

Oakmere Caravan Holiday Park Rules

1. Terms of Business

- 1.1 In order for a caravan to be stationed on Oakmere Park it is a mandatory condition that the caravan owner/s hold a current valid Holiday Site Licence and have paid the Pitch Fees in full for that Season. A Holiday Site Licence is only valid when it has been signed by both the caravan owner/s and the Site Owner and submitted to the Park Office by no later than 14th January in each consecutive season of the Licence duration period permitted.
- 1.2 Occupancy of caravans must not exceed the specified number of births and usage is strictly limited to the caravan owner(s), their family and guests who must also maintain their home residence independently from the caravan. We reserve the right to ask the occupier(s) of a caravan to provide proof of their home address. Sub-licensing to third parties is not permitted. Renting of the caravan or Pitch, in part or in whole, is not permitted. If it becomes necessary or compulsory for us to close the Site in part or in whole for whatever reason, patrons must comply and leave to return to their primary residence.
- 1.3 Payment of Council Tax by a caravan owner/occupier or receipt of Housing Benefits to help with payment of the Pitch Fees would suggest to the Site Owners that the caravan is being used as a primary residence not a holiday home, and this would be a serious breach of your Holiday Site Licence Agreement with the Site Owners.
- 1.4 Under Schedule 2, paragraph 2 of the Data Protection Act 2018, Malvern Hills District Council is exempt from GDPR. If requested by Malvern Hills District Council, Oakmere Park will be obliged to provide them with the name(s) and address of a caravan owner(s), and Malvern Hills District Council may contact the owner(s) to ensure that they are retaining their primary home residence away from their holiday caravan, on which they pay Council Tax.
- 1.5 No form of business, trading or commercial activity is permitted on Site or from a caravan. Caravans may not be used or registered as a business or private residential address and are not permitted to receive post or parcels or have a telephone land line.
- 1.6 The caravan must be comprehensively insured throughout the Licence period. A copy of the current Insurance Certificate must be made available to view by the Site Owner if requested to do so.
- 1.7 Electricity will be billed quarterly to Caravan Owners.
- 1.8 Caravan steps, skirtings, deckings, bunkers and other related peripheral items must be purchased through the Site Office, terms and conditions apply. Oakmere Park reserve the right to allocate the appropriate position of a bunker on a Pitch.
- 1.9 Gas cylinders must be purchased from the Site Office, payment with order.
- 1.10 All Accounts must be settled within 10 days of billing. Overdue payments are liable to incur an administration charge of £30.00. Payments made by cheque will be subject to a £5.00 charge to cover bank charges and our costs. Cheques not honoured will incur a £25.00 fee to cover bank charges and our costs. Post dated cheques will not be accepted. Cash payments in excess of £250.00 will no longer be accepted. Settlement of accounts over £250.00 must be made by wire transfer or cheque.
- 1.11 The Licence fee is subject to a modest annual increase.
- 1.12 Oakmere Park does not accept any responsibility/liability for any loss, theft or damage to property or vehicles whilst on Site.
- 1.13 A Holiday Site Licence Agreement is non-transferable unless the caravan annexed to the Holiday Site Licence Agreement has been bequeathed to a specific person(s) as named within the deceased caravan owner's legal Will (T&Cs apply). Licence Fees paid are non-refundable.
- 1.14 The Site Owner reserves the right not to grant a caravan owner a new Holiday Site Licence to continue to station a caravan on the Site until all the required documents have been signed and returned to the Park Office, and payment for the Pitch fee has been made in full.

2. Code of Conduct

- 2.1 Antisocial, abusive or threatening behaviour will not be tolerated anywhere on Oakmere Park. We operate a formal complaints procedure via the Park Office.
- 2.2 Caravan owners are responsible to ensure that their guests/visitors are made aware of, and agree to comply with, the Holiday Park Rules when on Site. Children must be supervised and well-behaved at all times when on the Site and not cause a nuisance to others. No children under the age of 16 are to be left unattended in holiday caravans. Children must be supervised at all times by any areas of water on Oakmere Parks, and observe the safety signs as displayed.
- 2.3 11:00pm until 08:00am must be observed as "quiet hours". The use of mobile phones, televisions and music can be regarded as a nuisance and anti-social by others, depending on the time of day and volume of noise created from and by them, please be mindful of others when using such appliances. If you intend to make alterations/changes to the existing fixtures and fittings in your caravan or use noise emitting equipment eg. power washers, before you commence please inform the Park Office, T&Cs apply. In order to minimise possible disruption to other caravan users on the Site all such works, conducted either by yourself or tradespersons, must only be done between the hours of **9:00am and 5:00pm**.
- 2.4 When using your outside space on your Pitch please maintain a respectful distance of 6ft away from the adjacent caravan. Please observe the privacy of others and keep to the paths and roadways around the Park.
- 2.5 Do not enter protected grassed or planted areas, or areas that have been coned or fenced off. The flowers and plants on the Park are for all to enjoy, please do not pick them or take them away. A charge will be made to you if you or your guest(s) or visitors remove or cause damage to any Site amenities or property, including from the Celebration Garden. Caravan owners are not permitted to plant anything in the ground without permission from the Park Owner. Nothing is to be discharged into the brook. No Littering.
- 2.6 To bring/keep a dog on Site, caravan owners must apply for a Dog Licence Agreement from Oakmere Park and abide by its terms and conditions at all time. Dogs must not cause a nuisance or foul the Park. All dogs must be kept under control and on a lead not to exceed one metre in length. Dogs classified under the Dangerous Dogs Act, are not permitted on Site.



- 2.7 Fireworks, Chinese Lanterns, firearms, air rifles or any other items likely to cause or inflict damage are not permitted on Site. Ball games, roller skates, skateboards, kites, gliders, aeroplanes, remote controlled toys, drones and lasers etc are not permitted on Site. CCTV cameras fitted outside caravans and on Pitches are not allowed. CCTV cameras placed inside caravans must not be directed to capture images of public areas outside, only the interior of your own holiday home.
- 2.8 Generators are not permitted. Do not lift the manhole covers on the Park. Do not remove items from empty Pitches. Outside taps are for the sole use of Oakmere Park staff unless authorised otherwise. Please do not feed the fish or disturb their habitat.
- 2.9 Barbecues must be supervised by a responsible adult and fired only by safety fitted gas bottles. Patio heaters and combustible fires are not permitted.
- 2.10 Traders and salespersons are not permitted on the Site without permission from the Park Owner. Take-away food deliveries must be collected from the main car park and are not permitted to be delivered to individual caravans.

3. Caravan / Pitch Maintenance

- 3.1 Caravans, deckings, steps and skirtings must be maintained in a sound /clean condition. Caravan wheels must not be removed. The underneath of Caravans and deckings must be kept clear. Oakmere Park reserve the right to remove / open access hatches in skirtings around caravans and deckings to inspect that the area is being kept clear, or to conduct emergency repairs.
- 3.2 The Pitch must be maintained in a clean and tidy condition. Caravan owners are responsible to maintain the area immediately around their caravan/Pitch. Caravan owners are responsible for the maintenance and upkeep of their caravans, deckings and steps, and the pathways, slabbed areas and constructions on their Pitch, for the safety of themselves and visitors who enter onto their Pitch. Oakmere Park is responsible for all other ground and Park maintenance and works. The use of weed killers on grassed and planted areas is prohibited.
- 3.3 Prior written permission from the Site Owner must be obtained for any external alterations, to include doors, windows, bunkers and slabs, additional structure or colour change to the Caravan, decking, steps or Pitch. Written permission from the Site Owner must be obtained before installation of TV aerials and satellite dishes. No notices, flags, posters etc. are to be visibly placed inside or outside caravans on deckings or on the Pitch.
- 3.4 Fittings to the blue water pipe feed supplied to a caravan are the property of Oakmere Park and must not be removed, or attachments added to extend or alter the pipework.
- 3.5 Caravan Owners are responsible for the safety /security of their Caravan and must ensure they regularly maintain electrical appliances, fire extinguishers, smoke and carbon-monoxide detectors in good working order, and gas appliances are kept in good repair and serviced regularly. A copy of the current Gas Safety Certificate must be made available to view by the Site Owner for inspection if requested to do so. It is recommended for caravan owner(s) to have an Electrical Safety Certificate/ Report conducted by an NICEIC accredited electrician every 3 years.
- 3.6 All refuse is to be placed in the approved containers. No bagged items to be placed into the recycling skips, all appropriate items must be loose. Only household refuse generated from the use of caravans on Oakmere Holiday Park is permitted to be placed into the skips. Do not place glass items into the Recycling skips.
- 3.7 The general use of hosepipes is prohibited. With prior permission from Oakmere Park, power washers may be used to clean caravans, deckings and slabbed areas between the hours of 9:00am to 5:00pm.
- 3.8 A maximum of two 47kg gas cylinders are permitted for each caravan and gas cylinders are not permitted to be resold on Site or moved to another Pitch. Gas cylinders must not be chained up, and gas bunkers must not be kept locked. No other items are to be stored in gas bunkers.
- 3.9 Do not open gas cylinder valves to release any remaining gas.
- 3.10 Only Oakmere Park staff are permitted to transport and deliver gas cylinders over 15kg to caravans on Oakmere Holiday Site. Delivery of gas cylinders onto The Site by a third party is not permitted. Caravan occupier(s)/guests/visitors are not permitted to move gas cylinders over 15kg around the Pitch or Site.
- 3.11 All 47kg Calor Gas cylinders on the Site are the property of Oakmere Park. 47kg Calor Gas cylinders must not be taken off the Park or exchanged for an alternative brand or size. If gas is not purchased from Oakmere Park we will reclaim our "loan stock" cylinders.
- 3.12 Only metal bunkers purchased from Oakmere Park are permitted on the Holiday Caravan Site. All metal bunkers must be located at ground level on a Pitch, bunkers are not permitted on deckings. Bunkers must be placed in a position approved by Oakmere Park, bolted securely down and lids kept closed. Each caravan Pitch is permitted to have one metal storage bunker and one metal gas bunker, unless otherwise agreed with Oakmere Park. Caravan owners are responsible to remove excess/ unwanted metal bunkers when their caravan is sold or removed from the Park. Metal bunkers are not allowed to be re-sold on the Site.
- 3.13 Washing exposed for outside drying must be discretely screened from view on airers. Clothes lines and rotary airers are not permitted. Washing and airers placed outside for drying must be brought in by 6pm. Do not drape items over the decking.
- 3.14 A caravan owner(s) must obtain written permission from the Site Owners for the installation of a washing machine. We shall require a copy of an Electrical Safety Certificate and a Plumbing Safety Certificate for the installation of a washing machine, and/or plugs fitted to the outside of caravans.
- 3.15 Caravan owners are requested to keep outside garden ornaments and solar lights to a minimum. Wind chimes, wind mills or other noise emitting outside ornaments are not permitted. Floral displays in baskets, pots and easily moveable planters are permitted and they must be maintained in good order. No bird feeders or garden gnome ornaments. Please be aware when caravans are removed / arrive on Site it may be necessary for us or our contractors to move garden items on a Pitch. We shall endeavour to take care when doing so but will not take responsibility for any damage that may occur to said items, or be able to replace them onto their original position on the Pitch.
- 3.16 Do not flush any types of wipes, sanitary wear, personal items, nappies, cloths, fats or any other unsuitable or non-biodegradable items or harmful substances down the toilets or sinks, please bag and bin them. A charge will be levied against a caravan owner(s) if they are found to be responsible for damage to a drain or a blockage.



- 3.17 Inflatable pools/spas and hot tubs are not permitted. Parasols up to 2 metres in diameter are allowed, but must be put down when not in use. Shade houses, marquees, gazebos and windbreaks are not permitted on the Site.
- 3.18 When unoccupied the Caravan should be left secured and properly drained to prevent damage by frost. When the caravan is not being used, during the closed period, and in adverse weather conditions, items on the caravan Pitch should be secured or stored away whenever possible to avoid damage to them or caused by them. Please ensure that you remove all valuables from your caravan as there will be no access onto the Holiday Site when the Park is closed.
- 3.19 Tradespersons will not be permitted on Site during the closed period.

4. Vehicles and Parking

- 4.1 Vehicles brought on Site must be licensed, insured and in a roadworthy condition. No major vehicle repairs or maintenance to be carried out on Site. Vehicles registered on a SORN are not roadworthy and are not permitted on the Park.
- 4.2 Please observe the 5 MPH speed limit on the Park at all times, and drive/ride vehicles, motorcycles and bicycles in a considerate and careful manner consistent with the Highway Code. Drivers who persistently speed or cause a nuisance/danger to others will be prohibited from bringing their vehicle(s) onto the Site.
- 4.3 Motorised vehicles including mobility scooters and bicycles must adhere to the access roads and the direction of the one way system. Please do not obstruct the roadways.
- 4.4 No unauthorised vehicles, camper vans, commercial vehicles or trailers are permitted on Site. Motorised vans are not permitted on Oakmere Holiday Site unless written authorisation from the Site Owners has been granted. Motorised vans which are permitted to enter onto Oakmere Holiday Site must be parked on the main Holiday Caravan Site car park only, not on a Pitch or next to a caravan. Vehicles must fit within the parameters of the parking bays, and not damage hedges and fences etc.
- 4.5 No posters, notices, signage or advertising is permitted to be added or displayed on or inside vehicles when on Oakmere Park, unless authorised by the Site owner.
- 4.6 Do not leave stationary vehicles with engines running unattended or to cause a nuisance.
- 4.7 Delivery vehicles are NOT permitted to enter onto the access road around the Holiday Site without permission from the Park Office. If you require an item to be delivered to or collected from your holiday caravan, prior permission must be obtained from the Park Office to make arrangements for a suitable collection/delivery point.
- 4.8 Within the Seasonal Pitch Fees, provision is made to accommodate one vehicle to each caravan ratio with the parking space, either next to the holiday home, or by a reserved space on the main car park. The car park is available and free for day visitors to use and for short stays not to exceed two weeks for guests, unless prior permission has been given from the Park Owner. Caravan owners and their guests who wish to station an additional vehicle regularly for extended periods of time on the Site when it is open must first apply and pay for a "Seasonal Parking Permit" which is granted at the Park Owner's discretion and is subject to Terms and Conditions.
- 4.9 No motorised vehicles shall be parked or kept on Site otherwise than in a designated area or on the Site car park. Vehicles are not permitted to be left overnight, or for extended periods on the main car park when the vehicle owner(s) is not on the Site, unless with prior written permission from the Park Owner.
- 4.10 Only one vehicle is to be parked adjacent to each caravan. No parking on the roads, grassed areas or verges. Parking on the parking bays of other caravan owners is strictly prohibited unless authorised by Oakmere Park.
- 4.11 Visitors should park their vehicle(s) in the visitors area provided on the main car park, unless they have permission from Oakmere Park to enter onto the Holiday Site.
- 4.12 Sleeping in vehicles on the Site is not permitted.
- 4.13 With the exception of car roof boxes and bicycles, transportation / storage of large items on vehicle roofs is not permitted on the Site. Large storage covers / structures to house motorbikes are not permitted.
- 4.14 All motorised vehicles must be removed from Oakmere Park in the closed period.
- 4.15 You must first seek written approval from the Park Owners before having an external electrical charging point installed onto your holiday caravan to charge an electric powered vehicle (T&Cs apply)

5 Safety and Security

- 5.1 Oakmere Park will NOT release a caravan key to another individual without sufficient prior notice from the caravan owner authorising us to do so, either by email, letter or by leaving a telephone message.
- 5.2 Oakmere Park does not chaperone anyone who has been given access to the caravan. Oakmere Park takes no responsibility and accepts no liability for any loss, theft or damage to the Pitch, decking, caravan or any contents therein, caused by the person/s and/or any of the works they have carried out.
- 5.3 Keys must be collected, signed for and returned to the Park Office during office opening hours.
- 5.4 Caravan owners who allow family and friends to use their caravan when they are not in attendance must provide the Park Office with their guest's name, car registration number, and dates for each stay.
- 5.5 In the event of a fire in a caravan, all caravans in the near vicinity must be vacated immediately.
- 5.6 During times of snow and/or icy conditions, Oakmere Park does not clear or grit roads or paths. It may be advisable to return to your home at times of adverse weather conditions and / or check before travelling to the Park. It may be necessary to close the access road around the Park in times of adverse weather conditions, please then use the main car park.
- 5.7 The access road around the Holiday Site will be closed from 10am on the day the Site closes and re-open at 12 Noon on the day that the Park re-opens.



6. Caravan Sales

- 6.1 When Oakmere Park permits a caravan to be re-sold on Site, caravan owners must sign and agree to abide fully with the Terms and Conditions of the "Sales Agreement" with Oakmere Park throughout the whole process of the sale or the caravan may be removed from the Site.
- 6.2 There will be a fee of 15% plus VAT of the agreed selling price payable by the caravan owner to Oakmere Park when a caravan is re-sold on Site.
- 6.3 When you receive an offer you intend to accept, before doing so you must inform Oakmere Park, who reserve the right to purchase your caravan at the same agreed selling price. The sales fee and any other outstanding accounts will be deducted from this agreed selling price.
- 6.4 When a caravan is sold or removed from the Site, ground items such as slabs and supporting blocks under caravans, anchors and chains, etc. must not be removed from Oakmere Park.
- 6.5 A vendor must ensure that there is sufficient gas i.e. no less than half of one cylinder remaining in order to demonstrate to the purchaser that the gas appliances are in working order.
- 6.6 Credit will not be given for gas remaining in cylinders which must remain on the Pitch connected to the caravan.

7. Caravan, Decking and Skirting Removals

- 7.1 When a Holiday Site Licence Duration expires Oakmere Park reserve the right not to grant a new Licence permitting the owner to continue to station their caravan on the Site, irrespective of the age of the caravan. In these circumstances Oakmere Park shall endeavour to give as much notice as possible to the caravan owner, who is responsible for any de-siting and removal fees incurred, unless otherwise agreed with Oakmere Park.
- 7.2 If a caravan owner(s) wishes to have their holiday home removed from the Site we require a minimum of 2 months notice in writing. Upon request Oakmere Park will give a written estimate for the works and costs involved.
- 7.3 Caravans to be removed from the Site are subject to a disconnection, de-siting and removal fee, payable in advance to Oakmere Park. Caravans removed during the "Low Season" (November, January & February) will incur a minimum charge of £1,765 plus VAT and caravans removed during the "High Season" (March - October) will incur a minimum charge of £2,390 plus VAT, the total cost will take into account the age, size, condition and location of the caravan within the Site. There may be additional costs incurred by the caravan owner(s) for Oakmere Park to repair ground works or to replace plants, fencing, hedges, etc. which may have to be removed in order to de-Site the caravan from its Pitch and/or the Site.
- 7.4 There will be an additional minimum charge of £730 plus VAT for Oakmere Park to dismantle, remove and dispose of deckings and skirtings unless otherwise agreed with Oakmere Park. Written quotations will be given on request. All works necessary to dismantle and remove a caravan decking and skirting are conducted by, and/or through Oakmere Park only. If a caravan owner(s) wishes to take their decking off Site, Oakmere Park will obtain a quote from a decking company to attend the Site, when permitted, to dismantle it and stack the components neatly on the Pitch next to the caravan ready for collection within 24 hours or storage charges will apply. Please note once a decking is removed you will not be able to gain access into the caravan so please ensure you have removed all personal items.
- 7.5 Caravans (including deckings and skirtings if applicable) that are going off Site are not permitted to be removed on 31st January or 1st March, over weekends, Public Bank Holidays, the Christmas and New Year Period, when the Park Office is closed or when the Site is closed throughout February, or during times of pre-planned staff annual leave. Removals are dependent on ground and weather conditions and availability of contractors therefore it may be necessary to change arrangements at short notice.
- 7.6 Gas cylinders provided to a caravan owner(s) are done so as "Loan Stock" and remain the property of Oakmere Park. These cylinders must be returned to Oakmere Park before a caravan is taken off Site. We do not give credit for any gas remaining in the cylinders.
- 7.7 Once payments have been made, Oakmere Park will proceed to make arrangements for the disconnection, de-siting and removal of the caravan, decking and skirting (if applicable) from its Pitch to a temporary storage area, with no additional charge for the first 48 hours, prior to prompt removal from Oakmere Park by a pre-arranged bona fide haulier. In the event of unauthorised extended use of the storage area, the caravan owner will incur an additional minimum charge of £150 plus VAT per day. Terms and Conditions apply. Oakmere Park will not give permission to an unauthorised person/persons to enter onto the Site to conduct the works necessary for the removal of a caravan, decking or skirting.
- 7.8 A final bill for any outstanding accounts, and the final electricity bill will be submitted to the caravan owner(s) once the caravan has been de-Sited, with settlement due in full before a caravan is permitted to be removed from the Park.
- 7.9 If a caravan, decking and skirting (if applicable) remains on its Pitch after 11:59am on 31st January without prior written agreement with the Site Owners, the caravan owner(s) shall be liable to pay an unauthorised storage charge of £160 plus VAT per day until their caravan, decking and skirting (if applicable) is removed from the Park, and the Site Owners will activate Section 6 of the Holiday Site Licence Agreement with them.

**These Park Rules are effective from 28th November 2025
and are subject to amendments with immediate effect.**

