

RIVULET LEISURE PARK

TOURING CARAVANS - TERMS, CONDITIONS & PARK RULES

By making a booking with us you are agreeing to abide by the Terms, Conditions & Park Rules. If any of our Terms & Conditions & Park Rules are breached the person(s) involved and their party members will be required to leave the park & NO refunds will be due.

1. For seasonal & all year round pitch occupiers bookings are confirmed upon receipt of a deposit of £250 & receipt of a completed Registration Form and necessary documents detailed in point 3. the balance of the 50% deposit is due to be paid by 1st January & balancing funds will be due a minimum of 28 days prior to the start of pitch occupancy.
Pitches booked after 1st January 50% of the total fee will be due upon booking with the balancing funds due 28 days prior to the start of pitch occupancy.
Pitches booked within 28 days of arrival must be paid in full at the time of booking.
Fees not paid by the agreed dates will result in the loss of your pitch.
Payments are non-refundable in the event of a cancellation or early departure.
In the event of early departure this will terminate your contract with us & you will not be permitted to return to the site.
All bookings are at the discretion of the management.
2. For short stays (i.e. not seasonal/all year round pitches) a deposit of 50% is due at the time of booking & the balance 7 days before arrival.
Fees not paid by the agreed dates will result in the loss of your pitch.
Cancellation charges - 8 days or more prior to arrival - deposit charged, 7 days or less full booking price charged.
Any amendments to bookings will incur an additional admin charge of £10
Payments are non-refundable in the event of early departure.
In the event of early departure this will terminate your contract with us & you will not be permitted to return to the site for the remaining duration of your booking in the event of a change of mind.
All bookings are at the discretion of the management.
3. All seasonal & all year round pitch occupiers, upon booking, must complete a Registration Form & provide a copy of their current council tax invoice for their main residence and a copy of their appropriate certificate of insurance (as all caravans must be fully insured against all risks) and also sign up for the Environment Agency's Flood Warning Scheme.
4. To guarantee a seasonal/all year round pitch for the following year :-
£250 of the deposit is due at the time of booking
The balance of the 50% deposit is due to be paid by 1st January of the new year
The balancing funds will be due a minimum of 28 days prior to the start of pitch occupancy
5. We reserve the right to move customers to a different pitch.
6. Should pitch occupiers wish to change pitches there will be an additional charge.
7. Electricity & gas is chargeable & will be invoiced at regular intervals. Payment is to be made within 7 days. Anyone not making payment within 7 days will be charged a surcharge. We reserve the right to change our energy rates in accordance with supplier charges.
8. We do not accept responsibility for any damage or losses that you incur, however caused, whilst your caravan is sited with us. Static/tourer (seasonal/all year round) occupiers are responsible for all pest control on & around their pitch if necessary. All such pest control must be safe & approved prior to use by our independent licensed pest controller for the safety of everyone on the park.
9. Pitches on the site are purely for holiday & leisure occupancy & are NOT the main residence of any occupier.
10. Businesses must not be run from the Park, it is purely for holiday use for families.
11. Pitches are available between 1pm & 5pm on the day of arrival & must be vacated by 10am on the day of departure. If you expect to arrive after the stated arrival times on the first day of your stay please let us know in advance.
12. Selling or transferring ownership of caravans with the benefit of the pitch is not permitted. Caravans must be removed from the park to be sold or gifted, unless a new pitch fee is agreed with the Park & paid in full. Anyone who breaks this rule or displays any notice of sale or rent will be asked to vacate their plot with immediate effect with no refund.
13. Pitch occupiers are not permitted to let, sell, transfer or advertise their pitch nor to advertise the site. Anyone who breaks this rule or displays any notice of sale or rent will be asked to vacate their plot with immediate effect with no refund.
14. The letting of caravans is not permitted. Close family members are welcome i.e. mother, father, son, daughter, brother, sister only. There are no exceptions to this.
15. The park must be notified by the caravan owners of any family members using the caravan prior to their arrival. Details required are dates of stay, names, relationship to caravan owner & car registration – this is in the interest of security.
16. The site must be notified in advance of any day visitors to the site – details required date, names & car registration – this is in the interest of security. Please note they are not permitted to stay overnight. Please also note that large amounts of day visitors are not permitted & will be removed from the site should this rule not be observed. The barrier code must not be given out to day visitors.
17. All awnings are required to be taken down when the caravan is not occupied for long periods of time & are not permitted during the winter months.

18. Awnings must be within the confines of the hard-standing, they must also be secured with substantial, heavy duty, galvanised metal ground stakes. Any extensions, annexes or pods are not permitted. Tents are not permitted on the park in any instance. Windbreaks must also be taken down when the caravan is not occupied & must not be stored under the caravan. Gazebos & flags are not permitted.
19. Anything impeding grass cutting in anyway will be removed & a charge made for the removal. We do not accept responsibility for any guy ropes fitted onto the grass area that may be damaged during grass cutting.
20. Grass cutting, strimming, golf ball collection etc will be performed regularly & during daylight hours for the benefit of the site occupiers.
21. When the caravan is not occupied electric hook ups must be unplugged and placed under your caravan. This is to ensure against misfortune with fridges/freezers should the electricity supply be interrupted & to assist with grass cutting.
22. All valuables are to be removed from the caravan when uninhabited and bicycles are not permitted to be chained to the A-frame when the caravan is uninhabited.
23. Any storm and accidental damage which the caravan suffers must be repaired/made good.
24. Only one vehicle per tourer is permitted. Trailers are not permitted to be parked permanently next to the caravan. Vehicles must be parked on hard standing areas only and not on the grass. Vehicles must not block roadways. Commercial vehicles are not permitted on the site unless prior arrangements have been made with the Park.
25. For the safety of everyone a speed limit of 5mph is imposed throughout the park and this must be strictly observed. Anyone repeatedly ignoring this rule will be asked to leave the site.
26. Anyone creating a disturbance, excessive noise, or whose conduct could cause offense to others will be required to leave immediately & no refund given.
27. Please supervise children at all times. The use of anti-social toys for example BB guns, electric or motorised scooters are prohibited. Drones and remote controlled aircraft are also not permitted on the park. Skateboarding, rollerblading, ball games and kite flying are not allowed in the vicinity of other caravans.
28. Young people must not be left without supervision overnight and adults should not allow parties to be held in their absence at any time.
29. We are dog friendly. Dog owners are required to clean up after their dogs. Dog owners permitting their dogs to foul & not clean up after them will be warned once & on the following occasion will be asked to leave the site. Dogs are not permitted to be left in vehicles overnight. No more than 2 dogs per caravan is permitted. Dogs must not be left unattended & must be kept under control at all times. Owners not doing so will be asked to leave the site. The owners of dogs that repeatedly make a lot of noise causing disturbance to other pitch occupiers will be asked to not bring the dog again to the site. Please note that breeds of dog listed within the dangerous dogs act 1991 (as amended) are not allowed on the site.
30. Washing machines, tumble dryers are not permitted in awnings. Rotary dryers and washing lines are also not permitted. However window frame dryers are. Please use our coin operated laundry facilities provided in the utility room located in the shower block.
31. Seasonal/all year round pitch occupiers are required to cut the grass approximately 1m around your caravan.
32. Refuse must be domestic only & placed in black bags, tied securely & placed in the wheelie bins provided. You are required to recycle as per the bins & cages provided. Any large items of rubbish e.g. awnings, packaging, electrical goods, furnishings etc must not be placed in the bins but are to be taken to the tip on Warth Lane, Skegness, anyone found to have put such items in the bins will be charged for removal.
33. Preferably do not use 47kg gas bottles and no more than 2 gas bottles at any one time per caravan. The law prohibits the storage of gas bottles in inadequately ventilated storage units.
34. Generators are not allowed to be used on the park.
35. Barbeques are only permitted outside & a minimum of 3m away from awnings. Fires, fire pits & fireworks are not permitted.
36. Unnecessary & wanton waste of water will not be tolerated.
37. Do not place chemical waste, nappies, sanitary towels, wet wipes, cooking fats oil or grease into the drainage system. If any of these items are found in the drainage system there will be an immediate increase in site fees to cover the damage caused. Waste water must not be allowed to contaminate the ground. Waste buckets must be emptied regularly & only at the points provided.
38. Storage boxes up to depth 3ft x height 4ft x width 5ft are permitted. Storage underneath the caravan is not permitted. Storage of combustible materials is not permitted.
39. Anyone found to have not paid for the use of the site leisure facilities in advance or prior to use will be asked to leave the site.
40. Once sited to remove your caravan from the park you must provide us with 28 days written notice. Where you bring this agreement to an end other than by the passage of time we shall not be under any obligation to make any refunds of the pitch fees paid and do strongly recommend that you invest in a cancellation or curtailment insurance policy.
41. Touring caravans must not be occupied by more than is consistent with the number of sleeping berths.
42. Sleeping in cars or awnings is prohibited.
43. All caravans must be kept in good condition. A good state of repair, cleanliness and decoration is expected externally & internally.
44. The park must be notified immediately in writing of any changes to personal particulars, address and telephone number for security & administration.

45. It is not permitted for anyone who is to your knowledge, a convicted sex offender, or is subject to the notification requirements of the Sexual Offences Act 2003 ('on the sex offenders register') to use or visit the park or your caravan.
46. We reserve the right to terminate the visit or any person or persons whose conduct is likely to cause offense or annoyance to the park, its staff or guests. We also reserve the right to terminate the visit of any person detailing malicious social media about the site which can cause offense or damage the business.
47. If we become aware or have grounds for suspicion that a guest/caravan owner has contracted a contagious disease that has the potential to infect a large number of people they will be required to leave the park. If this is not possible then strict restrictions will be placed on their movements & activities. Unfortunately no refunds will be due in these circumstances.
48. Caravan owners when leaving their tourer for the winter months must ensure that the following checks are carried out:-
 - a. Oil or grease legs ensuring they operate correctly
 - b. Ensure ball hitch operates correctly
 - c. Oil jockey wheel and ensure it operates correctly
 - d. Check wheel bearings have not seized
 - e. Check tyre pressures are correct and tyre walls have not perished
 - f. Check brakes are not locked on
 - g. Make sure all security locks are easily operated and all keys left with the park
 - h. Gas bottles, chairs, bikes, aerials, water and waste tubs etc must be placed in the caravan and not left chained up outside.
 - i. No items left underneath caravan, anything found will be disposed of.
49. The site is covered by CCTV – please note this is covered by GDPR & is for the use of site security only.
50. Only approved & agreed engineers are permitted on the site & must be agreed with the office ahead of any site visit.
51. In the interest of all caravan owners we have a simple warning system if site rules are ignored:-

Initially a verbal warning - Followed by a written warning - Finally disconnection from the pitch for removal from the site without a refund

We want to keep Rivulet Leisure Park a safe, secure family holiday park. Please follow our rules & inform us of anyone breaking the rules or acting in a suspicious manner.
52. The office hours of the site are Monday to Friday 10am to 4pm – please keep contact outside of these hours to emergencies only.

Address for the postage of any correspondence - Please ensure that all correspondence is sent by recorded mail
Rivulet Leisure Park
Rivulet House, Pinchbeck Lane
Croft, Skegness, Lincolnshire, PE24 4RY