



TRELAY
HIDEAWAY HOLIDAY PARKS
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Park Rules





Welcome to Trelay Holiday Park

We are pleased to enclose our most up to date rules within this booklet.

As you know, Trelay Holiday Park is committed to providing a high-quality holiday experience for all of our customers. We take great pride in our 5-star standards and the beautiful environment we have created for everyone to enjoy. In order to maintain and contribute to these high standards and to ensure that everyone who uses Trelay has an enjoyable time, we have made some changes to our park rules.

We believe that these rules are in the best interest of the park and everyone who stays with us. We want to ensure that Trelay Holiday Park remains a lovely place for all to enjoy and that the amenity of the park is upheld.

We trust that the park rules will be greeted with a sense of goodwill and we encourage you to discuss any questions you have directly with us in reception, or by picking up the phone.

We look forward to welcoming you to Trelay soon and providing you with a memorable and enjoyable stay.

Best regards,

A handwritten signature in dark blue ink that reads "Chris".

Chris Allerston
Managing Director

Relax. Unwind. Be Together.



Introduction

These Park Rules are in place for the good management of Trelay Holiday 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. They should be read alongside your Licence Agreement.

The Park Rules do not affect anything to which you are entitled under the terms of your Licence Agreement.

The expression '**you**'/'**your**' means the Holiday Home owner and/or occupier and this includes anyone using or hiring the Holiday Home from you.

The expression '**we**'/'**us**'/'**our**' refers to the park owner and/or manager.

You must make sure that anyone using the Holiday Home is aware of the Park Rules.

The rules set out below are the Park Rules referred to in your Licence Agreement. You are reminded that breach of these rules is a breach of your Licence Agreement and could result in termination of the Licence Agreement.

The park reserves the right to review the Park Rules and re-issue them where necessary.

Safety and security

Safety

1. You must use the park safely and should not cause danger to others.
2. 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.

Security

3. You are solely responsible for securing the Holiday Home.
 4. You may only use alarms of the silent, monitored type and not audible alarms
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Holiday Homes

Permitted number of occupiers

5. Your Holiday Home may not be used for sleeping a number of persons greater than the 'maximum sleeping capacity' stipulated in your Licence Agreement; if no number is stipulated then it may not be used for sleeping a number of persons greater than the number for which it was designed.

Visitors to the Holiday Home

6. Only people lawfully visiting with your permission have permission to enter the park.
7. Day visitors who are not staying with you overnight, may not arrive before 8am and must leave the park by 11pm.
8. It is your responsibility to ensure that your visitors and all occupiers of your Holiday Home adhere to the Park Rules.
9. For health and safety purposes, Reception must be made aware of all visitors on the Park. You must inform Reception of any visitors in advance of their arrival by emailing us at **reception@trelay.co.uk** and providing details of any visitor's name, vehicle registration number and the days which they are staying.

Ejection on grounds of behaviour

10. 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 the Licence Agreement. We do not have to follow any formal procedure to eject other visitors.



Condition of the Holiday Home

11. You must keep the Holiday Home in a good state of repair and condition both visually and structurally and so as to retain its mobility, and in a safe, habitable state including the repair and maintenance of any installations and appliances including, but not limited to, any plant pots, troughs, storage boxes, pathways, steps or balconies you may have.
12. The underside of your Holiday Home should remain clear at all times.
13. The exterior of the Holiday Home, including any decking and skirting must be kept clean and tidy. This includes being free from algae and green moss.
14. You must not change the colour of the exterior of the Holiday Home without our prior consent in writing.
15. You must ensure the Holiday Home remains capable of being moved at any time. No Holiday Home should be moved from the pitch without the park owners prior written consent.
16. You may not own more than two Holiday Homes on the Park either solely, jointly with other individuals, as a shareholder/director of an incorporated or unincorporated entity or as a trustee/beneficiary of a Trust entity.

Usage of the Holiday Home

17. You, and your visitors, must not do or fail to do anything which might put us in breach of any condition of the site licence. A copy of the site licence is available at Reception.
18. You must use the Holiday Home for holiday and recreational purposes only. You must not use the Holiday Home as your only or main residence. If we ask you to do so, you must give us satisfactory proof that your only or main residence is at the address registered with us or another permanent address that you may tell us from time to time. Satisfactory proof means a document such as a Council Tax bill, utility bill (sent to you at the address stated, not printed by you) and, if possible, driving licence in your name. We may ask for additional proof such as a mortgage statement, rental contracts (including proof of payment) or property deeds, where management require. You will tell us promptly in writing if you change your only or main address or contact details.

Your pitch

19. All park grounds are communal. Your pitch refers to the area that your Holiday Home is sited on. You are responsible for maintaining this area as set out in rule 11.
20. Any plant pots or troughs you have around your Holiday Home must be maintained by you together with the plants themselves to uphold the 5 star standards of the park.
21. You are not permitted to store any plant pots or troughs on the grassed area. The park maintains the grassed areas of the park and will not be responsible for any damage caused to plant pots or troughs where they are stored on the grassed area.
22. Cutting of grass is done by the park. You must not cut any grass on the park.
23. Gas bottle storage covers must be purchased through the park.
24. You are not permitted to have any sign or advertisement displayed in the windows of the Holiday Home or Pitch except for the pitch number sign issued by the park.
25. You are not permitted to install any solar lights in the ground.
26. Any planting done by the park, is the responsibility of the park to maintain.
27. Paddling pools or similar water containers are not permitted on the park for safety reasons. Hot tubs may be permitted subject to receiving the park owners prior written consent.

Building works and improvements

28. You must not make any alterations to the Holiday Home or Pitch without our prior written consent which will not be unreasonably withheld. Any amendments to the Holiday Home must also comply with the manufacturer warranty. Please complete a pitch amendment form, available from Reception, for consent to works. We will only refuse consent to such works if we think we have a good reason to do so. If we refuse consent, we will tell you our reason(s).
29. Any alterations to the Holiday Home or Pitch must be done by a park approved contractor or by a park team member to uphold the amenity of the park. Please contact Reception for the list of the Park's recommended contractors. You may use an alternative contractor of your finding provided they can provide the park, in advance, with their insurance documentation, credentials and professional certification together with an explanation of the materials used. This is to ensure the amenity of the park is upheld.
30. No external structure may be erected on your pitch, including sheds, huts, fences or lean-tos. A maximum of one storage box is permitted on the pitch which must not exceed 1340mm tall, 2000mm wide and 950mm deep and must be of a colour and material approved by the park. Any storage box, other than those purchased through a park approved supplier, must be checked by the park prior to being purchased to ensure they conform to the type accepted on the park.
31. No satellite dishes or TV aerials can be installed on the grassed area of the Park. They must be attached to the Holiday Home and must have received the prior written consent of the park owners which will not be unreasonably withheld.
32. No more than four plant pots or troughs should be kept on the decking or outside area of the pitch (as defined in park rule 21).
33. No water features or ornaments such as gnomes or bird feeders are permitted on your pitch.

34. No installation of an outside tap is permitted without the parks prior written consent which will not be unreasonably withheld. Outside taps will incur an additional yearly water charge of £65 inclusive of VAT, billed at the time of site fees. For further information, please contact Reception.
35. Steps, paving, decking, ramps, slabs and patios are permitted subject to permission being given by the park owner and the manufacturer warranty permitting this. We recommend the work is completed by the park or through a park approved contractor to ensure the amenity of the park is upheld. Where you wish to use an alternative contractor, you must provide us with advanced notice and make copies of their insurance documentation and materials used. Permission to use an alternative contractor will only be refused where we have reasonable grounds to do so.

Subletting

36. Subletting is not permitted on the park unless you have a prior signed agreement with the park stating otherwise.

End of season

37. It is your responsibility to drain down and prepare the Holiday Home for the closed season. Failure to do so may impact any subsequent insurance claims relating to frost damage or similar issues that may arise as a result of not draining down the Holiday Home. The park will offer a drain down service which you may want to opt into each year.
38. You must ensure all gas, electricity and water connections are switched off throughout the closed season.
39. During the closed season we recommend that the curtains of your Holiday Home are drawn back, and all items of value removed.
40. You must not occupy the Holiday Home during the closed season.



Utilities installations

41. You must switch off all gas, electricity and water connections when the Holiday Home is not occupied.
42. You must ensure all gas appliances are checked every 12 months by a Gas Safe (or successor body) registered engineer. Proof of these checks must be provided to the park. You will receive a reminder where we have not had updated proof from you. Such gas safety checks can be arranged by the park if you wish.
43. You must ensure the Holiday Home holds a current electrical safety certificate carried out by a park approved contractor. This must be carried out every three years unless you have permission to sublet your caravan where such safety checks must be conducted each year.
44. 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.
45. Your Holiday Home must be fitted with a functioning dry powder fire extinguisher together with two functioning carbon monoxide detectors and a smoke alarm.

Drainage system

46. You must not introduce any foreign items into the drainage system including wet wipes, make up removal pads, cleaning cloths, babies' nappies, feminine hygiene products, condoms, cooking fat, engine oil, grease or paint.

Tents, windbreaks and gazebos

47. You must not erect any tent, windbreak or gazebo on the park unless on the touring area where prior permission has been given

Facilities

48. The laundrette is usually open 24 hours a day. In the event of any changes, we will do our best to advise you.
49. The toilet and shower block are only available for use by touring customers. Static Holiday Home owners and their guests should use their own facilities.

Trees and shrubs

50. 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.
51. You must not plant any tree or shrub.
52. You must not place any rockery, shrubs or other potential obstruction around the Park.
53. You must not climb any tree.
54. You must not tie anything to any tree or shrub without our agreement in writing (which we will not withhold unreasonably where the tie is a means of support for any tree or shrub which you have planted with our agreement).

Digging

55. You must not dig any hole at the park.

Smoking

56. It is illegal to smoke or use e-cigarettes inside enclosed public buildings. Outdoor smoking areas are provided.
57. You must also refrain from smoking or using e-cigarettes in any of our holiday accommodation.
58. If you are found to be smoking in public buildings or our holiday accommodation, you may be charged a £500 cleaning fee for us to instruct professional cleaners to attend the park. This would be a serious breach of your contract with us which may lead to you being required to leave the park.

Washing

59. You may only use one washing line of the windowsill type and must remove it and store it out of sight immediately after use. All other types of washing lines are not permitted on the park.
60. Washing machines, dryers and other appliances are not permitted to be installed outside of the Holiday Home and must not be installed within a storage box.

Refuse

61. You must not deposit refuse outside your Holiday Home. You must use the refuse bins provided.
62. All household waste must be disposed of at the local tip. Please contact Reception for details.
63. Recycling points are available on the park and you should use these facilities where appropriate.
64. You must not feed wild birds or animals.





Vehicles, driving and parking

Vehicles

65. You must insure all vehicles you use on the park as for use on the public road.
66. You must insure all accessories and items towed by vehicles as for use on the public road.
67. You must not keep disused or unroadworthy vehicles anywhere on the park. We reserve the right to remove any vehicle which is apparently abandoned.
68. You must not carry out the following works or repairs on the park:
 - a. major vehicle repairs such as dismantling of part(s) of the engine
 - b. works which involve the removal of oil or other fuels.
69. Motor vehicle repairs must not be carried out at the park, but a recognised breakdown service may attend in the event of a breakdown.
70. Quad bikes, trials bikes and powered scooters are not permitted on the park.
71. Pick up trucks, vans, transits, Jet Ski's or boats are not allowed on the Park. Motorhomes are not allowed on the site save for touring visitors where rule 81 applies.
72. You must not wash cars on the Park.

Driving

73. We permit cars onto the park for the purposes of access to the Holiday Home and Pitch only. Accordingly, save to the extent that you may need to do so because of a disability, you must not drive cars round the park for other purposes such as visiting other locations on the park. We may ask for reasonable evidence of any disability relevant to this rule.
74. Driving on the park is restricted to the park roads.
75. You must drive all vehicles on the park carefully and within the displayed speed limit.
76. You must hold a full current driving licence to drive any vehicle on the park.
77. You are not permitted to give anyone driving lessons at the park and we do not permit learner drivers to drive on the park.
78. There is a speed limit on all park roads of 5mph, which must be adhered to.
79. Motorhomes Holiday Homes cannot be parked alongside self-catering accommodation.
80. Electric cars cannot be charged at the park unless on a designated EV charging point at the Park. You cannot use a Holiday Home's electricity supply or hook-up as a means to charge electric cars.

Parking

81. You must not park anywhere except in the permitted parking spaces.
82. Visitors' cars must be parked only in the allocated parking spaces for visitors, or in any space which the people they are visiting allow them to use in their place.
83. You must not park anywhere except in the parking space(s) allocated to your Holiday Home.
84. You may park not more than one car at the Holiday Home unless your pitch allows for two cars where a maximum of two vehicles may be permitted. Please contact Reception for confirmation if you are unsure.
85. You must not park on the grass or roadsides.
86. Other than for delivering goods and services, you must not park or allow parking of commercial vehicles of any sort on the park, including:
 - light commercial or light goods vehicles as described in the vehicle taxation legislation and
 - vehicles intended for domestic use but derived from or adapted from such a commercial vehicle.
 - Motorhomes save where they are on a designated touring pitch and have paid accordingly. Motorhomes cannot be parked alongside self-catering accommodation in any circumstance.
87. You must park, and move off, with great care for pedestrians and particularly for children.



General behaviour

Behaviour

88. You should respect the privacy of other users of the park and keep noise to a minimum (including any music/instruments or loud TV noise) between the hours of 10pm and 9am with absolute quiet between the hours of 11pm and 8am.
89. You must keep away from any vacant pitches.
90. You must finish any barbecues by 10pm. Barbecues are permitted but must be raised from floor level so not to cause damage and burn the grass and/or decking. Hot embers must not be thrown in the bin under any circumstances.
91. You must finish any social gathering by 10pm.
92. You may only consume alcoholic drinks within the boundaries of your pitch
93. You must not use fire hoses for any improper purpose, such as washing cars or boats.
94. You must not use a drone, powered model aircraft or any other powered flying object on the park.
95. You must not use any Chinese lanterns, fireworks or similar at the park.
96. You may not ride bicycles, scooters or similar so as to cause a nuisance or undue noise.
97. You cannot install CCTV without the park owners consent. If you use CCTV, you must warn visitors to your Holiday Home by a prominent external notice, attached to the Holiday Home, the format and wording of which you must agree with us (our agreement not to be withheld unreasonably). Notices are available to purchase from Reception for the cost of £50. The CCTV may only capture images of the area immediately around your Holiday Home and not of any other part of the park, such as any path or road, or any other Holiday Home or its pitch and the area immediately around it.
98. You must not use the park's water supply to fill paddling pools.
99. You are not permitted to bring unlawful drugs or firearms onto the park.
100. You must not litter any property at the park.
101. You must not commit any acts of vandalism or nuisance at the Caravan or on the Park.



Pets

102. You must not bring any pets or animals when you visit the park except the following:
- not more than 2 dogs (not to include any of the breeds subject to the Dangerous Dogs Act 1991) except where you have the prior permission of the park. Permission to have more than two dogs will only be granted in exceptional circumstances or where the owner has additional dogs on the park prior to these rules taking effect.
103. Dogs are not permitted in the following areas of the park:
- Launderette
 - Shower block
 - Toilet block
104. You must tell us before you visit the park if you plan to bring any dog and answer any reasonable questions about them and their suitability for our park environment. If we are not satisfied that the dog(s) are 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.
105. Any dog 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 dog unsupervised in a Holiday Home, or anywhere else on the park at any time. Nor may you leave any dog under the supervision of any person aged under 18. These rules apply even if the dog knows the park well and you believe them to be well-behaved.
106. If you do not supervise and control any dog, 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.
107. 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.
108. You must keep any dog on a short lead at all times on the park.

109. You must clean up if your animal defecates on the park.
110. Your Licence Agreement contains undertakings not to cause any nuisance, undue noise or disturbance. These extend to the behaviour of dog(s).
111. 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.

Recreation

112. You may only play ball and other games in the areas set aside for recreation
113. Football and other ball games should not be played anywhere on the park other than in the Children's play area.
114. You may not fly kites on the park.
115. You may not use skateboards, roller skates, rollerblades or microscooters at the park.
116. You may not use any powered model car or similar toy on the park.

Mail

117. You may not use the park address for postal deliveries of any sort.

Children

118. Children must be supervised whilst on the park and are the responsibility of their parent or guardian during their stay.
119. Never allow children to play near or in the streams/rivers, as there are areas of deep water.
120. Children must not play on the play area before 9am or after 9pm or dusk, whichever is earlier.
121. Children under the age of 16 should not be left unsupervised in the accommodation or on the park.
122. An adult must accompany small children to the toilets if using the touring facilities.



Fire precautions

- 123. You may not use fire hoses for any improper purpose such as washing cars or boats.
- 124. You must ensure that all occupants of your Holiday Home are familiar with the location of the Fire Points and the contents of the Fire Notices displayed at each point.
- 125. You must not store fuels or combustible materials other than removal containers on the park.

Lost property

- 126. For any lost property, please contact the Park Reception as soon as possible as any lost property will be disposed of after one month.

Photography

- 127. We regularly take photographs and videos for promotional purposes and we occasionally receive requests from third parties to film on the park. Should you not wish to appear in any material, please pay attention to the notices we put up when pictures are being taken.
- 128. Photography is prohibited in the children's play area, shower blocks and toilet blocks.
- 129. Where others may reasonably expect privacy, you must obtain their agreement before taking a photograph in which they are identifiable. Examples are when they are in accommodation or on a pitch

Wi-fi

- 130. Wi-fi is available. Please contact Reception for details as to charges and availability.
- 131. Due to our location, our wi-fi may not be the same as you are used to at home.





Guidance for Holiday Home owners

The Guidance below does not contain any new licence conditions or Park Rules. We use it to highlight some practical points about spending time on our park and to remind you of some of the important conditions and rules in a less formal way.

- **Clause 4.5 of the Licence Agreement** requires you to insure the Holiday Home and its contents. Please remember that you must keep this insurance in place during the closed season as well.
- **Clause 4.9 of the Licence Agreement** requires you to comply with the Site Licence. A copy of the current Site Licence is always available Reception. Please note that the Site Licence may be updated from time to time.
- **Clause 4.11 of the Licence Agreement** says that you may not carry out any building works at the Park or erect any extension to the Holiday Home. **Park Rules 30-37** creates a limited exception. Please note the following:
 - If you wish to add any external structure to the Holiday Home such as a veranda or balcony we ask that you send us plans of what is proposed. If we give our permission, it will remain your responsibility to ensure that the work would not breach any term of the Site Licence and that your unit will still be a Holiday Home in the eyes of the law and in particular be physically capable of being moved by road from one place to another (whether by being towed, or by being transported on a motor vehicle or trailer). Planning permission may be needed and we may attach reasonable conditions such as requiring an inspection at intervals during the course of construction. We will not withhold consent unreasonably.
 - **Park Rule 37** also requires our prior written permission for slabs and paving.
 - Satellite dishes count as TV aerials and are a potential nuisance to your neighbours. They also require our prior written permission. If we grant permission, we will expect installation on your Holiday Home rather than on the ground.
- **Clause 4.12 of the Licence Agreement** requires you to give us written notice of any work to be carried out by external contractors.
- **Clause 5 of the Licence Agreement** sets out our Behaviour Standards and they are important. You are responsible for your behaviour and that of your family, visitors and contractors whilst on the Park. We recommend that you supervise your children at all times.



Seasonal & Touring Park Rules

These Park Rules are in place for the good management of Trelay Holiday Park and the benefit of all who use it.

The rules are aligned with our unwavering commitment to make sure Trelay is one of the most sought after destinations for exclusive holiday home ownership and holidays in Cornwall.

Park rules are there to allow everyone to enjoy the park, whilst contributing to the 5 star standards at Trelay. We trust the new rules will be greeted with a sense of goodwill and encourage you to discuss any questions you may have directly with us in reception, or by picking up the phone.

The park reserves the right to review the Park Rules and re-issue them where necessary.

1. The speed limit is 5 mph on the park, please respect this for the safety of all park users.
2. Visitors are very welcome. Only 1 car is permitted on the pitch therefore all visitors must report to reception before entering the park so they can be advised where to park. We cannot guarantee visitor parking so this must be arranged in advance.
3. Dogs are welcome but must be kept on a lead at all times and not left unattended in the tourers. You are required to clean up after your dog and place in the bins provided in the refuse area. Maximum 2 dogs per tourer.
4. Windbreaks, washing lines, generators and tents of any description are not permitted on your pitch. 1 Gazebo or awning is permitted but we advise that these are taken down when they are not being used for long periods of time, or in bad weather so as not to cause damage.
5. Awnings must be erected on the gravel and not on the grass.
6. One storage box is permitted per pitch. Sheds are not permitted.
7. No more than 2 plant pots are permitted per pitch and must be maintained at all times.
8. BBQ's are permitted but must be raised from floor level so not to cause damage and burn the grass. Hot embers must not be thrown in the bin under any circumstances
9. The lighting of fires outside the tourer or anywhere on the park is not permitted, this includes fire pits.
10. We only allow professionally converted Registered Motorhomes on the park. Vans, Commercial vehicles or Sign written vehicles are not permitted on park, if you use one as a tow vehicle you can come onto the park with it but it will need to be parked off the park once the tourer is on pitch. Hobby style caravans and 5th wheel caravans are not permitted on park.
11. This is a quiet countryside park, so please respect the privacy of other holiday makers and keep noise level to a minimum between 10.00 pm and 8.00 am.
12. You may only use one washing line of the windowsill type and must remove it and store it out of sight immediately after use. All other types of washing lines are not permitted on the park.
13. Washing machines, dryers and other appliances are not permitted to be installed outside of the Holiday Home and must not be installed within a storage box.
14. Children are the responsibility of their parents or guardians and are to be supervised at all times.
15. Ball games must only be played on the recreation area and not around the touring park.
16. We are a holiday park and as such cannot be used as a base to travel to and from work on a regular basis.
17. Fireworks and Firearms are not permitted on the park.
18. Use of unlawful drugs is not permitted and is a criminal offence.
19. We are entitled to eject anyone from the park who persistently acts in a manner which is likely to upset or annoy other users of the park or our staff or who is guilty of a criminal offence.
20. Any payment made to the site deems you accept the parks rules and adhere to site regulations.
21. The park owners do not accept responsibility for any loss or damage to private property or persons using the park.
22. We advise that your caravan/motorhome be fully insured as no responsibility can be accepted by the company for loss or damage whilst on park.
23. The Managers decision is final on all park issues.



TRELAY
HIDEAWAY HOLIDAY PARKS

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