wilksworth Caravan Park & Downton Holiday Park** and the benefit of all who use them. These rules form part of the Licence Agreement that is the contract between us for your occupation of a pitch on the park. They should be read alongside your Licence Agreement.

The park rules do not affect anything to which you are entitled under the terms of your Licence Agreement.

The expression 'you'/'your' means the Holiday Home owner and/or occupier and this includes anyone using or hiring the holiday home from you. The expression 'we'/'us'/'our' refers to the park owner and/or manager.

Please make sure that anyone using the holiday home is aware of the park rules.

The rules set out below are the park rules referred to in your Licence Agreement. You are reminded that breach of these rules is a breach of your Licence Agreement and could result in termination of the Licence Agreement.

Where these rules give us a discretion we will exercise it reasonably.

Park Opening Dates

Shorefield Country Park (comprising Amberwood, Dane, Sea Breeze, Shorefield, Rosewood, Jubilee Gardens, Warren & Woodland View Parks) is open from February 10th to January 5th. The closed period is from January 6th to February 9th.

Oakdene Forest Park is open from February 1st to January 1st. The closed period is from January 2nd to January 31st.

Forest Edge Holiday Park is open from February 5th to January 5th. The closed period is from January 6th to February 4th.

Swanage Coastal Park is open from March 1st to January 5th. The closed period is from January 6th to February 29th.

Merley Court Holiday Park is open from February 7th to January 7th. The closed period is from January 8th to February 6th.

New Forest Lodge Retreat is open from February 1st to December 31st. The closed period is from January 1st to January 31st.

Wilksworth Caravan Park for existing eight month site licences is open from 1st March to 31st October. The closed season is from 1st November to 29th February. For new site licences issued by Shorefield Holidays Ltd, there is an extended season from 1st March to 15th January, the closed season is 16th January to 29th February (please consult your site licence agreement which clearly confirms the length the season).

Downton Holiday Park is open from 1st March to 31st October. The closed period is from 1st November to 29th February. For new site licences issued by Shorefield Holidays Ltd, there is an extended season from 10th February to 5th January, the closed season is 6th January to 9th February (please consult your site licence agreement which clearly confirms the length the season).

1. You are reminded that your licence agreement says that the holiday home shall not be occupied for any continuous period exceeding 56 days and such persons shall not return and occupy the said holiday home within the following 7 days. The holiday home shall not be occupied as a permanent residence at any time. We shall ask you annually to provide evidence that you have an alternative residential address. This will need to be either a council tax bill or a utility bill dated within the last 3 months.
2. We have the right to ask you for confirmation of all dates when you will not be occupying your holiday home to ensure compliance with the 56 day rule. You are reminded that a failure to provide us with this information upon request amounts to a breach of your Licence Agreement.
3. The maximum number of holiday homes allowed in the ownership of one person is four.

Services available to Holiday Home Owners

The Company operates a maintenance call out service.

The Company operates a Maintenance Scheme for holiday home owners to cover the safety testing.

The Company offers a seasonal club membership for those who sub-let.

For further details of the above and a list of current charges please go to our website www.shorefield.co.uk and look at the Ambassador's section.

Safety

4. You should use the park and its facilities safely and should not cause danger to others.
5. You should obey all health and safety notices displayed on the park and act on the reasonable instructions of park staff in matters of health and safety.

Security

6. You are solely responsible for securing the holiday home and you may only use alarms of the silent, monitored type and not audible alarms.

Swimming pool safety

7. You must follow the rules applicable to the use of the swimming pool. These rules are displayed at the entrance to each pool area.

Fire Safety

8. We recommend that all holiday homes contain a 1kg dry powder extinguisher and a fire blanket. We also recommend that a smoke alarm and carbon monoxide detector be fitted in each holiday home. All holiday homes that are sub-let must contain the above.
9. Your Holiday Home may not be used for sleeping a number of persons greater than the 'maximum sleeping capacity' stipulated in your Licence Agreement; if no number is stipulated then it may not be used for sleeping a number of persons greater than the number for which it was designed.
10. Children are the responsibility of their parents or guardians at all times.

Groups

11. We specialise in providing holidays for families and couples. We ask that you do not allow your holiday home to be used by noisy groups. If a group is found to be creating undue noise, we will serve a breach notice as outlined in the licence agreement. If you experience or witness any bad behaviour please email customer.experience@shorefield.co.uk or telephone 01590 648369

Visitors to the Holiday Home

12. Access cards to the barrier at Wilksworth Caravan Park are only issued once the site fees have been fully paid by the holiday home owner. The Company will be installing barriers at their other parks and this vehicle access only, after payment rule, will operate at those parks as well.
13. One key for each holiday home must be left at the Reception Office.
14. Only people lawfully staying with your permission have permission to enter the park.
15. Your day visitors must leave the park by **10pm**. Please ask your visitors to leave quietly.
16. Holiday Home Owners must notify the Reception Office in writing or email with the names, addresses and vehicle registration numbers of people using the holiday home, whether or not they are staying overnight. Holiday Home Owners must provide their own vehicle registration numbers to mycarreg@shorefield.co.uk.
17. Holiday Home Owners must notify the Holiday Home Sales Office in advance if they are arranging for their holiday home to be removed in order to ensure that the haulier complies with the company rules regarding hauliers.

Ejection on grounds of behaviour

18. In the event of persistent or serious misconduct by you, a member of your family, your occupiers, visitors or guests, we will follow any relevant notice procedures in the Licence Agreement. We do not have to follow any formal procedure to eject other visitors.

Condition of the Holiday Home

19. You must not change the colour of the exterior of the Holiday Home without the prior consent in writing of the Directors.
20. You are responsible for keeping the area around the holiday home clean and tidy. The exterior surfaces of all caravans and lodges must be kept in good decorative repair to the reasonable satisfaction of the Park Owner, in accordance with the original colour scheme.
21. The Company reserves the right to treat any timber structures not maintained and to charge the owner for this service, this includes lodges, verandas and sheds. The Holiday Home Owner may not alter the exterior of the Holiday Home in any way or paint the exterior of the Caravan.
22. The Company reserves the right to ask a holiday home owner to clean any holiday home or structure on the park if they are not maintained in accordance with your Licence Agreement. Failure to keep the exterior clean will result in us organising a contractor to complete the works and invoice the holiday home owner accordingly.

Your pitch

23. You are responsible for the cleanliness of the Holiday Home pitch and for keeping the area around the Holiday Home clean and tidy.

24. Holiday Home Owners must display the holiday home's pitch number, so that it can be seen from the roadside, in conspicuous letters and numbers, which the company will supply.
25. The area under your holiday home and your patio should be kept weed free.
26. No combustible materials are to be stored under your holiday home

End of season

27. It is your responsibility to drain down and prepare the Holiday Home for the closed season. The Company operates a drain down service.
28. You must ensure water connections are switched off throughout the closed season. We also recommend that you turn off all appliances.
29. During the closed season, we recommend that the curtains of your Holiday Home are drawn back (i.e. open) and all items of value removed. This along with a bowl of salt in each room will reduce moisture in your holiday home.
30. During the closed season you may visit your Holiday Home for inspection purposes only. You may only visit your holiday home between the hours of 10.00 a.m. and 4.00 p.m. You may not cook meals or sleep in it.
31. In line with current legislation, we need to maintain the infrastructure to our parks which include the distribution systems for gas, electricity, Wi-Fi and water. This generally causes some disruption to these services so please be aware that throughout the closed period of the parks we cannot guarantee the availability of these services.

Sub-Letting

32. Holiday Home Owners may sub-let. Those who sub-let must ensure that their holiday home is in good condition, equipped for the number of persons, to whom it is let, that the landlord gas installation checks and electrical equipment testing is carried out at the intervals as required by qualified personnel. Holiday homes that are sub-let must have smoke alarms, 1kg Dry Powder Fire Extinguisher and a carbon monoxide alarm fitted.
33. Those who sublet must make sure that cleaning is done to the highest of standards to limit the spread of Coronavirus. If you are in any doubt about your obligation to ensure your holiday home is adequately cleaned to help stop the spread of the virus you should obtain professional advice or consult the Government Guidance which can be found at www.gov.uk
34. Those who sublet must have a keybox installed to ensure that contactless check in is available.
35. A copy of these park rules must be available in all sub-let accommodation.
36. Holiday Home Owners may not sub-let other than for holiday occupation for a maximum of 21 days.
37. Holiday Home Owners may not sub-let in the closed period as set out in the Park opening dates above.
38. The terms Shorefield, Oakdene and Merley all have a valid UK Trade Mark issued to Shorefield Holidays in classes 35 in respect of advertising, promotional and marketing services and 41 in respect of amongst other services, holiday accommodation. Use of these terms, without Shorefield Holidays written permission is an infringement of the Trade Mark, contrary to section 10(3) of the Trade Marks Act 1994. Please do not use them when you place adverts.

Utilities installations

39. We strongly recommend that you switch off all gas, electricity and water connections when the holiday home is not occupied. If you experience any problem with the park's electrical, gas, wi-fi or water system, you should contact us. You must not attempt to work on any part of the park's electrical, gas or water system yourself; this includes any installations on the pitch.
40. We recommend that frozen and or chilled food should not be left in any holiday home that is unoccupied as the power supply may be disrupted.
41. The Park Owner shall not be responsible for any loss that may occur as a result of the disruption of the supply of utilities services to the park unless this has been caused by our negligence.
42. Fixed air conditioning systems must not be installed inside or outside your holiday home.
43. You may not install any other type of plant or machinery either electrically powered or other. This includes Solar Panels.
44. You may not charge electric vehicles from your holiday home as this could involve trailing leads which are a trip hazard and an unacceptable draw on the park electricity infrastructure.
45. High output charging points are not permitted to be installed on any units of accommodation, without an electrical survey from our qualified electricians & written approval from the Estates Manager. This is to protect the parks electrical infrastructure & permission will not be unreasonably withheld. Charging an electric vehicle from a standard wall socket for any significant period is unsafe and can present a fire risk, if our team believe this to be the case we will request you remove any cables for your own safety. High-capacity chargers are installed at central locations on park to allow the charging of electric vehicles safely and efficiently.
46. You must not attempt to work on, dismantle or connect to any Shorefield wifi equipment installed in your holiday home. If you experience any problems or have questions, you must contact us or may be liable for the cost of replacement equipment.
47. You must not attempt to work on, dismantle or connect to any Shorefield supplied electrical or gas equipment outside of your holiday home. If you experience any problems or have questions, you must contact us or may be liable for the cost of replacement equipment.

Maintenance call out service

48. A maintenance call out service is available. The fee for a call out is at current rates plus parts. The call out service is available to owners and persons using their holiday home and the fee shall be paid by the Holiday Home Owner - the fee shall be subject to an annual review. There shall be a higher charge for evening, bank holiday call outs and those after 5.00 p.m. Our charges for this service can be found on our website www.shorefield.co.uk.

Drainage system

49. You must not introduce any foreign items into the drainage system including, but not limited to, cleaning cloths, wet wipes, babies' nappies, sanitary towels, condoms, cooking fat, engine oil, grease or paint.

Hot tubs

50. Holiday Home Owners may not install hot tubs, including inflatable hot tubs. Hot-tubs are only permitted at Merley Park and only if the owner has an ultra violet water treatment unit and agrees to subscribe to the cleaning regime as specified by Shorefield Holidays Ltd. Shorefield Holidays Ltd reserves the right to meter the water supply to any holiday home and to charge for the water according to the water used.

Enclosure of pitches & obstacles

51. We do not permit the erection of fences or any means of enclosure of a caravan pitch.
52. You must not erect any tent, canopy, gazebo or similar structure on the park.
53. No wires, laundry lines or electrical leads to be hung around holiday homes and no fixed rotary airers or windbreaks to be installed in the ground on any holiday home pitch. These will be removed.
54. No solar lights except attached to the holiday home or veranda.
55. Satellite TV aerials, if erected discreetly are permissible (please seek advice from the Manager of the Estates Management Department beforehand). All aerials, including satellite aerials must be fitted in such a position as not to pose a hazard for other customers or in such a place as to impede the gardening staff.
56. Clear access to gas meters and electric meters and stopcocks must be maintained at all times.
57. Areas under holiday homes must be kept clear so as not to restrict airflow (needed for gas system) and access must never be locked.

Decks, verandahs, gazebos and steps

- 59 Decks are permitted but there must be a minimum of 3.5 meters of clear space to the adjacent holiday home if they are metal and must have a minimum of 4.5 meters of clear space if the holiday home is wood or composite. There must be a minimum of 1 metre of clear space from the edge of any roadside (decking allowed on one end only and one side only). A pitch improvement form must be submitted and approved prior to any deck installation. Approval will be granted provided all the requirements specified on the form have been met.

Gardens, flowerbeds and pots

- 60 Gardens must not project more than 1 x metre from the front or door side of your holiday home and must be kept in a tidy condition. You may not plant to the rear of or the non-door side of your holiday home. You may only plant inside the area of garden defined above. We do not permit the planting of hedges or pots as a means of enclosure of a caravan pitch. An opportunity to rectify the situation will be offered and then a breach notice will be served if this is not done.
- 61 We do not permit gnomes, china features or other trip hazards between holiday homes that would prevent the grounds team from mowing freely between holiday homes.
- 62 We reserve the right to cut the grass of any owner even if they normally cut the grass themselves. An opportunity to rectify the situation will be offered.
- 63 Garden furniture must be stored away after use (not left on grass where it is an obstacle).
- 64 Paddling pools are not permitted.

BBQs and Patio Heaters

- 65 We permit the use of BBQs with caution. We recommend that they should not be used in the separation distance between holiday homes as this poses a fire risk. Hot coals may not be disposed of in the refuse bins. Please dispose of any coals considerately.
- 66 BBQs should not be used on any surface that could pose a risk of fire or scorching such as decking or grass.
- 67 BBQs must be put away when not in use (not left on grass where they are an obstacle).
- 68 Patio heaters and gas bottles should be used with caution and in accordance with the manufacturer's instructions.

Sheds or Storage Boxes

- 69 The erection of storage sheds and lean-to extensions is not permitted other than those supplied and fitted and or authorised by Shorefield Holidays Ltd.
- 70 Sheds and storage boxes must be sited so as not to constitute a fire hazard or occupy the clear space between holiday homes. They must be made of metal, not timber or plastic
- 71 There must be a maximum of ONE shed per holiday home OR ONE storage box per single width holiday home and ONE shed and ONE storage box or TWO storage boxes per double width holiday home. All sheds and storage boxes must be non-combustible i.e. Trimetal, not wood or plastic and be no more than 4ft high & 6ft wide.

Trees and shrubs

- 72 You must not cut any trees or hedges at the park. If you find any tree or hedge a nuisance or unsatisfactory you should take the matter up with us; do not deal with it yourself. There are tree preservation orders on many of our parks.
- 73 You must not plant any tree. Shrubs may be planted in permitted flower beds as specified in rule 59.

Digging

- 74 You must not dig any hole at the park except in a permitted flower bed.

Washing

- 75 You may only use washing lines of the window sill type or portable free standing airers on your decking or patio and must remove them and store them out of sight immediately after use.
- 76 A coin operated laundry with washing machines and driers is available at all parks (with the exception of New Forest Lodge Retreat & Downton who have the use of the one located on Shorefield Country Park).

Refuse

- 77 You must not deposit refuse outside your Holiday Home. You should use the refuse bins provided.
- 78 The waste bins are for domestic waste only produced from your holiday home. You must not bring items from your residential address to the park for disposal. They are not for the disposal of furniture, mattresses or industrial waste etcetera. Anyone found leaving such items will be charged for their removal and will be deemed to be in breach of the park rules and may be served a breach notice.
- 79 Recycling points are available on the park and you should use these facilities where appropriate.

Vehicles, driving and parking

- 80 You must insure all vehicles you use on the park to include use on a public road.
- 81 You must insure all accessories and items towed by vehicles (such as trailers) as for use on the public road.
- 82 You may not bring or park a boat, Jet Ski, horse box, touring caravan, camper van, motor home, commercial van or similar vehicle on the park.
- 83 You must not keep disused or un-roadworthy vehicles anywhere on the park. We reserve the right to remove any vehicle which is apparently abandoned and any associated costs will be passed on to the holiday home owner.
- 84 No vehicles may be left on the park during the closed period or when you are not occupying your holiday home.
- 85 You must not carry out the following works or repairs on the park:
 - a. major vehicle repairs such as dismantling of part(s) of the engine
 - b. works which involve the removal of oil or other fuels.
- 86 Motor vehicle repairs must not be carried out at the park but a recognised breakdown service may attend in the event of a breakdown.
- 87 Quad bikes, trials bikes and powered scooters are not permitted on the park. This rule does not apply to disability scooters.
- 88 You must not wash cars on park.
- 89 Motor Vehicles are not allowed to be covered in a tarpaulin/car cover unless written permission has been given.

Driving

- 90 Driving on the park is restricted to the park roads. Anyone who causes damage to any of the infrastructure by driving off road will be charged to rectify the damage.
- 91 You must drive all vehicles on the park carefully and within the displayed speed limit which is 9 ¾ miles per hour.
- 92 You must hold a full current driving licence to drive any vehicle on the park.
- 93 You are not permitted to give anyone driving lessons at the park and we do not permit learner drivers to drive on the park and you are not permitted to drive with a child on your lap.

Parking

- 94 You must not park anywhere except in the parking spaces provided.

- 95 You may park not more than TWO cars at the Holiday Home.
- 96 You must not park on the roadsides or between holiday homes. We also ask that you do not park on the grass in adverse weather conditions. Anyone who damages the grass area by driving on them when the ground is wet will be charged to rectify the damage.
- 97 Other than for delivering goods and services, you must not park or allow parking of commercial vehicles of any sort on the park, including:
 - a. light commercial or light goods vehicles as described in the vehicle taxation legislation and
 - b. vehicles intended for domestic use but derived from or adapted from such a commercial vehicle.

Behaviour

- 98 You should respect the privacy of other Holiday Home owners and keep noise to a minimum between the hours of **9.00 p.m.** and **9.00 a.m.** with absolute quiet between **10.00 p.m.** and **8.00 a.m.**
- 99 You must keep away from any vacant pitches.
- 100 You must finish any BBQ, party or gathering by **10.00 p.m.** and you must be mindful of the enjoyment of others.
- 101 You may only consume alcoholic drinks within the boundaries of your pitch or on the park's licensed premises or on another pitch if you have been invited by the holiday home owner.
- 102 You must not use fire hoses for any improper purpose including such as washing cars or other items or for watering gardens or plants.
- 103 You must not use any Chinese lanterns, fireworks or similar.
- 104 You may not ride bicycles, scooters (or similar) so as to cause a nuisance or undue noise and we recommend wearing a suitable helmet.
- 105 We operate a zero tolerance policy as regards verbal or physical abuse towards our staff, holiday home owners or guests. This is inclusive of all social media platforms. If you experience or witness any bad behaviour please email customer.experience@shorefield.co.uk or telephone 01590 648369.
- 106 You may not permit or make any recording on park or of the park to be used publicly, on social media or any other broadcasting media without the permission of the Directors.
- 107 Any publication by you or encouraged/supported by you containing non-factual content of a type which may have the effect of damaging our business may amount to a breach of your licence agreement.

108 Coronavirus/Lockdown Rules

- In the event that the park is required to close, you and/or your guests will be asked to return to your homes.
- If you are permitted to remain on the park, which will be subject to our approval and only in very limited circumstances set out in the relevant health protection regulations:-
 - a. You are not allowed to receive visitors.
 - b. No-one else is allowed to stay with you in your holiday home. You may not rent your holiday home to anyone else during a lockdown.
 - c. If your holiday home is let, your guest must vacate as soon as possible.
- You may only leave and re-enter the park a maximum of once a day unless for emergency purposes.
- You may only enjoy the outdoor space if you are well and are not displaying Coronavirus symptoms. If you become unwell or display any Coronavirus symptoms, you should inform us as soon as possible and confirm this in writing and leave the park immediately or if this is not possible you should stay indoors and inform us straight away.
- You must observe social distancing if required at all times when out on park.
- Young children must be supervised all the time by a responsible adult when they are outside your holiday home. The play areas are closed.
- All communal facilities are closed
- We cannot accept packages or post for you. These will be returned to sender.
- If you require deliveries from a supermarket or delivery of medicines, then please contact customer experience with your delivery dates and times. We will inform the gate security. Gate security are only authorised to receive instructions from us. Anyone trying to persuade them to allow unauthorised entry will be breaching site licence agreement.
- When disposing of your rubbish or dog waste please do not touch our bins, please use disposable gloves for this purpose.
- Dogs must be kept on leads at all times. Please notify us if you will be bringing a dog/s to the park. We cannot allow any other pets on park.
- If you think you have been in contact with anyone who has the virus then you must self-isolate for the recommended number of days and you must remain in your holiday home. You must also notify us immediately.
- If you think you have been in contact with anyone who has the virus then you should clean all hard surfaces and touch points e.g. work surfaces, door handles, light switches, taps etc. with a suitable sanitiser or diluted bleach immediately and repeat regularly.
- If you need to talk to us please email customer.experience@shorefield.co.uk or telephone 01590 648369. Please observe the social distancing rules and do not approach staff direct who are working on park.

- During a government imposed lockdown we continue to carry out both general and essential maintenance on the park and some services may be disrupted from time to time. We will make sure these disruptions are kept to a minimum. Please direct any queries to us on the above number or email address. Do not approach our staff/contractors on park.
- We cannot offer you maintenance services at this time, please contact customer experience if there is an emergency e.g. you smell gas, and we will isolate your unit from outside.
- For those owners at a Park, where we may have some NHS keyworkers in residence, you must not approach them. They are there for their own safety and the safety of their families.
- Please ring 111 if you are ill or need medical advice, first aid or assistance. We are unable to offer first aid at this time.
- Shorefield Parks are private property not public parks and therefore we can restrict access as we see fit for the benefit and wellbeing of our staff, customers and guests.

Pets

- 109 Dogs and cats are permitted, subject to the rules below. All other animals and pets are not permitted.
- 110 Outdoor dog kennels are not permitted.
- 111 You must keep any dog on a short lead (no longer than 3 metres) at all times on the park.
- 112 You must clean up if your pet defecates on the park. Please use bio-degradable bags.
- 113 You must not bring any dog when you visit the park that is subject to the Dangerous Dogs Act 1991 which are Pit Bull Terrier, Dogo Argentino, Fila Brasileiro, Japanese Tosa and XL Bully.
- 114 Pet cats may not be left unattended or allowed to roam.
- 115 Your Licence Agreement contains undertakings not to cause any nuisance, undue noise or disturbance. These extend to the behaviour of pets.
- 116 If a pet is a nuisance you may be asked to remove it from the park.
- 117 Pets are not permitted in any of the park buildings except for the laminate flooring area in the bar area and the dog area in the restaurant at Shorefield and The Atrium at Oakdene (not the arcade) and designated tables in The Acorn restaurant. Only well behaved dogs are welcomed in the above areas.
- 118 Nothing in these park rules prevents you from bringing an assistance dog into the park buildings if this is required to support your disability and Assistance Dogs UK or any successor body has issued you with an Identification Book or other appropriate evidence.

Recreation

- 119 You may only play ball and other games in the areas set aside for recreation.
- 120 You may not play golf on the park with the exception of the adventure golf course at Oakdene.
- 121 You may not fly kites on the park and the flying of flags or similar objects is not allowed on the park.
- 122 You may not use drones, powered model aircraft or any other powered flying objects on the park.
- 123 You may not use segways, rollerblades or electric micro scooters or similar at the park. Disability scooters are permitted on all our parks,

The Licensed Club & Fitness Club

- 124 The Licensed Club and the Fitness Club are members only Clubs. All Holiday Home owners must comply with the Licensed Club Rules (copy available on request). Holiday Home Owners have automatic membership to the club and are entitled to have up to ten members of their family on their membership including the owners (10 members in total). Owners must carry their digital loyalty cards and produce them on request to avoid refusal of entry/service. Owners may not have people who live locally (within a 25 mile radius) on their membership unless they have proved that they are genuine family members i.e. parents, siblings and children of the holiday home owner. The decision of the Directors is final. We will allow up to 2 changes to your membership per year (i.e. change of persons) after that we will charge £35 per amendment. There is a Seasonal Membership facility available should you let out your holiday home privately and wish your guests to use the facilities.

CCTV & TV

- 125 The Park Operator reserves the right to operate CCTV throughout its parks for the safety and security of its guests and staff. These devices are operated by Shorefield Holidays Limited. Please address any correspondence to the CCTV Controller at the Company address below.
- 126 If owner's wish to install CCTV on their Holiday Home, they must first seek written permission from their Park Operations Manager. Before installation, there are also important legal considerations:
Data Protection Act 2018 (DPA): Any information captured by CCTV system that shows an identifiable person (such as a guest, employees, or other members of the public on the park) falls under the provisions of the DPA. This act implements the General Data Protection Regulation (GDPR) in the UK. As a Holiday Home Owner, you must ensure that your installation and use of CCTV comply with the DPA.
Surveillance areas: If their CCTV system captures imagery beyond the privacy of their own boundary (e.g., public areas or neighbouring properties), they must take all reasonable steps to prevent this or have a valid reason for doing so. Transparency is crucial to ensure compliance with privacy regulations.

Visible Signage: When installing CCTV, they must place visible signs indicating that surveillance is taking place. This helps inform individuals that they are being recorded and contributes to compliance with legal requirements. These Rules are essential to protect privacy rights and ensure responsible use of CCTV systems across our parks.

- 127 You will be required to buy a TV Licence for your holiday home if anyone, at the same time, is watching or recording live TV on any channel or watching BBC programmes on iPlayer at your main licensed address. It is your responsibility to check. Please visit www.tvlicensing.co.uk

Mail

- 128 You may not use the park address for postal deliveries. These will be returned to sender.

Fire Precautions

- 129 You may not use fire hoses or extinguishers for any purpose other than fighting fires.
130 You must ensure that all occupants of your holiday home are familiar with the location of the Fire Points and the contents of the Fire Notices displayed at each point.
131 You must not store fuels or combustible materials other than LPG containers on the park.
132 You must not install a log burning stove or any other burner that requires logs or coals or a similar fuel.

Contractors

- 133 Outside contractors are permitted to enter or work on the Park provided they have valid Public Liability Insurance, which they may be asked to provide details of. They are not allowed to work or open any of the services ie gas meters and electric meters to the holiday home pitch as these belong to the Company. All outside contractors must sign in and out at park reception. Please be advised that customers must not encourage staff to do private jobs as this is in contravention of their contracts of employment and this may jeopardize their employment and your licence agreement.

Advertising & Other Signs

- 134 No advertising or other signs are permitted, including letting your holiday home signs. Shorefield Holidays Limited reserves the right to remove any unauthorised advertising signs.
135 You are permitted caravan name signs, and we ask that they should not be offensive to others.
136 Your licence agreement may allow you to sell your caravan holiday home on the park with the benefit of the remaining period of your licence agreement.
137 We take promotional photographs and videos from time to time around our parks. They are for use on our website, social media, in the press, and for general marketing materials. As an owner, you have given your consent to Shorefield Holidays photographing and using your image, the image of your family members and guests and those using your free licenced club passes by signing these park rules.
138 We will provide all holiday home owners with a unit number that will be attached to either the holiday home decking or skirting. This will be placed in a uniformed position thus enabling the visibility of the number to the emergency services. We recommend that you know the what3words address of your holiday home.

Guidance

- 139 The Guidance below does not contain any new licence conditions or park rules. We use it to highlight some practical points about spending time on our park and to remind you of some of the important conditions and rules in a less formal way. Please note, the clause numbers refer to our current Site Licence Agreement, previous versions may have different references.
140 Clause 3.1.1 of the Licence Agreement states should you have failed to pay undisputed charges for Pitch Services exceeding £100 due under clause 4.3 of the Site Licence, despite receiving 14 days' notice in writing from us, we may disconnect the Pitch Services until you have paid the undisputed sums due in full.
141 Clause 4.5 of the Licence Agreement requires you to insure the Caravan and its contents. Please remember that you must keep this insurance in place during the closed season as well. We recommend that all holiday homes be insured on a "new for old" basis. Your public liability cover must be a minimum of £5 million.
142 Clause 4.5.3 of the Licence Agreement requires you to provide proof of insurance by providing us with a copy of your insurance details each year and to pay us an annual fee of £20.63 plus VAT for verifying the level of cover, maintaining administrative records, copying and invoicing, only chargeable if a copy of your insurance is not provided within 14 days of the renewal date. This fee will change each year in line with the RPI used for the site fee notification increase up to the previous review date.
143 Clause 4.7 of the Licence Agreement requires you to comply with the Site Licence. A copy of the current site licence is always available at reception on each park. Please note that the Site Licence may be updated from time to time.
144 Clause 4.8 of the Licence Agreement says that you need our permission for any building works. Please note the following:
- If you wish to add any external structure to the Caravan such as a veranda or balcony we ask that you send us plans of what is proposed. Please ask for a list of contractors approved by the Company.

- If we give our permission, it will remain your responsibility to ensure that the work would not breach any term of the site licence and that your unit will still be a caravan in the eyes of the law and in particular physically capable of being moved by road from one place to another (whether by being towed, or by being transported on a motor vehicle or trailer). Planning permission may be needed and we may attach reasonable conditions such as requiring an inspection at intervals during the course of construction. We will not withhold consent unreasonably.
- Slabs and paving count as building works and so require our prior written permission.
- Satellite dishes count as TV aerials and are a potential nuisance to your neighbours. They also require our prior written permission. If we grant permission, we will expect installation on your Holiday Home rather than on the ground.

- 145 Clause 4.9 of the Licence Agreement requires you to give us written notice of any work to be carried out by external contractors.
- 146 Clause 5 of the Licence Agreement sets out our Behaviour Standards and they are important. You are responsible for your behaviour and that of your family, visitors and contractors whilst on the park. We recommend that you supervise your children at all times.
- 147 The payment due date for you pitch fee is 31st October.
- 148 Part 1 of the Licence Agreement sets out the commission which is payable to us on the sale or transfer of ownership of any holiday home where the unit is to remain on the park. An additional sales agency fee will be agreed with you and levied on any sale where the Company is involved in the sales negotiations. These fees are payable by you as the Seller.
- 149 Clause 14.1 and 14.2 of the Licence Agreement allows us to change these rules where necessary. A copy is displayed in the reception office at each park. A copy is sent to each holiday home owner every year with their site licence fee notification in July.

Correspondence

- 150 Please address all communications to: The Directors, Shorefield Holidays Ltd, Shorefield Road, Milford on Sea, Lymington, SO41 0LH.

SIGNATURES:

This is a legally binding Agreement. Before you sign, you should read each page carefully to confirm your understanding and acceptance.

You will be bound by the Agreement once you sign below, so you should only do so if you have fully read, understood and agree to its terms and conditions.

Please ask us before you sign if you do not fully understand any term.

Signature(s) of Holiday Home Owner(s)

(All parties must sign at the time of purchase of the holiday home)

Holiday Home Pitch Number _____

SIGNATURE_____ PRINT NAME_____ DATE_____

SIGNATURE_____ PRINT NAME_____ DATE_____

SIGNATURE_____ PRINT NAME_____ DATE_____

SIGNATURE_____ PRINT NAME_____ DATE_____

Shorefield Holidays Ltd are authorised and regulated by the **FCA No.688069** as a credit broker, not a lender.

Trading as Shorefield Holidays Limited. **Registered No.** 607997.

Registered Office. Shorefield Road, Milford on Sea, Hampshire SO41 0LH