Sandgreen Caravan Park - 2027 Park Rules – Hire Fleet Visitors

Welcome to our Park. We would be very grateful during your visit if you could make yourself aware of and adhere to the following rules. Whilst every reasonable effort has been made to identify and minimise any risk to visitors to Sandgreen Caravan Park of injury to themselves or damage to their property, all visitors should be aware of maintaining both their own health and safety in and around the park and that of others. Please report any breaches of these rules to the office. Please remember, we are here to help and to make sure that you have a great holiday, if we can help in any way, do not hesitate to contact us.

YOUR HOLIDAY HOME

- If you find that there is a problem with your holiday home, please let us know immediately to enable us to sort it and prevent any disruption to your holiday.
- Holiday Accommodation must be vacated by 10am on day of departure. We ask that you leave the caravan as you found it. Please report any breakages to reception when checking out.
- Our office is open 7 days per week 9am to 5pm. Our telephone number is 01557 814351. Out with office hours, emergencies can be dealt with by our warden - Tel 07749 060735.

HEALTH & SAFETY

Vehicles & Driving

- The speed limit on the Park is **10mph** and must not be exceeded at any time. Persistent speeding will result in the customer being asked to leave the Park.
- All road traffic laws and "rules of the road" apply within the Park.
- Only eligible drivers may drive on the Park.
- Vehicles must be fully taxed, MOT'd, and insured.
- Accessories and towed items (including boats) must be insured for public road use.
- Learner drivers and driving lessons are **not permitted** on the Park.
- Joy riding of motorbikes, quad bikes, or cars is strictly prohibited.

Occupancy & Use

- Your Holiday Accommodation may not be used for sleeping a number of persons greater than the 'sleeping capacity' stated on our advertisements. One bedroom unit = max. 2 people; 2 bedroom unit = max. 4 people; 3 bedroom unit = max. 6 people

Fire & General Safety

- Fireworks, Chinese lanterns, and similar items are prohibited.
- No flammable items are to be stored underneath the Holiday Home at any time.
- Ground level BBQs and camp/bonfires are not permitted on the Park or Beach.
- Electric vehicles must not be charged from Holiday Caravan hook-up points.
- Uneven ground and potholes are natural features of the countryside; please take care.
- Smoking in any of our Holiday Accommodation is strictly prohibited.

BOATS & WATER USE

Water Lanes

- Three clearly marked lanes operate at Sandgreen:
  - Power boats (closest to entrance)
  - Sail boats, kayaks, canoes, paddleboards (middle)
  - Swimming (furthest lane)

Registration

- If you wish to use your boat/kayak whilst staying with us, you must register the details at Reception so that, in the event of an emergency, we can assist.
- Proof of craft insurance is required for powered boats.

Prohibited Crafts

- Jet skis and blokarts are not permitted.

PETS

- Pets should not be left in the holiday accommodation unattended.
- Dogs are welcome but must be kept on a lead and under control at all times.
- Well-behaved dogs may be off lead on the **beach only, between 9pm and 8am.**
- Owners must clear up after their dogs.
- Dogs that are aggressive, persistently bark, or are repeatedly off lead will be required to be removed from the Park.
- Dogs listed under the Dangerous Dogs Act are not permitted.
- Other pets are allowed provided they do not cause nuisance.

PITCH RULES

General Pitch Use

- Refuse must be disposed of in the bins provided.
- Only domestic waste may be placed in the bins. All other refuse must be taken off park and disposed of responsibly, this includes bicycles, white goods, electrical goods, garden furniture, etc.

Vehicles & Parking

- A maximum of one car parking space is provided at the holiday accommodation.
- All other vehicles, whether they belong to you or a visitor, must park in the main car park at Reception.
- No roadside parking is permitted.
- Commercial vehicles, touring caravans, and motorhomes are not permitted at pitches.

GENERAL CONDUCT & USE

- Abusive, threatening or offensive behaviour (either in-person, over the telephone, or via any social media or online platforms) towards staff or other visitors will not be tolerated and any person who acts in this way will be asked to leave the Park immediately.
- Noise must be kept to a minimum between **10pm and 8am.**
- Radios, TVs and sound systems are not permitted outside Holiday Homes or on the beach.
- No business, trade, agency, or service may operate from the Park.
- Tents are not permitted.
- Vehicles must not be washed on the Park.
- Vehicle repairs are not permitted (except recognised breakdown services).
- Drones are prohibited.

Children & Play Areas

- No child under the age of 10 may be left unaccompanied anywhere on the Park.
- The play park is for children aged 12 and under only. All children must be supervised by an adult while in the play park.
- Play park hours: **9am – 9pm.**

Environment & Waste

- You must not introduce any foreign items into the drainage systems. Blockages caused by misuse will be charged to the customer.
- Customers must stick to established paths and must not create new walkways/paths.

Note overleaf for Emergency Evacuation Procedure details:

Emergency Evacuation Procedure

In the event of a Fire:-

1. Leave the holiday accommodation by the safest and quickest exit and gather a safe distance away
2. DO NOT re-enter once you have left and make sure all your group is accounted for
3. Dial 999 and ask for the Fire Brigade – the address is Sandgreen Caravan Park, Sandgreen, Gatehouse of Fleet, DG7 2DU
4. Report to the warden who will give you instructions – Tel 07749 060735
5. DO NOT PANIC - Stay well away from the fire