



Park Rules

We aim to make your stay with us a happy and relaxing one. We are committed to providing a friendly quite and relaxed atmosphere in a clean, safe and pleasant environment. To help achieve this we have a number of site rules that everyone must adopt.

Arrival Time: after 12 o'clock noon – till 7 pm / **Departure Time:** 12 o'clock noon

Access To The Park:

The Barriers are closed at **10:30pm** and open at **08:00am**.

Out of these hours please use the visitor car park. **Do not give anyone** your gate security number or let people on the park. All visitors & guests must call in to reception.

Power: Our electric points are 10 – 16 amp

Awnings: *(please be aware that awnings cannot be bigger than 2.5m wide)*

Gazebos: Maximum size 3m x 3m.

Fire Risk: On pitching your caravan / tent / motor home please observe your nearest fire point. Under no circumstances must electric heaters be used in the awnings/tents. Also never leave any kind of heating appliances on in an unoccupied van. Never take a portable barbecue or lit charcoal into an enclosed space like a tent, caravan or awning. No camp fires of any kind.

Safety and Security: Everyone has a duty to act and behave in a safe and considerate manner at all times as far as is reasonable and practicable, to protect their own well being and that of others.

- Electric leads **must** always be unplugged when the van is not occupied.
- **Showers:** 20p for 4- 5 min's, only one 20p coin at once.
- We don't accept group Booking.
- **Notice to Motor Homes:** Please use the water tap next to the doggie shower. The waste /sewer water disposal point is outside the ladies toilet block, as a health and safety measure you must ask a member of staff to remove the cover. If unsure please ask a member of staff for help.
- Due to fire risk never leave any kind of heating appliances on in an unoccupied van.
- All guide ropes to be kept within your pitch not in grass areas.
- Washing lines or drying appliances must not be visible.
- **The volume of music, televisions and voices must be kept to a minimum after 10:30pm**
- **You cannot stay in your unit for longer than 28 days in one stay**
- People raising their voices over an excepted noise level will be told to leave **immediately**.
- Verbal and abusive behaviour to other customers or management will result in instant removal.
- **Overnight guests will be charged, tariff at reception.**
- All motor vehicles and bicycles must observe the 5 MPH speed limit at all times.
- **One vehicle per pitch.** (Extra cars/vans must park in the visitor's car park, might be charged,)
- **No commercial / panelled vehicle allowed onto the park.**
- Each caravan is allocated a parking area do not encroach on another customers parking bay.
- It is advisable not to leave valuables in unattended caravans.
- Mobile phones must be used discretely.
- All guests are to report to reception. All additional cars must use visitors parking area.
- Please make sure that your van locks and legs are well lubricated if you require storage.
- A responsible adult must supervise children five or under at all times.
- Do not allow children to play in and around the toilet block, on safety equipment or in the areas designated for waste collection.
- No ball games of any sort, or cycling around the park.**
- No Flyers or Flags

***We have five acres on the perimeter of the caravan park, where you can ride your bike and play ball games.*

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Dogs – (No banned breeds) 2 max

- Keep all dogs on a **short lead** also when tied up; do not allow them to roam unattended.
- All dogs must be exercised off the park and not in front of the entrance.*
- In the event of an “accident” remove the faeces immediately and clean the area.

**Dog Walking is available on the airfield. We have five acres of land that is on the perimeter of the caravan park, where all dog walkers are welcome to walk their dogs.*

Health and Hygiene:

Hygiene in communal areas is important. Please help us to maintain the quality of our environment and report problems to the proprietor.

- Please leave the toilet and wash facilities clean after use.
- Calor gas bottles must be secure and out of view.
- Children must be accompanied when using the toilet and wash facilities.
- Chemical toilets must be emptied in the disposal point on the right hand side, outside of the gents toilet block.
- Staff will not assist with disposing of chemical waste.
- Do not wash your waste containers in the toilets please use the tap provided at the disposal point.
- Do not take hot or cold water from the toilet block.
- **Do not wash your vehicle on the park. (No hosepipes allowed).**
- **no padding pools**
- Please put all waste in the appropriate bins (use the recycling bins on the park).
- We have a no smoking/vapour policy in the toilet block, shop, etc

Seasonal/Storage Contract Information:

these rules apply to storage or seasonal costumes only.

- The contract is for your pitch and not transferable.
- Payments are not refundable.
- Seasonal pitches are not residential.
- Hiring out of the caravan is not permitted
- **Seasonal caravans are for couples only** but we appreciate family members **occasionally** may wish to visit. Overnight guest or visitors will be charged.
- All seasonal/storage caravans must be secured with wheel clamps and a robust tow-hitch lock.
- Seasonal/storage agreement holders should hold up-to-date insurance.
- Trading or subletting of any caravan or pitch is **not** allowed.
- Awnings are allowed throughout the season but we recommend you don't put them up until after March due to high winds and snow..

No responsibility will be accepted for any loss or damage to any vehicle, caravan, property or persons however caused. Please report any suspicious incidents to a member of staff

Please remember we ask to take a £20 deposit for every booking, on bank holidays deposit is £40 + three night minimum booking. Pitch fee/deposit are non refundable or transferable.

If you are unsure about any of our park rules feel free to ask a member of staff or call reception to find out more. Please note that as we are a family run business and we have a 5 star holiday park, Breaking rules may result in being asked to leave the park with no refund.

Useful Telephone Number:

For more number please visit our information centre next to the reception.

Doctors: The Medical centre, Carlton road, Helmsley, Tel:01439 770288, Emergency Tel:01904 621621

Pharmacy:

Helmsley Pharmacy, The Medical Centre, Carlton Road, Helmsley, York, YO62 5HD Tel:01439 770099,
Towlers Chemist, 10 Market Place, Kirkbymoorside, York, YO62 6DB Tel:01751 431229