



Park Rules 2018

IT IS IMPORTANT THAT ALL CARAVAN OWNERS READ AND UNDERSTAND THE LICENCE AGREEMENT AND THE PARK RULES.

DUNWICH CLIFFS ESTATE IS A HOLIDAY PARK AND YOU MAY NOT LIVE HERE. CARAVAN OWNERS MUST PROVIDE THEIR PERMANENT ADDRESS ON ALL CORRESPONDENCE.

These park rules are in place for the good management of the park and the benefit of all who use it. These rules form part of the Licence Agreement that is the contract between us for your occupation of a pitch on the park. The park rules do not affect anything to which you are entitled under the terms of your Licence Agreement. You are reminded that breach of these rules is a breach of your Licence Agreement and may result in termination of the Licence Agreement.

1. INSURANCE

All caravan owners must insure their caravan for all risks, including third party liability. They must make it clear to their insurers that the caravan is a static van, sited permanently at Dunwich Cliffs Estate. Proof of insurance must be provided **by all caravan owners** on an **annual basis when the policy is renewed**; if insurers state they will send the copy then it is the **tenant's responsibility** to ensure it has arrived. If we have not received your documents within one month of your renewal date you may receive a monthly reminder at a cost of **£30**.

2. GAS APPLIANCES AND GAS SAFETY CHECKS

A gas check must be done on an annual basis on every caravan. Gas checks can be arranged by the office for caravan owners at no cost. A basic fee will be charged by the inspector, plus costs for any remedial work that may be required in order to comply with regulations. Caravan owners will be informed of extra costs by the inspector, who will invoice the tenant directly and send a copy of the GAS SAFE certificate to the office. Please note that if any work is done on the van that involves gas, such as a new appliance or any repairs, all work must be carried out by GAS SAFE registered fitters and an appropriate certificate must be sent to the office. If you wish to use your own gas checker then a copy of their GAS SAFE registration must be sent to the office together with a copy of the gas check certificate. **It is a legal requirement that all gas bottles, whether full or empty, stand on level paving slabs.**

3. FIRE EXTINGUISHERS etc

Every caravan must be equipped with fire extinguishers, smoke detectors and carbon monoxide alarms (quantity depends on size/type of van); the latter two will be checked at the same time as your gas check and it will fail if either is not fitted or working. We strongly recommend that you have a fire blanket and that your fire extinguisher is checked annually – the Warden can arrange this for you.

4. REMINDERS

Due to the increasing cost in time and postage of sending reminders, a charge of **£30** per letter will be applied.

5. PURCHASE OF CARAVANS FOR NEW CARAVAN OWNERS

Occasionally, a leaving owner will sell an existing caravan on its pitch. The sale will be transacted through DCE at a mutually agreed price, from which DCE takes a commission of 15% from the vendor (see below *). Even more occasionally DCE will buy a caravan from a leaving owner to sell.

More often, a pitch is empty and the prospective owner can choose a suitable caravan from Great Yarmouth Caravans which will be purchased through DCE, who do not charge for this service. The price will include the caravan, the delivery costs, any conversion work, solar panels, batteries, connections to services, anchoring and the first year's gas check. The price will vary depending on the chosen caravan and the position of the pitch.

6. SALE OF CARAVANS

Caravan owners **may not** sell caravans on the park privately and all sales of caravans **must** be conducted through DCE.

Due to compliance requirements caravans **must** be less than 10 years old to be sold. Caravan owners should bear in mind that caravans over ten years old have little or no residual value and they are a depreciating asset.

When caravan owners are leaving and wish to sell their caravan and provided that the caravan is less than 10 years old, they should contact DCE and advise them of their intention. DCE will advise on the value of the caravan and can, if required, obtain a professional valuation. *Having agreed a value, the sale of the caravan will be conducted through DCE, who will deduct a commission of 15% of the sale price from the amount paid to the vendor. The vendor has an obligation to have a gas safety check and a full solar and battery check on the caravan. If a gas safety check has been done in the last month, this will be acceptable.

Vendors must give DCE the first offer to purchase the caravan. It is important to note that the pitch itself has no value to the tenant, as it remains the property of DCE.

If the caravan is over 10 years old or has no value for some other reason, then the tenant will have to have it removed and DCE will re-let the empty pitch. If caravan owners wish for this to be arranged by DCE, a removal and scrappage fee of £720 will be charged.

Caravan owners leaving the park at the end of their tenancy must leave the pitch tidy, with all belongings removed and free from rubbish; if they fail to do this, they agree that DCE will have the work done and charge an hourly rate to restore the pitch to an acceptable condition.

7. WARRANTIES

There are four categories of warranty.

1. On a new caravan purchased from Great Yarmouth Caravans – full manufacturers' warranty.
2. On a second-hand caravan purchased from Great Yarmouth Caravans – three months.
3. On a second-hand caravan purchased from DCE – three months.
4. On a second-hand caravan purchased from a departing owner – no warranty given. In such cases the previous owners must sign a document confirming that DCE can pass their details on to the new owner. The purchaser and vendor will be informed that DCE is only acting as an agent and that no warranty is offered.

8. UPGRADING CARAVANS

Existing caravan owners may change or upgrade their caravan for a new or newer one, provided that it is less than 10 years old. Prior to upgrading a caravan, caravan owners must inform the office of their intention in writing or by email. Our chosen suppliers for all caravans are Great Yarmouth Caravans and we recommend that caravans be sourced from them. Great Yarmouth Caravans are familiar with the type and specification of caravan required for DCE; they will ensure that caravans meet these requirements, will site them correctly and will provide a full after-sales service. The transaction will in every case be carried out through DCE - no fee is charged for this. If caravan owners wish to use another supplier, they (the supplier) must contact the office **before** any transaction is made. To meet with Pitch Licence conditions, DCE must be informed of any caravans that are subject to finance in writing with the name of the company and the reference number of the policy.

No movement of caravans is permitted without permission from the DCE. An appointment with the Warden and the Office must be made for ALL deliveries of caravans - Remember to send in updated gas safety and insurance certificates for the new caravan.

9. AGE OF CARAVANS

DCE does not insist that caravans have to be upgraded on a fixed term basis. We are happy to allow caravans to remain on their pitch as long as they are fit for purpose, and are not in a condition detrimental to the pitch or the Park as a whole.

10. TRANSFER TO A FAMILY MEMBER

If caravan owners are passing the ownership of a caravan to a direct family member there will be a charge of £300 to be paid by the new owner, to cover administrative costs and the issue of a new Licence Agreement. As before, all transactions and changes must be conducted through DCE.

11. OUT OF SEASON

When the park is closed at the end of the season caravan owners may only visit by making an appointment with the Warden or Office. This rule will be **strictly enforced**. Caravan owners may not enter the park before the day the park re-opens as this contravenes the park licence and the insurance.

12. MAXIMUM OCCUPANCY

Overnight caravan occupancy must not exceed the number for which the caravan is designed.

13. REGISTRATION

Caravans may only be registered in one name (this can be a couple). Multiple ownership is not permitted. The named owner is responsible for payment of fees and for ensuring that site rules are adhered to.

14. GUESTS AND VISITORS

Only caravan owners and their **immediate families** may use the park. **Sub-letting is strictly forbidden**. Guests may be invited **only** while caravan owners are present. If an owner wishes his/her direct family to use the site in his/her absence, then the Site Warden **must** be informed in advance and the visitors **must** introduce themselves to the Warden on arrival. The Warden has strict instructions to ask anyone to leave other than an owner, direct family or guest. Caravan owners are responsible for the behaviour of their family and guests and if the latter break the rules it shall be considered as if the owner had done so.

15. SHEDS AND DECKING etc

The building of sheds, decking, paving slabs or any additional work to a caravan or pitch may **not** be carried out without prior permission from the office. This extends to repairs to existing structures. Plans giving details of design and materials must be submitted and approved before any work commences. No permanent fixtures are allowed and no posts may be concreted into the ground. All work must be to a professional standard; any structures or work done without permission will be removed and the cost of removal will be charged to the owner. Only one shed per pitch is permitted.

16. FENCES

Our policy is for pitches to be unfenced. Fences are not permitted in the middle of the main field or on any pitch where they may dominate the pitch or its surroundings. Where a fence is allowed by the office, a suitable hedge must also be planted so that the fence can be removed when the hedge is established. Fencing may only be of a type approved by the office (**no panel fencing, unless an exemption is given by the office**).

17. TIDINESS

It is important that all caravan owners keep their caravans and pitches tidy and free from rubbish; if owners are not able to keep the garden area tidy or grass mown, please do let us know as a service is provided. **Neglected pitches will be tidied at the owners' cost**; you will be given one written warning in regard to this. Caravan owners may not store belongings under the van; this area must be kept clear and equipment stored in a shed. At the end of the season any rubbish or belongings left lying about will be removed and the cost of this will be charged to the owner. Remember that we can experience very strong winds and storms in the winter months so be sure to store belongings safely and securely. We cannot be held responsible for lost or damaged items.

Please respect the park by not leaving rubbish lying about and ensure all rubbish is placed **in the appropriate bins** (*these will be marked clearly for recycling purposes*). Do not leave bags of rubbish around the bins as this encourages vermin and is unpleasant for everyone. If owners are having problems disposing of items please speak to the Warden or take them to the local recycling centre. Do not leave old batteries or empty gas bottles anywhere – dispose of these items correctly. Caravan owners who do not respect the park will be charged for the removal of any rubbish that is found at the end of the season. Do not burn rubbish – recycle!

18. SITE ENTRANCE GATES

Please ensure that the main and back gates are kept **closed at all times**. This helps to maintain the privacy of the park and keeps out unwanted visitors. Please do not swing on the gates, as it causes damage and may result in personal injury.

19. COMPOST

A composting area is provided for grass cuttings only. Items not suitable for composting should be removed from the site and disposed of by the owner. **Any caravan owners found dumping rubbish will be considered in breach of their Licence Agreement**. There is a large composting area and bonfire in the North Field. The Warden can provide the trailer or builders' bags and remove waste at no cost if requested.

20. WATER AND STANDPIPES

The water supply from the standpipes is for the use of all caravan owners and must not be monopolised. Hoses may **not** be connected to the park stand pipes and hoses may not be placed underground. Caravan owners may not use the park stand pipes to wash cars, caravans or water gardens etc. Owners are encouraged to have their own water butts for these purposes.

Unauthorised connections to the underground water mains are strictly forbidden. Any caravan found to be connected in this way will be disconnected at the owner's cost and will be considered in breach of their Licence Agreement.

Caravan owners who have unusually high consumption due to unreported leaks or leaving the water on in an unattended van will be asked to pay a supplement. Water, even mains water, is a precious commodity, which should not be wasted.

Please remember to switch off your own water supply every time your caravan is unoccupied, and ensure that your system is drained for the winter.

Connections to the mains water and waste supplies must only be done by persons authorised by DCE and caravan owners must not attempt to connect or disconnect caravans unless by prior agreement from the office.

All water pipes above the ground connecting caravans to the mains water and drains are the owners' responsibility and must be protected, especially during the winter months – any leaks must be reported immediately.

21. MINIMUM AGE

The minimum age to occupy a caravan alone is 21. Persons under this age must not be left unsupervised.

22. TELEVISIONS

Caravan owners using televisions in their caravans need a separate TV licence unless they can prove to the TV Licensing Authorities that their television at home is not being used concurrently

23. SPEED LIMIT

For safety reasons, the speed limit on the park is **10 mph**. Please observe this limit at all times with all motor vehicles and bicycles. Vehicles must only be driven by holders of a full licence; the park is **not** a place to teach children to drive. Children must **not** be permitted to stand on bumpers or tow bars when driving around the park, or behave in a way which contravenes the Highway Code.

24. PARKING

Please park your vehicle **within the boundary of your pitch**. **DO NOT** park or drive on the open area on the cliff top at any time. This ensures that the view remains unspoiled and is helpful in identifying unauthorised visitors. If you have guests or more than one car please ensure that you do not obstruct your neighbours' pitch. Extra cars should be parked in the north field with permission from the warden.

25. LAVATORIES

Please be sure to keep the lavatory blocks clean and tidy. Please close the outer doors on leaving and try to leave the building in the state in which you would wish to find it. Please report any faults to the Warden. **Do not** put anything into the pans which could cause a blockage. **The cost of clearing blockages which can be traced to an individual van will be charged to the owner accordingly.**

26. CHEMICAL TOILETS

On no account must chemical toilet waste be disposed of in the toilet pans. Proper disposal points are provided for this purpose.

27. SHOWERS & LAUNDRY

The showers and laundry are for use by all caravan owners. Children **must not** use either without being accompanied by an adult. On leaving, please ensure all taps and extractor fans are turned off and the outer doors properly closed if unoccupied. If they are repeatedly misused they will be locked and the keys will be kept with the Warden.

28. RADIO / AUDIO EQUIPMENT / MUSICAL INSTRUMENTS

Such equipment should not be used outside caravans, and when used inside caravans the volume should be adjusted so as not to be a nuisance to other caravan owners. Please be mindful that the majority of caravan owners come to enjoy the peace and quiet.

29. GENERATORS

Generators may not be used on the park, except by DCE staff when necessary.

30. RECREATION / GAMES

Caravan owners may play games in the immediate vicinity of their own pitches. Where such games are liable to encroach on adjacent sites or create a noise or nuisance, they should be played in the Horse Field or the North Field. Caravan owners must be responsible for the behaviour of their children and guests at all times.

31. DOGS

Dogs must be kept on a lead and under control at all times when walked within the main park. They may be exercised off the lead in the North Field. Owners are required to clear up after their pets if they foul the park, and please ensure that all dog waste is correctly disposed of. Please avoid bringing noisy or unfriendly dogs onto the park which may annoy or frighten other caravan owners. If complaints are received then we will have to refuse permission for anti-social dogs to be allowed on the park.

32. BARBECUES AND OPEN FIRES

NO OPEN FIRES / CHIMENEAS ARE PERMITTED ON THE PARK AT ANY TIME.

Charcoal or LPG Barbecues may only be used when there is not a risk of fire and no closer than 2 metres from a caravan or vegetation, **no brick built barbecues/chimeneas/fire pits etc are permitted**. A 'No Barbecues' notice will be displayed on the speed restriction sign near the park entrance when extreme conditions apply. While this sign is displayed, no barbecues are allowed anywhere on park.

33. TREES AND VEGETATION

Park trees and vegetation may not be cut or pruned without prior reference to the Warden, who will where necessary consult the Park Owner. This does not apply to shrubs/bushes planted by caravan owners. Waste resulting from pruning etc should be taken to the park compost area or the bonfire pit in the North Field.

34. PLANTING

Whilst we are generally happy for caravan owners to plant on their own pitch, we do request that any planting is done in keeping with the park and is of native species. Any substantial planting (large shrubs, trees, hedges etc) must be approved by the office before it is done - **NO LEYLANDII OR BAMBOO TO BE PLANTED EVER - ANYWHERE!**

35. CLIFFS

Please remember that the cliffs are vulnerable and dangerous. Never attempt to climb them and do not throw anything over the cliff edge. Please report anyone you see climbing up the side of the steps, as this is causing erosion and will ultimately lead to the steps being removed. To protect the cliffs there must be no fires on the beach between the cliff and the high-water mark. This land is owned by Dunwich Cliffs Estate and a fire could severely damage the cliff.

36. FIREWORKS etc

Fireworks and Chinese Lanterns are strictly forbidden at any time or in any part of the park.

37. TENTS AND CAMPER-VANS

The Park Licence does not allow for tents, camper-vans, motor homes or any vehicle used for additional accommodation. They are strictly forbidden and may not come on to the park.

38. PREPARING FOR WINTER

Caravan owners are responsible for preparing their caravans, water pipes, meters and property for the winter months. We suggest owners check the manufacturer's advice for their particular caravan to ensure the caravan is not damaged by frost etc. The Warden can arrange a draining down and start of season service and can also lay down solar panels - see him for more information.

39. COMPLIANCE WITH PARK RULES

Caravan owners who persistently break or ignore these rules will be considered in breach of their Licence Agreement. ***The golden rule is that of neighbourliness.*** Please bear in mind that the special nature of the park can only be maintained for all to enjoy if all users do their bit. Antisocial behaviour cannot be tolerated.

Please be assured that any problems reported to the office are treated strictly confidentially and we will always try to sort out problems amicably for all concerned.

E&OE