

Booking Terms and Conditions for Homestead Lake Park

Part 1: Your Booking

Access Statement

1. We aim to provide the very best service to all our guests. Please discuss your requirements with us. We will do our very best to help. Our full Access Statement is available on our website (www.homesteadlake.co.uk). If you need these Terms and Conditions and our Booking Form in a different format please ask us.

Park Owner (referred to as “we/us/our”)

Business name:	Homestead Lake Park
Address:	Thorpe Road, Weeley, Essex CO16 9JN
Telephone:	01255 833492
Email:	lakepark@homesteadcaravans.co.uk

Who may stay with us

2. The person who completes the Booking Form, or who makes the booking with us by other means, is responsible for the booking and must be 18 years of age or older.
3. Only the people named on the Booking Form, or when booking is made by other means, may stay with us.
4. No person under the age of 18 years is allowed to camp on the park unless accompanied by a responsible adult over 18 years.
5. Your booking is personal to you and you cannot assign or transfer it to any other person.
6. If you request a booking for more than 2 people, we may ask you to provide evidence to our reasonable satisfaction that you are all couples or all members of the same family. A maximum of 6 people may stay per pitch.
7. If you request a booking for more than one pitch, then we may contact you before deciding whether to accept the booking to help us decide whether we are able to provide the holiday experience you are looking for.
8. You must tell us if your booking request is connected to any other booking, for example because you know the other party or you share a common purpose in visiting the Park. If you do not tell us about a connection, we may cancel your booking immediately and (if your stay with us has started) require you to leave the Park.

How to book

9. Bookings can be requested in the following ways:
 - 9.1. By telephone on 01255 833492
 - 9.2. In person, in reception at Homestead Caravan Centre
 - 9.3. Online at www.homesteadlake.co.uk
10. You must tell us your full requirements, for example if you are bringing any vehicles, tents, continental caravans or other structures. We need this information when deciding whether we are able to accept your booking and we may not be able to accommodate changes. Where we are able to do so, there may be an additional charge.
11. A contract exists when we have issued our confirmation to you.

12. Pitches are allocated at the time of booking. When booking online a specific pitch may be requested in the notes, this is not guaranteed and will be subject to availability.
13. Please check the booking confirmation carefully to see that it reflects your wishes. Please let us know of any difference within 7 days, unless your holiday is to start within 14 days in which case you should inform us within 24 hours.
14. Minimum and maximum length stay may apply:
 - 14.1. Minimum length stay apply:
 - Easter Bank Holiday / 4 day weekend – 4 nights
 - Other Bank Holidays – 3 nights
 - Weekend – 2 nights
 - One night stays are available midweek (Monday – Thursday).
 - 14.2. There is a maximum length stay of 28 days.
15. We reserve the right to refuse any booking.

The price you pay

16. Our prices include VAT.
17. The price you pay will not be subject to any change unless:
 - 17.1. the rate of VAT changes.
 - 17.2. there are significant increases in fuel costs
18. When you request your booking, you must pay a deposit of 20% of the price of your holiday or, if you are requesting to book 7 days or less before the start date, the full price. The deposit is non-refundable and not transferable to another booking in the event of cancellation.
19. Unless you paid in full when requesting your booking, the balance of the price of your holiday must be paid at least 7 days before the start date of your holiday. We are not required to send you a reminder. If the balance is not paid in time, then we may cancel the holiday and retain your deposit as our cancellation charge. We will confirm the cancellation to you in writing by email.
20. Please make sure that you book all the dates you need. We are not able to guarantee that we will be able to extend your booking.
21. A barrier card is required to enable you to enter and exit the park.
 - 21.1. Only one card is issued per pitch.
 - 21.2. A **£10 cash** deposit is required on arrival for your barrier card. On your departure, the barrier card must be returned to reception. On return of your barrier card, the deposit paid (for your barrier card) will be returned.
 - 21.3. In the event the card is lost or taken home, there is no refund of the deposit.
22. Discounts, Promotions and Offers
 - 22.1. See www.homesteadlake.co.uk/termsandconditions for specific discount terms and conditions.
 - 22.2. Subject to availability and can be amended without notice.
 - 22.3. Non-transferable and not valid in conjunction with any other discount.
 - 22.4. You must mention any discounts at the time of booking and they cannot be applied retrospectively
 - 22.5. We reserve the right to withdraw an offer at any time.

Arrivals and departures

23. Pitches are available from 12 noon. If you have pre-arranged and paid for an early arrival you may arrive from 9am (10am Sunday).
24. You must arrive before 5.30pm Monday – Thursday, 4.30pm Sunday, or 9pm Friday, with exception of:
- A Friday that falls as a bank holiday; you must arrive before 5.30pm.
 - The Thursday before a bank holiday Friday; you may arrive up until 9pm.
- 24.1. You must tell us by 4.30pm if you are likely to arrive later than 5.30pm.
- 24.2. For bookings of more than one night, if you are unable to arrive on your booking start date, the earliest you may then arrive the next day is 9am (10am Sunday).
25. If we have not heard from you within 24 hours of your expected arrival, we may release your booking and re-let the Pitch without notice. You will not be entitled to a refund.
26. You must vacate by 12pm on the day of your departure. If you have pre-arranged and paid for a late stay you must vacate by 4pm.
27. We will try to allocate you the location of your choice on the Park, but bookings are not conditional on this.
28. Your location on the Park and directions to it will be confirmed on arrival. If you are in any doubt, please check with us. Any guest staying in the wrong location may be required to move.

Cancellation Policy

29. You may cancel your booking at any time. Cancellation will be effective on the date it is received by us. We reserve the right to re-let your pitch.
30. If you cancel under clause 29, cancellation charges are payable as follows unless you are doing so because we are in serious breach of our obligations in these Terms and Conditions.

Cancellation received more than 7 days before holiday start date	Charge is 20% of holiday price; refund of monies paid less 20% of holiday price
Cancellation received 7 days or less before holiday start date	Charge is 100% of holiday price; no refund

31. Cancellation charges cannot be:
- 31.1. transferred to another date
- 31.2. refunded due to personal circumstances, including but not limited to ill health, car break down, bereavement, isolation.
32. You are not entitled to a refund if you or any of your guests leave before the end of your holiday, unless clause 36 or clause 37 applies or if we are in serious breach of our obligations in these Terms and Conditions. If we are in serious breach of our obligations, we will refund you for the days of the holiday which have not been taken. We reserve the right to re-let your Pitch.
33. We may also cancel your holiday if you breach any of these Terms and Conditions. Clauses 56-58 give further details.
34. We recommend that you consider appropriate holiday insurance which covers any cancellation charges and any additional losses which you may incur through cancellation of your holiday, whether by you or by us. We are only responsible for any additional losses if you were entitled to cancel because we were in serious breach of our obligations to you and the losses were both directly caused by our breach and reasonably foreseeable by us when the booking was made.

Changes caused by exceptional circumstances

35. We may make reasonable changes to our Services. Our changes may reflect changes in relevant laws, guidance and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.
36. If we make changes which mean we can only provide your holiday in a radically different way, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. We prefer that you postpone rather than cancel but will always allow you to cancel where the law gives you the right to do so.
37. If the law prevents us from performing our obligations under these Terms & Conditions at all, for any reason which is not the responsibility of either party, we may ask you to postpone but will allow you to cancel if you prefer to do so. For these purposes, reasons which are your responsibility include any arising from your personal circumstances. Examples are ill health (except if the law prevents you from visiting or staying with us in consequence, for example because you are legally required to self-isolate) and any restrictions arising from your chosen career.
38. If you decide to cancel where clause 36 or clause 37 applies and your holiday has not started, then we will refund your booking including any deposit. If your holiday has started, then we will refund any days unused. We will not charge an administration fee, and we will only deduct any costs we have already incurred which we cannot recover elsewhere ('Direct Costs'). We will not be liable to make any other payment to you.
39. We may also cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If we cancel and your holiday has not started, then we will refund you your booking in full including any deposit. If your holiday has started, then we will refund any days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Cost.

Authorised means of payment

40. You may pay us in any of the following ways:
 - By credit card payment in person at the Park reception, by phone or online payment gateway.
 - By debit card payment in person at the Park reception, by phone or online payment gateway.
 - By cash payment in person at the Park reception.

Complaints

41. We are confident you will be happy with our service. If you have a complaint, we encourage you to discuss it with us as soon as possible as this gives us the best chance of resolving it with you. If you remain unhappy, please contact us again within 28 days of your departure and we will try to help.
Please refer to:

Email:	lakepark@homesteadcaravans.co.uk	Telephone:	01255 833492
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Personal Data

42. Any personal data you give us will be processed in accordance with the law and our privacy policy.

Location of privacy policy	https://www.homesteadlake.co.uk/privacy-policy/
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Our promises to you

43. We will allow you to stay with us for the duration of your booking for holiday and recreational purposes, provided you comply with your obligations in these Terms and Conditions and except where exceptional circumstances prevent us from doing so.
44. We will provide, maintain and keep good state of repair the Services, except where these have been interrupted temporarily for the purposes of repair or development or for other reasons caused by exceptional circumstances outside our control.

Your promises to us

You agree that you will:

45. Keep to these Terms and Conditions and the Park Rules.
46. Pitch as instructed, either by staff member on arrival, following pitch instructions on the Welcome handout or as detailed in the pitch instructions in clause 70 – 73.
47. Stay with us only for holiday and recreational purposes.
48. Pay promptly for your holiday and other charges due to us.
49. Not cause any damage during your holiday.
50. Not make any alteration to any Pitch.
51. Permit us to move you to another location on the Park if necessary. We will ensure, where possible, that any alternative location will be of similar quality.

Behaviour standards

These standards will apply from when you request your booking until your holiday ends. Unless stated otherwise, they apply whether or not you are on the Park at the time.

You agree to, and you must make sure that you, your party and any visitors (including, in each case, their children), keep to the following standards of behaviour:

52. To act in a courteous and considerate manner towards us, our staff and anyone visiting, using or working on the Park including other customers.
53. To supervise children so that they are not a nuisance or danger to themselves or other people using the Park. Taking particular care around the deep water areas.
54. Not to:
 - 54.1. Commit any criminal offence (whether or not on the Park or in its vicinity) which causes your name to be entered on the Violent and Sex Offender Register or causes you to be subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these);
 - 54.2. Use the Park in connection with any criminal activity or commit any other criminal offence (i.e. any offence not already subject to clause 54.1) at the Park or in its vicinity;
 - 54.3. Commit any acts of vandalism or nuisance on the Park;
 - 54.4. Use fireworks, Chinese lanterns or any similar open flame heat source on the Park;
 - 54.5. Keep or carry any firearm or any other weapon on the Park;
 - 54.6. Keep or use any unlawful drugs on the Park;
 - 54.7. Create undue noise or disturbance or commit antisocial behaviour on the Park;
 - 54.8. Carry on any trade or business at the Park;

54.9. Permit anyone who is to your knowledge on the Violent and Sex Offender Register or subject to a Risk of Sexual Harm Order or a Child Abduction Warning Notice (or any register, order or notice succeeding these) to use or visit the Park.

55. You agree that if you or any of your family members or visitors or guests whom you have invited to the Park break the behaviour standards listed above then we may terminate your booking.

Cancelling the booking because you are in breach of these Terms and Conditions

56. We may cancel your holiday if you are in serious breach of your obligations in these Terms and Conditions and the breach is **not** capable of being remedied or is such that it causes a breakdown in the relationship between you and us (for example violence or intentional damage to property) by serving upon you reasonable notice in writing (this may be by email) to cancel your booking. In deciding what period of notice is reasonable, we shall have due regard to the nature of the breach and other relevant circumstances. In appropriate cases, this may mean requiring you to leave the Park immediately.

57. If you are in breach of any of your obligations under these Terms and Conditions which **is** capable of being remedied (for example, a failure to comply with the behaviour standards in clauses 51-54 which has not caused a breakdown in the relationship between you and us) we may write giving you warning, specifying the breach and asking you to remedy the breach within a reasonable and specified time. If you do not comply with that warning and the breach is either serious and/or amounts to persistent breaches of obligation, which taken individually would be minor but which taken together cause a breakdown in the relationship between you and us, we are entitled to write to you (this may be by email) to cancel your booking. In appropriate cases, the warning we give you may be very short and we may then require you to leave the Park immediately.

58. If we cancel your booking under clauses 56 or 57 you will not be entitled to a refund.

Changing the Park Rules

59. It may be necessary or desirable to change the Park Rules from time to time, including for reasons of health and safety, the efficient running of the Park, environmental issues, local authority requirements, and/or changes in law or regulations or in the interpretation of law and regulations imposed upon us, in which case we will notify you in writing using your contact details at the address on the Booking Form.

60. Any changes made to the Park Rules after we accept your booking may affect you because you will be required to comply with the changed Park Rules, but will not affect anything else to which you are entitled under these booking Terms and Conditions.

Communications

61. We agree that any letters or other communications between us shall be sent using the details for us in these Terms and Conditions and for you on the Booking Form. Email may be used.

Interpretation

62. "**Park Rules**" means the rules of conduct and practice issued by us from time to time and applicable to the Park. The Park Rules which currently apply to your booking are in Part II of these Terms and Conditions.

63. "**Pitch**" does not include any part of the Park except that on which the accommodation in which you are staying stands.

64. "**Services**" means the services which we have promised to make available without a separate charge to you, for example any utilities to your Pitch. Services for which we make a separate charge are provided under separate agreements and not these Terms and Conditions.

65. "**You/your**" means the person making the booking and all members of their party excluding children under 18. Where there is more than one person, each is fully responsible for the obligations in these Terms and Conditions.

66. References to taxes and laws are references to them as extended, amended or replaced from time to time.

Part 2: Our Park Rules

These Park Rules are in place for the good management of **Homestead Lake Park** and the benefit of all who use it. These rules form part of the contract between us and your holiday. They should be read alongside your booking Terms and Conditions.

67. The Park Rules do not affect anything to which you are entitled under the booking Terms and Conditions. The expression 'you'/'your' refers to all members of your party.
68. You must make sure that anyone using the park is aware of the Park Rules.
69. You are reminded that we may cancel your holiday if you are in serious breach of your obligations, including these Park Rules.

Pitching your caravan / motorhome / tent

For your safety and to allow sufficient spacing between pitches you must follow guidelines on how/where to pitch.

70. Caravans must be pitched so that the towbar is facing the roadway, for front row pitches 1 - 10 (excluding continental caravans) the tow bar must point towards the lake.
 - 70.1. Continental caravans may only pitch on 1 – 9, 18, 24, 31 or 37. For pitches 1-9, tow bar must face away from the lake.
71. Motorhomes and campervans must pitch so their main door follows the same direction as a caravan (not continental caravan).
 - 71.1. Pitch 1 – 10: Main door facing away from the wooded area.
 - 71.2. Pitch 18 – 23, 31 – 36, 44 – 50: Main door must face towards the lake.
 - 71.3. Pitch 11 – 17, 24 – 30, 37 – 43: Main door facing away from the lake.
72. Tents must be pitched on 17, 20, 23 or 26.
 - 72.1. Pitch tent within your boundary, marked by hedges. For pitch 17, pitch to the right of the hardstanding i.e. furthest from pitch 16.
 - 72.2. Tents must only pitch for 4 nights, this is to protect the grass. Longer stays may be possible at the discretion of management.
73. If you have pitched incorrectly, you may be required to move.

Safety

74. Buoyancy aids are provided around all lakes and ponds, please familiarize yourselves of the locations.
75. You must not swim, bathe, or boat in the lakes and ponds.
76. You must use the park safely and should not cause danger to others.
77. You must 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.
78. You must not:
 - 78.1. Keep or carry any firearm or any other weapon on the Park, e.g. guns, pistols, catapults;
 - 78.2. Keep or use any unlawful drugs on the Park;
 - 78.3. Create undue noise or disturbance or commit antisocial behaviour on the Park;
79. Our premises are protected by 24 hour CCTV video recording. Images are recorded for the purpose of crime prevention and public safety.

Fire Safety

The provision of fire-fighting equipment, warning signs and means of escape and alerting the site is laid out below and within the emergency information in clause 86-89.

80. Open fires are not allowed.
81. Barbeques are allowed at discretion of management. Disposable barbecues are to be raised so as not to damage the grass.
82. Hot ashes must be allowed to cool and be dampened before disposing to refuse areas/bins
83. Fire alarm bells and fire extinguisher boxes are provided for emergency use only – You MUST NOT TAMPER with this equipment unless in a fire emergency.
84. You must not obstruct fire boxes at any time.
85. On discovery of a camp fire:
 - Shout FIRE to warn people in close proximity.
 - Dial 999 (see emergency section clause 86)
 - Manually turn fire alarm bell continually to raise alarm.
 - Camp residents are advised to a place of general safety i.e., safe distance from tent/vehicle fire

Emergency Information

86. If a problem arises on the park, please contact the main reception immediately
9am – 5.30pm Mon – Sat, 10am – 5.30pm Sunday

Reception	01255 833492	Out of hours Emergency number	07742 618138
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Illness / Injury / Fire

87. The site has qualified first aid representatives available during the hours above.
88. Any accidents or incidents must be reported to reception immediately.
89. 24/7 Ambulance / Fire Service:
 - State your name
 - State address – Homestead Caravan Centre, Thorpe Road, Weeley, Essex CO16 9JN
 - State pitch number
 - State your contact number
 - Send someone to meet emergency services at the site main entry highways road point.
 - Inform park manager

Behaviour

90. You should respect the privacy of other users of the park and keep noise to a minimum between the hours of 10pm and 8am with absolute quiet between the hours of 11pm and 7am.
91. You must finish any party by 11pm.
92. Respect the privacy of park holiday lodges.
93. You may only consume alcoholic drinks within the boundaries of your pitch. We request you consume alcohol wisely.
94. Any person under the influence of alcohol and who's behaviour becomes a nuisance or aggressive shall be reported to the police.

95. You must not use a drone, powered model aircraft or any other powered flying object on the park.
96. You must not use any Chinese lanterns, fireworks or similar.
97. You may not ride bicycles, scooters or similar so as to cause a nuisance or undue noise.
 - 97.1. No riding between pitches or around the toilet block.
 - 97.2. Please encourage use of the one way system.
98. No excessive use of the park's water supply e.g. to fill paddling pools or washing vehicles.
99. You must keep the toilet buildings clean and tidy, do not:
 - Leave taps running;
 - Put articles likely to cause blockages into the basins, sinks or closets.
100. Aggressive behaviour will not be tolerated on the Park, incidents may be reported to the police.

Security

101. You are solely responsible for securing the Caravan, tent or other accommodation.
102. You must not use your barrier card to let strangers onto the park. Your barrier card is for your use only.

Visitors to the park

103. Only people lawfully visiting with your permission have permission to enter the park.
104. Your visitors may not arrive before 8am and must leave the park by 11pm.
105. It is your responsibility to ensure that your visitors and all occupiers of your Caravan, tent or other accommodation adhere to the Park Rules.

Ejection on grounds of behaviour

106. 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 our agreement with you. We do not have to follow any formal procedure to eject other visitors.

Your pitch

107. You are responsible for keeping the area around the Caravan, tent or other accommodation clean and tidy.
108. Pup tents only allowed on your pitch for children under 18 years with prior consent, extra charge applies.
109. Breathable ground sheets only and must be lifted every other day. Please help protect the grass.
110. Windbreaks are permitted but must be used within your pitch boundary and used so as not to:
 - obstruct fire equipment;
 - annoy your neighbour;
 - block the view to others;
111. You must site washing lines to avoid inconvenience to other guests and park operations.
112. TV, radios, musical instruments etc. must not be used to the annoyance of others at any time, please keep volume low.
113. Ancillary external lighting must not be intrusive to others.

Utilities installations & drainage system

114. If you experience any problem with the park's electrical, gas 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.
115. You must not introduce any foreign items into the drainage system including cleaning cloths, babies' nappies, sanitary towels, tampons, condoms, cooking fat, engine oil, grease or paint.

Facilities

116. The usual opening and closing dates of our facilities are provided on our website. However, the dates and times of opening may be subject to change depending on seasonal fluctuations or unforeseen circumstances. We will do our best to advise you at the time of booking of any changes at that stage, otherwise please always check prior to booking if this is important to your stay.
117. The availability of our facilities is also subject to our Terms and Conditions

Park grounds & wildlife

118. Respect your surroundings, do not damage trees, shrubs or pick flowers
119. 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.
120. You must not climb any tree
121. Do not disturb any of the bird wildlife especially if nesting
122. You must not dig any hole at the park.

Waste & general rubbish

123. Chemical toilets and waste water must be emptied in the facilities provided.
124. You must not deposit refuse outside or leave on your pitch. You must use the refuse bins provided.
125. You must not dispose of hot ashes in the bins.
126. Do not place items other than general household waste in the refuse bins provided. Items such as chairs, tables, tents etc. can be disposed of at the local recycling centre.
127. Recycling points are available on the park and you should use these facilities where appropriate.

Vehicles and other motorised/non-motorised transport

128. All vehicles, caravans and other equipment must be roadworthy and hold current MOT certificate.
129. You must insure all vehicles you use on the park as for use on the public road.
130. You must insure all accessories and items towed by vehicles (such as camping trailers and jet skis) as for use on the public road.
131. You must not keep disused or unroadworthy vehicles anywhere on the park. We reserve the right to remove any vehicle which is apparently abandoned.
132. Motor vehicle and caravan repairs must **not** be carried out at the park, but a recognised breakdown service may attend in the event of a breakdown, i.e. RAC, AA, Greenflag, and only with prior consent.
133. Quad bikes, trials bikes and powered scooters are not permitted on the park.
134. You must not wash cars, caravans, motorhomes etc. with a hosepipe.

Driving and parking

Driving

135. You must hold a full current driving licence to drive any vehicle on the park.
136. Driving on the park is restricted to the park roads.
137. You must drive all vehicles on the park carefully and within the displayed speed limit.
138. Vehicles must follow the ONE-WAY SYSTEM on the Park at all times. Please DO NOT attempt to go through the NO ENTRY SIGNS.
139. You are not permitted to give anyone driving lessons at the park and we do not permit learner drivers to drive on the park.
140. There is a speed limit on all park roads of **5mph**, which must be adhered to
141. Electric cars cannot be charged at the park by any means, including the use of an electricity supply or hook-up.
142. We operate a security barrier with access via barrier card. You can exit the park at any time.

Parking

143. Maximum of 2 motorised vehicles per pitch. You can park alongside each pitch, unless weather conditions dictate otherwise.
144. Visitors cars can park by the fountain near the entrance barriers or fishing carpark.
145. You must not park on the grass or roadsides.
146. You must not park or allow parking of commercial vehicles of any sort on the park, unless with prior consent from management.
147. You must park, and move off, with great care for pedestrians and particularly for children.

Recreation

148. Ball games are NOT allowed around the park.
 - 148.1. You may only play ball and other games in the areas set aside for recreation ("The Paddock").
149. You must not fly kites on the park.

Pets

150. Dogs are permitted on site, not to include any of the breeds subject to the Dangerous Dogs Act 1991. There is an extra charge per night.
151. Dogs and other pets must be up to date with their vaccinations.
152. You must keep any dog on a SHORT lead at all times on the Park.
153. You must clean up, and dispose of responsibly, if your animal defecates on the Park.
154. Dogs, cats and other pets are not permitted in the following areas of the Park:
 - Toilet block
 - Washing up area
 - "The Paddock" grass area.
155. You must tell us before you visit the park if you plan to bring any pet or animal and answer any reasonable question about them and their suitability for our park environment. If we are not satisfied that the pet or animal is suitable for our park environment, we may tell you that you cannot bring them. This is because we cannot allow the safety of others to be put at risk.

156. Any pet or animal you bring must be supervised by and under the control of you, or of a responsible adult in your party, **at all times**. This means you may not leave any pet or animal unsupervised in a caravan, tent or other holiday accommodation or anywhere else on the park at any time, apart from small pets which live in a cage, aquarium or similar and which may be left safely for short periods. Nor may you leave any pet or animal under the supervision of any person aged under 18. These rules apply even if the pet or animal knows the park well and you believe them to be well-behaved.
157. If you do not supervise and control any pet or animal, we are likely to ask you to remove it from the park straight away. Depending on the circumstances, you may not be allowed to bring it back, or may only be allowed to do so with our written permission, which we would not withhold once our reasonable concerns have been addressed. This is because we cannot allow the safety of others to be put at risk.
158. If you see another pet or animal anywhere on the park which does not appear to be supervised by and under the control of a responsible adult, or whose behaviour gives a cause for concern, please tell us straight away.
159. Nothing in these Park Rules prevents you or any member of your party from bringing an assistance dog to the park, or from using the dog exactly as at home, if this is required to support a disability and Assistance Dogs UK or any successor body has issued an Identification Book or other appropriate evidence.

Children

160. Children, under the age of 16, must be supervised whilst on the park and are the responsibility of their parent or guardian during their stay.
161. Never allow children to play near or in the lake or streams/rivers, as there are areas of deep water.
162. Children under the age of 16 should not be left unsupervised in the accommodation or on the park.
163. Children must be accompanied by a responsible person when visiting the toilets, showers or washing up area.
164. Ensure children are aware of moving vehicles around the park and the deep water areas.

Fishing

165. All anglers must have a valid rod license and fishing day ticket. Fishing tickets can be purchased from main reception.
166. Anyone without a day ticket will be charged double.
167. Children under 16 must be supervised by an adult.
168. Park residents may fish from dawn until dusk, governed by the park lighting.
169. Barbless hooks only. Barbed hooks including micro barbs are strictly banned.
170. No ground bait or bait boats.
171. No blood worms.
172. NO NIGHT FISHING
173. No keep nets except for matches.
174. Unhooking mats obligatory for carp.
175. No beach casting.
176. No loud music.
177. Tackle must not be left unattended.
178. Please respect our Flora and Fauna
179. No camping by the lake.