

## Sandgreen Caravan Park - Park Rules 2023 – 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.
- Caravans 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 handing keys back.
- Our office is open 7 days per week 9am to 5pm. Our Tel No is 01557 814 351. Out with office hours, emergencies can be dealt with by our warden who lives next door to the office building. Tel 07749 060735.

### **Health & Safety**

- The speed limit on Sandgreen is **10** miles per hour and should not be exceeded at any time. Any customer who persistently breaks this speed limit will be asked to leave the park.
- Please remember that all the 'rules of the road' apply equally at Sandgreen, especially in relation to children in vehicles. Eligible drivers only should drive motor vehicles on the park and all vehicles must be fully taxed, MOT'd and insured. You must also insure all accessories and items towed by vehicles (such as boats) as for use on the public road. You are not permitted to give anyone driving lessons at the park and we do not permit learner drivers to drive on the park.
- 'Joy riding' of motor bikes, quad bikes or cars is strictly prohibited.
- Your Caravan may not be used for sleeping a number of persons greater than the 'maximum sleeping capacity'.
- Dogs are welcomed but must be kept on a lead and under control at all times whilst on the Park. Well behaved, controlled dogs can be off lead on the BEACH between 9pm and 8am. Owners must clear up any mess made by their dog(s). Owners of dogs that are consistently left off leads are aggressive or who constantly bark, will be asked to remove them from the park.
- Other pets are allowed but must not become a nuisance to other pitch holders. No more than three pets are allowed per holiday home unless specific permission has been granted.
- No flammable items are to be stored underneath the holiday home at any time.
- You must not use any Chinese lanterns, fireworks or similar.

### **Boats**

- 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.
- Boat owners, swimmers and sailboard users should keep to the appropriate lane and must observe the safety rules at all times.

### **Emergency Evacuation Procedure**

In the event of a Fire:-

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

There are three separate, clearly identified lanes in the water at Sandgreen. The lane closest to the Park entrance is for power boats, the middle lane is for sail boats/kayaks/canoes/paddleboards, and the furthest away lane is for swimming.

- Jet Skis and Blokarts are prohibited at Sandgreen.
- You must not charge electric vehicles from holiday home hook up points.

### **Pitches**

- Only two cars, or one car and one boat, can be parked at any pitch, at any time. All other cars whether they belong to you or a visitor are required to be parked in the car park. You must not park on any roadsides.
- No commercial vehicles or touring caravans/motorhomes can be parked at any pitch.

### **General**

- Rowdy, noisy, threatening or offensive behaviour towards staff, or any visitor to the Park will not be tolerated and any person who acts in this way will be asked to leave the Park immediately.
- Please respect your neighbours and restrict noise to a minimum between the hours of 10pm and 8am.
- Radios, sound systems and TV's are not permitted on the beach or outside holiday homes.
- No business, trade, agency or service may be carried out on site.
- You must not introduce any foreign items into the drainage system including cleaning cloths, babies' nappies, sanitary towels, condoms, wet wipes, cooking fat, engine oil, grease or paint. Customers blocking the drains with non-disposable items are liable to be charged for clearing them.
- Only domestic refuse can be disposed of in the wheelie bins, all other refuse must be taken off park by the owner and disposed of elsewhere, this includes; bicycles, white goods, electrical goods, etc.
- Customers must stick to the established paths and not create new walkways/paths.
- Tents are not permitted on Sandgreen.
- Motor vehicle repairs must not be carried out on the park but a recognised breakdown service may attend in the event of a breakdown.
- Flying of drones is not permitted on Sandgreen.
- Children on bicycles, under the age of 10 **MUST** be accompanied by an adult.
- Sandgreen Caravan Park play park is restricted to children 12 years and younger. All children **MUST** be supervised whilst using this facility. Please do not let your child play in the playpark before 9am and after 9pm.