

Everything you need to know...



Ownership Guide
Season 2020



nwc

THE
CLUBHOUSE



The aim of our booklet is to give you as much information as possible about our facilities and services and those in the surrounding area. We also have tourist information available at our park reception.

We hope you find this booklet useful. Please remember that all our staff are here to assist you in any way they can, so please ask if in doubt.

The Management Team

General Manager Jonathan Seldon

Sales Manager Oliver Seldon

Important Telephone Numbers

Customer services/Reception:	(01745) 833 048
Fax:	(01745) 822 742
Sales Office:	(01745) 827 929
Park Assist (Out of Hours):	(01745) 833 048 option 1 (after 5pm)
Police - Main Switch Board:	(01492) 517 171
National Express:	08717 81 81 81
Rail Enquiries:	08457 48 49 50
Golden Tan:	(01745) 826 086
Website:	www.seldonsgoldengate.co.uk
E-mail:	youraccount@seldonsgoldengate.co.uk
Postal Address:	Gaingc Road, Towyn, Abergele, LL22 9HU North Wales

FIRE ASSEMBLY POINT: FRONT SALES AREA

The Park's Privacy Policy can be viewed at: www.seldonsgoldengate.co.uk/privacy



GENERAL INFORMATION



LOCAL FACILITIES

Attractions

Our reception carries a wide range of leaflets advertising a vast range of attractions, including castles, fishing, seaside towns and zoos. Please ask one of our members of staff who will more than likely have first hand knowledge of each attraction that you may be interested in. We Recommend:

- Welsh mountain zoo – Colwyn Bay
- Rhuddlan/Conwy castle
- Dyserth water falls – Dyserth
- Sea Life Centre – Rhyl

Banks

Most high street banks are located in nearby Rhyl and most have cash dispensers. For more information, please ask in reception.

Dentist - (01745) 887098 **Doctors** - (01745) 338989

Hospitals

Ysbyty Glan Clwyd is the nearest hospital, and has an accident and emergency unit. For directions please ask at either reception or security. Phone number – 01745 583910

Public Transport

The local bus service runs down Towyn road.

For further journeys, National express coaches stop in the area as do virgin trains.

Cars

For the safety and convenience of all our guests, please ensure that you park your car only in designated spaces or beside your caravan. All cars must display a Golden Gate window sticker showing your plot number these are available from reception. Our speed limit is 5mph. You must hold a full UK driving licence, and for the safety of all concerned, follow safety tips whilst on park :

- Always observe the 5mph speed limit
- Do not drink and drive
- Always leave your car in a designated parking space, please don't use empty caravan space.
- Please exercise courtesy towards other road users and in particular to pedestrians and cyclists.

Dogs

Dogs are very welcome at the Golden Gate Holiday Park, but please consider other park users at all times. Dogs must be kept on a lead and exercised off the park.

No dogs are permitted in the children's play area or ball court. Customers renting a caravan are not permitted to bring any pets to the caravan during their stay on the park.

EMERGENCY PROCEDURE

Fire

All caravans must be fitted with a fire extinguisher of at least 2kg of dry power; also a permanent notice giving simple fire prevention advice should be fixed inside the caravan where it can easily be seen. Additionally, red extinguisher boxes are located throughout the park. Please familiarize yourself with the location of the one nearest to your holiday home.

In case of fire

For your safety and the safety of your family, it is essential that you know what action to take in the event of a fire. Memorising the 5-point action plan could quite literally save someone's life.

- Get everyone out
- Turn off any outside gas valves/taps
- Raise the alarm/ call the fire brigade

- Turn off the electricity at the pitch supply point
- Remove gas bottle if safe to do so.

FIRE PRECAUTIONS

Smoke alarm

- Ensure that your smoke alarm is operating and that the battery is connected. Check and replace the battery on a regular basis.

Combustible materials

Keep them clear of all heating and cooking appliances.

Children

Never leave children alone in the holiday home.

Holiday Home Repairs

If the warranty on your caravan has expired, and there is a repair that needs to be done, then one of our maintenance team will be happy to help. Please report any requirements to our park reception.

Laundrette

A coin-operated laundrette with both washers and dryers is located at the back of The Clubhouse. We recommend that you use washing tablets rather than powder with our washing machines.

Owner referral

After purchasing your new caravan, we would like you to recommend friends and family that would enjoy the lifestyle that you have chosen. There is no limit to the amount of names and addresses that you supply and if just one of them purchases a caravan you could be £200 better off!

Insurance

All customers must provide the park with a copy of their insurance certificate annually.

Park Closure

Our traditional season will close on the selected date at 4pm and re-open again at 9am on the selected opening date. The opening and closing dates will appear on your renewal invoice for each new season.

Our extended season will close on the selected date at 4pm and re-open again at 9am on the 1st March each year.

You are able to visit your caravan during the closed period, but under no circumstances during this time will you be able to stay overnight or use any of the amenities within the caravan, as this is a contravention to our licence agreement.

Park Reception

Our park reception is open daily from 10am to 5pm throughout the season to take care of all your needs. Please remember that however trivial a problem may seem, our friendly team are here to help you and make your visit as pleasant as possible.

During the winter months, our park reception will be open from 10am to 4pm, however, these times may vary. We recommend before making a trip down to the park, you call reception to confirm times of opening on your required day. Reception will be closed during the Christmas period.

At reception you will find:

- Local tourist information
- Customer Services
- After Care department
- Holiday Enquiries
- General Information

Shop

Our shop is located at the front of the park, and you will find a great choice of convenience foods, sweets, gifts, toys, newspapers, magazines and a variety of beers, wines and spirits.

Private sales on your holiday home.

Under your licence agreement you are entitled to sell your holiday home privately to a third party with the benefit of its plot on the park, but there are requirements to comply with detailed in your licence agreement, please remember that you will need to place advertisements and make arrangements for perspective buyers to visit the park, and keep in touch with the park throughout the process. Full details of the private sale procedure will be found in your licence agreement.

Security

We employ trained staff to look after our park you will see our uniformed officers patrolling the park each evening. In an emergency the security line is 01745 833048 (option 1).

CCTV Policy

The park utilises CCTV cameras at some locations for safety and crime prevention. We may use data collected by CCTV cameras if you give your permission or where we are permitted to do so by law or it is in the public interest to disclose the information or is otherwise permitted under the terms of the General Data Protection Regulation.

Caravan owners are permitted to have CCTV cameras attached to their property, but they must only be pointed at the Caravan Owner's Caravan and/or plot. They MUST NOT be pointed at or capture images of any other areas. All data captured by a caravan owner must only be used in a way which is permitted by the General Data Protection Regulations. Any breach of these rules will result in the Caravan Owner being required to remove their CCTV cameras.

Pitch Fees

Pitch fees are paid on an annual basis in advance each year, and will always fall due for payment on the following dates.

- 1st instalment due on / before – 1st November
- 2nd instalment due on / before – 1st January
- 3rd instalment due on / before – 1st March
- 4th instalment due on/before – 1st July (Extended season)

Cheques are made payable to Seldons Golden Gate Holiday Centre and payment is made at the main reception.

Transfer fee is the fee of £1250 plus VAT to be paid to the park when your caravan is sold in accordance with the licence agreement.

Disconnection fee is the fee of £495 plus VAT paid to the park in order for your caravan to be disconnected from the park.

Gas Regulator Replacement is the fee of £130.00 plus VAT paid to the park if the Gas Regulator fails the annual gas test or gas reconnection at the start of the season.

Removal fee is the fee of £600 + VAT payable when a caravan is to be removed from the park.

Grass Cutting fee is the fee of £20 plus VAT paid to the park for the cutting the grass around a caravan if the caravan owner fails to do so.

Electrical test fee is the fee of £70 paid to the park for the testing of electrics of the caravan every three years or annually if the caravan is rented out.

Plot Move

If you wish to move plots please contact reception (free quotation is available.)

Waste Disposal

All household waste must be bagged and placed in a bin provided at the bin bays located around the park. Bin liners are sold at the shop. No waste is to be left outside the caravan at any time.

Renting the caravan

Renting is permitted, please register at the park reception. But there are requirements to comply with detailed in your license agreement and the park rules. Our complimentary key release service is available between 2pm and 4pm.

Winterisation

Please refer to your winterisation certificate for further information. Winterisation is carried out automatically. If you require your caravan to be winterised earlier than the scheduled dates, please complete the 'early winterisation form' enclosed in your pack.

We recommend when leaving your caravan vacant, the following steps are followed:

1. Turn off water supply to your caravan
2. Flush the toilet(s) cistern out
3. Unscrew drain off plugs under your caravan
4. Open all taps inside your caravan
5. Unscrew drain off screw on the water heater placing a bowl underneath to collect water
6. Disconnect the water supply to your caravan

For centrally heated holiday homes, please refer to the manufacturer's handbook. Remember when returning to your holiday home to close all taps and drain plugs before turning the water back on.

Similarly, during the closed season, all items of value, including all portable electrical appliances, should be removed from your holiday home and we recommend that fridges and freezers should be empty and switched off with the door left open.

Please be aware that any such item left at this time would not be covered by your insurance. Caravan curtains and nets should be

drawn back and the 'caravan unoccupied' notice supplied by the reception must be displayed in the front window.

Electrical Appliances

Recommended Electrical Appliances:

- Iron 1200w
- Kettle 850w 1ltr
- Microwave 800w
- Toaster 800w
- Vacuum cleaner 1600w

The use of low energy bulbs are required throughout the caravan.

WiFi

The WiFi at Golden Gate is provided by our partners at KloudWiFi. For your enjoyment, there is a pay as you go option which can be paid for whilst you are on park, or there is a monthly service, which will provide you with a robust and reliable internet connection inside your holiday home. Please contact Reception for more information. To register for the pay as you go service, you just need to:

- 1) Open your WiFi settings on your device.
- 2) Select KloudWiFi (you will be redirected to a login page)
If you are not redirected, open your web browser.
- 3) Select the service you require.
- 4) Register and then Pay.
- 5) You will then be online.

More details and pricing of the monthly service can be found in Reception or please contact www.kloudwifi.co.uk or 01656 33 44 99.

Swimming Pool

In order to activate your complimentary pool membership, please visit the parks reception, further information can be found by visiting www.seldonsgoldengate.co.uk/pool.



PARK RULES



PARK RULES & REGULATIONS

These Park Rules are in place for the good management of Golden Gate Holiday Centre 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 Caravan owner and/or occupier [and this includes anyone using or hiring the Caravan from you]. The expression 'we'/'us' refers to the park owner and/ or manager.

Please make sure that anyone using the Caravan 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.

1. CARAVAN CONDITION AND SECURITY:

- A caravan owner is responsible for ensuring that the caravan is securely anchored at each corner. If not, the insurance cover on the caravan and its contents may be invalid.
- The caravan owner must ensure that the caravan is functional and being used safely at all times. Where the owner is given written permission to make alterations to the caravan or to construct patio/decking etc. on the Park then the work must comply with relevant legislation. No combustible structures are allowed in the communal areas adjacent to plots.
- Each caravan must be fitted with an approved functioning smoke

detector in living room and kitchen area.

- It is the caravan owners' responsibility to ensure that they turn the pilot light off on their water heater when leaving. This should be made known to all occupants of the caravan.
- Plot number must be displayed on caravan at all times.
- During the closed season caravan curtains must be drawn back. At the end of the season, all water pipes and systems connected to the mains must be drained. Caravan owners are responsible for any damage incurred through freezing.
- All items of value e.g. TV sets, videos, PCs and other portable electrical goods must be removed from the caravans.
- **The park operator cannot be held responsible for loss or damage to caravan owners' property unless we are at fault. In particular personal possessions should not be left unattended, and valuables should be kept with you at all times.**

2. UTILITIES AND GAS AND ELECTRICAL APPLIANCES

- An approved Gas Safe registered engineer must carry out all maintenance or other work to be completed on the gas supply from the emergency shut-valve or the final stage regulator on the plot up to and including the appliances contained in the Caravan.
- Gas appliances must be serviced and certified annually by the park operator or its contractors only.
- It is important that in case of any emergency you can access the gas emergency gas valve.
- We ask that you make access available to the emergency gas valve at all times. Please ask at reception for further details. The park will carry out random checks.
- An approved NICEIC registered contractor must carry out any

maintenance or other work to be completed from the electric box point or its equivalent on the electrical supply up to and including the appliances contained in the Caravan.

- All caravans that are used for caravan rental must hold a valid electric test, to be carried annually by the park's approved electrical engineer only. All other caravans must hold an electric test dated no longer than three years.
- The electric supply to your caravan should be switch off when leaving for any length of time.
- In the interest of safety on the park, the park operator reserves the right to carry out emergency repairs and maintenance to the gas and electrical supply/appliances, the cost of which will be paid by the caravan owner.
- Caravan owners/occupiers must not tamper with any electrical, gas, water, sewage connection or apparatus on the exterior of the caravan, except for the purpose of switching them ON or OFF. Anyone abusing the gas & electric e.g. being left on in his/her caravan when unoccupied, may result in the Licence Agreement being terminated.
- No fuels or combustible materials other than Calor Gas containers may be stored on park. Caravans using gas bottles must have a maximum of two Calor gas cylinders of approved weight. These must be secured and on a level surface and suitably covered/ screened.
- In reference to our extended season, gas cylinders must be fully secured with a chain and padlock by the caravan owner.
- Caravan owners/occupiers are entitled to use the utilities limited to an amount that is considered to be fair and reasonable. Under no circumstances must the utilities be used other than for the reasonable enjoyment of the caravan.
- Electricity, water and Calor gas will be turned off from the park mains at

the end of the season. Electricity and water will be switched on again when the park re-opens, subject to unforeseen circumstances beyond our control. Due to safety, the Gas cannot be switched on until the occupier takes responsibility for the gas appliances within the caravan.

- CARAVAN OWNERS ARE RESPONSIBLE FOR WATER, GAS, ELECTRICITY, PIPES, CISTERNS AND WATER HEATERS. CARAVAN OWNERS WILL ALSO BE RESPONSIBLE FOR CALOR GAS REGULATOR AND ELECTRIC PLUG AND SOCKET, CONNECTING THE CARAVAN TO THE MAINS SERVICES OUTSIDE THE CARAVAN. Seldons Golden Gate Holiday Centre will accept responsibility of these services below ground level only.

3. VERANDA AND OTHER STRUCTURES

- Where there are ramps for the disabled, verandas, and stairs extending from the caravan, there shall be a 3.5m clear space between them.
- Approved Verandas or caravan skirting must be erected by the park operator or their contractors and written consent must first be obtained from the Park Operator. The park operator reserves the right to refuse consent to the construction of verandas or skirting in certain locations on the park.
- Balconies, fences and skirts must be maintained to a standard acceptable to the park operator. Caravan owners who do not maintain these will be asked to remove them. No enclosed skirting is permitted. A free flow of air must be maintained under each caravan.
- Only approved metal storage boxes are permitted and must be erected in suitable positions and with the permission of the park operator. Details are available from the Reception.
- Plastic or wooden sheds and wooden verandas are not permitted.
- Patio or additional paths are not permitted without permission of the Park Operator and once laid become the property of the park.
- No building work may be carried out on park by anyone other than the

park operator or its contractors. All work carried out on the park, must meet the park's standards and written consent must be granted for all work.

- The park allows fences at low level, maximum height of 1m and picket fences only. The park does not permit fully enclosed fences or plots.
- The park does not permit wind breaks, hot tubs or gazebos.

4. EXTERNAL APPEARANCE

- Each caravan owner is responsible for taking refuse in a tied polythene liner to the bins provided. Do not deposit loose refuse or litter of any kind on the park.
- Clothes lines, nor the drying of clothes or towels on balconies are permitted. Rack lines hung discreetly from caravan windows should be used.
- Plots and immediate surrounding areas must be kept clean and tidy at all times. No articles may be stored beneath a caravan.
- All owners are responsible for grass cutting around their caravan for at least one yard from concrete base, veranda, steps and fence (a charge of £20 plus VAT will be made if this rule is not adhered to).
- If the caravan owner fails to maintain the area surrounding their caravan to the satisfaction of the park operator, the work will be carried out by the park operator and charged accordingly.
- Individual gardens are not permitted around each caravan without the written permission of the park operator.
- No painting of the exterior of any caravan may be undertaken except of the legs and chassis.
- External TV aerials are not permitted to be fixed to trees, fences or balconies.

- Nothing may be displayed in the windows or exterior of caravans except the number or name of the caravan. No 'For Sale' signs may be erected or displayed except by the park operator.

5. REPAIRS AND MAINTENANCE

- All repair work covered by your sales warranty is carried out free of charge.
- For all other repair/maintenance work undertaken that is not covered by a warranty there will be charges for both parts and labour. These charges are available at the park reception. All charges are subject to VAT.
- The park operator will not hold any responsibility/guarantee for any jobs that have not been completed by the park operator or its contractors.
- In the caravan owner's absence the park operator reserves the right to do any and all essential repairs to the caravan at the caravan owner's expense. When the caravan is unattended attempts will be made to notify the caravan owner beforehand except in emergencies.

6. USE OF YOUR CARAVAN BY OTHERS:

- Caravan owners may rent their Caravans. It is the responsibility of the caravan owners to see that their caravan is well maintained, in a good and clean condition, and fully equipped.
- Caravan owners are only permitted to rent their caravans to holidaymakers.
- Caravan owners renting their caravans must have instructions clearly set out on how to use appliances e.g. Water heaters, Fires etc.
- The park operator may refuse admission to; or request the removal of persons using the caravan if they consider it necessary in the interest of the park or other owners.

- The trip out procedure must be clearly indicated in your caravan for gas and electric. Details of water heater operation must be clearly posted.
- Occupation of the Caravan is limited to the number of people the caravan is intended to occupy.
- The caravan is for holiday use only and cannot be used as a permanent residence.

7. EMERGENCIES

- The park reception or security must be notified immediately when a 999 call has been made.

8. PROHIBITED ARTICLES

- Firearms, shotguns, air rifles, air pistols, BB guns, crossbows, catapults, offensive weapons or other objects considered by the park operator to be dangerous or undesirable will not be allowed on the park. Boats are not permitted. Tents are not permitted. You must not use any fireworks.

9. MOTOR VEHICLES

- Caravan owners are only permitted one car per caravan. Permission may be granted from the park management for additional cars.
- Camper vans and tourers are forbidden.
- Cars must display a pass with the plot number on at all times, obtainable from the park reception.
- A speed limit of 5 M.P.H. applies on the park. Any vehicle driven in excess of that limit may be excluded.
- Vehicles must be kept to the roads unless otherwise advised. CUTTING THROUGH THE GRASSED AREA IS FORBIDDEN.
- Commercial vehicles or enclosed vans are not allowed on the park, without express permission from the park.
- All motor vehicles must be properly licensed, taxed and insured. All drivers and riders must hold a valid full licence.

- Vehicles must not be driven on the park after the consumption of alcohol.

10. BICYCLES

- These must be used on roads only and extreme care should be exercised at all times.

11. PETS

- Pets are permitted on the park. Dogs that present a serious danger to the public as described under the Dangerous Dogs act 1991 or any equivalent succeeding legislation are not allowed on the park under any circumstances.
- Dogs and cats must be kept under proper control at all times and, with the exception of guide dogs or dogs for the disabled, are not allowed into any facility buildings.
- Dogs must be kept on a lead when they are not inside the caravan and must not foul the communal areas of the park.
- All dogs and cats must have a collar and tag with the caravan owners name and plot number on it.
- No dogs shall be left unattended inside or outside caravans.
- Nothing in these Parks Rules prevents you from bringing an assistance dog to the park if this is required to support your disability and Assistance Dog UK or any successor body has issued you with an identification Book or other appropriate evidence.
- Any pet or animal 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 pet or animal unsupervised in the caravan or anywhere on the park at any time, apart from small pets which live in a cage, aquarium or similar. Nor may you leave any pet or animal under the supervision of any person aged under 18. These rules apply even if the pet or animal knows the park well and you believe them to be well-behaved.

12.NOISE

- Radios, CDs, music systems and any other musical instruments must be used with discretion so as not to cause annoyance to other people and not at all outdoors.

13. KEYS

- TWO (2) SPARE KEYS with numbered tags must be left at the reception at all times.
- KEYS will be handed out at the reception upon written authority from the owners of the caravans (no exceptions will be made). Check-in time is between 2pm and 4pm.
- Keys must have owners numbers clearly marked.
- Keys must be collected by 5pm. If any persons require collections after 5pm, there will be a £45 call out charge, unless prior arrangements have been made.

14.BEHAVIOUR STANDARDS

- All owners, their families, friends and guests are kindly asked to ensure that they respect others' right to peace and tranquillity. Behaviour which is unbecoming, disorderly, indecent or in any way offensive or in breach of criminal law will not be tolerated and may lead to removal from the park.
- Park property must not be damaged or defaced. Malicious or criminal damage or theft will result in eviction from the park.
- Caravan owners undertake responsibility for themselves and for their guests' behaviour.

15.CHILDREN

- Children must not be left unattended or without adequate supervision in caravans or anywhere on the park.
- Parents or those with parental responsibility will be responsible for the actions of their children.

16.RECREATION

- Playing of ball games around caravans is strictly forbidden. Recreation areas are defined on the park map. This being the designed multi sports pitch.
- Kites are not permitted on the park.
- Children will not be allowed on the play areas, before 9.00am and after 8pm each day. The playground equipment is for the use of small children only, who should be supervised by a responsible adult.
- Park facilities include Shop, Social Club, Launderette, Fish & Chip Shop and Amusement Arcade.

17.DISCONNECTING AND REMOVING A CARAVAN

- A Disconnection Fee OF £495.00 plus VAT is payable to the park prior to the caravan being disconnected.
- Any person wishing to remove their caravan from site must first notify the park operator, arrangements will then be made to disconnect services (the above disconnection charge for the same will be made).
- No unauthorised persons are allowed to disconnect or remove caravan from site.

18.FIRE

- No external fires other than approved portable barbecues may be used.
- An approved fire extinguisher in working order to BS5423 of no less than 2kg weight dry powder must be kept inside each caravan, clearly visible by the main door.
- Fire extinguishers are placed strategically around the park. Please familiarise yourselves with the location nearest to your caravan & permission usage of these fire extinguishers. These fireboxes are alarmed. Removal of the lid except in cases of emergency sounds an anti-tamper alarm.

- All caravans must be fitted with an approved functioning smoke detector, which is regularly checked. Non-compliance may result in invalidation of the insurance cover for your caravan.

19. UTILITY SUPPLY AND WATER USAGE

- LPG gas and electricity are metered and charged on a consumption basis. Gas and electricity meters will be read in July and at the end of each season and are payable within 30 days from invoice date.
- The use of the Park's water supply for washing of cars, hose pipes etc is not permitted.
- Leaks on caravan pipe work must be repaired swiftly to avoid the wasting of water.
- THE STRICTEST ECONOMY must be observed in drawing water from the taps, e.g. on the park or in caravans. Washing of any shape or form is not permitted at the tap points or fire hydrants.
- Please refrain from disposing of items down the toilet (other than toilet paper).
- Any blockage that can be isolated to any one caravan will be charged.

20. MAIL

You may not use the park address for postal deliveries.

21. SWIMMING POOL

You must follow the procedure for use of the swimming pool and all the separate rules applicable to the pool. The rules and procedure are displayed in the swimming pool and are also available at the parks reception.

22. SAFETY

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

The caravan owner must ensure that the caravan is functional and being used safely at all times. Where the owner is given written permission to make alterations to the caravan or to construct patio/decking etc. on the Park land then the work must comply with relevant legislation. No combustible structures are allowed in the communal areas adjacent to plots.

THESE RULES SUPERSEDE ALL PREVIOUS RULES. YOUR ATTENTION IS DRAWN TO YOUR SITE LICENCE, WHICH SETS OUT THE CIRCUMSTANCES IN WHICH BREACH OF THE PARK RULES MAY RESULT IN TERMINATION OF THE SITE LICENCE AND YOUR RIGHTS TO REMAIN ON THE PARK.

THESE PARK RULES ARE INTENDED FOR YOUR SAFETY AND BENEFIT. WE MAKE EVERY EFFORT TO MAINTAIN THE PARK AMENITIES AND FACILITIES TO THE HIGHEST STANDARDS, BUT IT IS YOUR RESPONSIBILITY TO CARE FOR YOURSELVES AND YOUR PROPERTY, AND WITH CONSIDERATION FOR THE PARK AND FOR OTHERS.

THE COMPANY RESERVES THE RIGHT TO MAKE ADDITIONS OR DELETIONS TO THESE GENERAL PARK RULES FROM TIME TO TIME, AS IT CONSIDERS NECESSARY FOR THE GOOD MANAGEMENT OF THE PARK.

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LICENCE AGREEMENT





Licence Agreement for Seldons Golden Gate Holiday Centre

TAKE NOTICE THAT THIS LICENCE AGREEMENT IS A BINDING DOCUMENT. UPON SIGNING THE RENEWAL FORM YOU WILL BE BOUND BY THIS AGREEMENT THEREFORE YOU SHOULD READ IT CAREFULLY BEFORE SIGNING THE RENEWAL FORM AS IT CREATES RIGHTS AND IMPOSES OBLIGATIONS ON YOU.

Please return this signed and fully completed to the Park by 1st November 2019.

TERMS AND CONDITIONS OF THIS LICENCE AGREEMENT

This licence is an Agreement between:

- (1) SF Parks Ltd trading as Seldon's Golden Gate Holiday Centre, Banks House, Ty Isa Road, Llandudno, LL30 2PL (the Park Owner), and
- (2) (the Caravan Owner).

1. DEFINITIONS

- 1.1 Agreement Period means the period of time between 1st November 2019 to 31st October 2020.
- 1.2 The Caravan means the Caravan Owner's caravan sited on the Park.
- 1.3 The Holiday Season means the period of time between 15th March 2020 to 31st October 2020.
- 1.4 The Licence Agreement means this Agreement
- 1.5 The Park means Golden Gate Holiday Centre Gaingog Road, Towyn, Abergele, LL22 9HU North Wales
- 1.6 The Park Rules mean the rules and regulations issued by the Park Owner and provided in the "Renewal Pack" provided with this Licence.
- 1.7 Pitch does not include any part of the Park except that on which the Caravan stands.
- 1.8 Pitch Fees means the fees described in Clause 11 of this Licence Agreement.

2. SITING OF A CARAVAN ON THE CARAVAN PARK

- 2.1 This Licence Agreement will come into force on 1st November 2019 and will, subject to the earlier termination under clause 4 below, continue until 31st October 2020.
- 2.2 The Park Owner permits The Caravan Owner throughout the Agreement Period to keep the Caravan on the Pitch at the Park and to use it for holiday and recreational purposes during the Holiday Season.
- 2.3 Following the end of the Agreement Period under clause 2.1 above, the Caravan Owner accepts that it is entirely at the discretion of the Park Owner as to whether to offer the Caravan Owner a new Licence Agreement, which (if offered) will be a separate Agreement to this Licence Agreement.
- 2.4 The Caravan is hereby notified that the Park Owner will not offer a new Licence Agreement to a Caravan Owner if their Caravan is 15 years old or older and does not meet the Park's standards.
- 2.5 The Caravan Owner must comply with the terms and conditions set out in this Licence in addition to the Park Rules.

3. SELLING OR TRANSFERRING THE CARAVAN

- 3.1 This Licence Agreement is personal to the Caravan Owner but a new Licence Agreement may be issued to a person who acquires the Caravan pursuant to clauses 3.2 below.
- 3.2 If the Caravan Owner wishes to sell or transfer the Caravan to a person who intends to continue to site the Caravan on the Caravan Park the Caravan Owner must:
 - 3.2.1 have complied with the terms of this Licence Agreement and paid all sums due to the Park Owner in full; and
 - 3.2.2 notify the Park Owner in writing of his/her intention to transfer, or place the Caravan on the market for sale and notify the Park Owner in writing at least every month after such initial notification that the Caravan remains for sale. Caravan Owners are not permitted to display 'for sale signs' in the caravan windows.
- 3.2.3 If the Caravan is to be sold, the Caravan Owner agrees to write to the Park Owner to inform the Park Owner of the price at which they intend to sell the Caravan to a prospective buyer in which case the Park Owner is entitled to buy the Caravan from the Caravan Owner for the same price during the five working days after receiving the Caravan Owner's letter. If the Park Owner wishes to buy the Caravan under this Licence

Agreement, it will notify the Caravan Owner in writing by first class post. If the Park Owner buys the Caravan, it may deduct from the purchase price all sums that are lawfully due to the Park Owner under this Licence Agreement and any sum needed to settle outstanding finance.

- 3.2.4 If the Caravan is to be sold to a buyer other than the Park Owner, or the Caravan is transferred, the Caravan Owner agrees to allow the Park Owner to vet the prospective Caravan Owner by seeking suitable references and carrying out enquiries the Park Owner considers to be appropriate. As such the Caravan Owner agrees to provide the Park Owner with the name and address of the prospective Caravan Owner. The Park Owner will notify the Caravan Owner of its approval or if approval is withheld, as soon as reasonably practicable. Approval of a prospective Caravan Owner will only be withheld on reasonable grounds.
- 3.3 Where the Park Owner has approved the prospective Caravan Owner, and the sale or transfer has taken place, the Park Owner will issue a new Licence Agreement for the length of time the Agreement Period is still to run.
- 3.4 Upon such change of Ownership a fee of £1250 plus VAT shall be payable to the Park Owner.
- 3.5 The Caravan may be removed and re-sited by the Park Owner when change of ownership occurs.
- 3.6 A Caravan aged 10 years old or older cannot be sold in accordance with this clause without the written permission of the Park Owner.

4. TERMINATION

- 4.1 The Licence Agreement may come to an end in any of the following ways:
 - 4.1.2 By the Caravan Owner giving the Park Owner notice in writing of the wish to end it.
 - 4.1.3 Because the Agreement Period has come to an end.
 - 4.1.4 By the sale of the Caravan or by the Caravan Owner losing ownership of it.
 - 4.1.5 By the Park Owner terminating it because the Caravan Owner has broken their obligations under this Licence Agreement.
- 4.2 When the Park Owner may terminate the Licence Agreement
 - 4.2.1 If the Caravan Owner is in serious breach of their obligations under this Licence Agreement and the breach is not capable of being remedied or is such that it causes a breakdown in the relationship between the Caravan Owner and the Park Owner (for example violence or intentional damage to property), the Park Owner may serve upon the Caravan Owner reasonable notice in writing to terminate this Licence Agreement. In deciding what period of notice is reasonable, the Park Owner shall have due regard to the nature of the breach.
 - 4.2.2 If the Caravan Owner is in breach of any of their obligations under this Licence Agreement which is capable of being remedied (for example such as a failure to comply with behaviour standards or a failure to repair the Caravan, or to pay Pitch Fees promptly, the Park Owner may write giving the Caravan Owner warning, specifying the breach and asking the Caravan Owner to remedy the breach within a reasonable and specified time. If the Caravan Owner does not comply with that warning and the breach is either serious and/or amounts to persistent breaches of obligation which taken individually would be minor but which taken together cause a breakdown in the relationship, the Park Owner is entitled to write to the Caravan Owner to end the Licence Agreement and to require the Caravan Owner to make arrangements with the Park Owner for the removal of the Caravan from the Park.
- 4.3 When the Caravan Owner may terminate the Licence Agreement
 - 4.3.1 The Caravan Owner is entitled to bring this Licence Agreement to an end by writing to the Park Owner giving not less than two months' notice.
 - 4.3.2 If the Park Owner has broken its obligations to the Caravan Owner under this Licence Agreement and if as the result the Caravan Owner is entitled to end this Licence Agreement, the Caravan Owner may give the Park Owner a lesser period of notice but should still give as much notice as possible.

5. CONSEQUENCES OF TERMINATION

- 5.1 Upon any termination of this Licence Agreement, the Caravan Owner will no longer have the right for the Caravan to be sited on the Park. The Caravan Owner will arrange with the Park Owner for the removal of the Caravan and all property of the Caravan Owner. Any work done in disconnecting or removing the Caravan

must be done by the Park Owner or the Park Owner's contractors.

- 5.2 The Caravan Owner will be responsible for the disconnection fee of £495 plus VAT and removal fees of £600 plus VAT.
- 5.3 The Caravan Owner will be responsible for any storage costs should the caravan have to be stored on the Park. Storage costs will be £70 plus VAT per week.
- 5.4 If the Caravan Owner fails to arrange the removal of the Caravan through the Park Owner, the Park Owner is entitled to remove it after giving the Caravan Owner not less than 14 days written notice of the intention to do so. If the Caravan is not capable of selling for a sum sufficient to cover the costs of removal and sale, then the Caravan Owner authorises the Park Owner to dispose of the Caravan and the Caravan Owner will repay to the Park Owner the costs incurred in removal and disposal of the Caravan.
- 5.5 Pitch fees will be refunded to the Caravan Owner on a pro rata basis if the Licence Agreement is terminated under clause 4.3.2 above. If the Caravan Owner terminates the Licence Agreement in accordance with clause 4.3.1 the Caravan Owner will not be entitled to a refund of Pitch Fees.
- 5.6 The Park Owner has the right to retain the Caravan until the Caravan Owner has paid any undisputed sum due to the Park Owner on termination of this Licence Agreement.

6. RE-SITING

- 6.1 The Park Owner reserves the right to re-site or re-position the Caravan for the purposes of redevelopment and/or maintenance of the Park by giving 7 days' notice to the Caravan Owner.
- 6.2 The Park Owner is entitled to return the Caravan to its original Pitch or to site it permanently on another Pitch. If the move is permanent, the Park Owner will offer an alternative Pitch of similar quality to the original Pitch.
- 6.3 No unauthorised persons shall disconnect or remove the Caravan from the Caravan Park.

7. SUB-LETTING

- 7.1 The Caravan Owner may sub-let the Caravan for guests to stay at any time during the holiday season.
- 7.2 The Caravan Owner shall be responsible for ensuring that the caravan is handed over in a satisfactory state.
- 7.3 The Caravan Owner shall be responsible for ensuring that the Caravan is not let to persons likely to disturb the peace of the Park or likely to disregard the Park Rules.
- 7.4 Disregard for the requirement in paragraph 7.3 may result in the Caravan Owner being required to remove the Caravan from the Park.
- 7.5 The Park Owner reserves the right in their absolute discretion to eject anyone from the Park who persistently acts in a manner likely to upset or annoy other users of the Park or their staff or who is guilty of a criminal offence.

8. OBLIGATIONS OF THE PARK OWNER

- 8.1 The Park Owner shall allow the Caravan Owner to site the Caravan on a pitch on the Caravan Park in accordance with the terms of this Licence Agreement.
- 8.2 It is agreed by the Caravan Owner that the Park Owner will not be responsible for safeguarding any property belonging to the Caravan Owner.
- 8.3 The Park Owner will provide such services and supplies which are available from time to time on the Park but shall be under no responsibility for any disruption or failure to those services or supplies which are beyond the control of the Park Owner.

9. OBLIGATIONS OF THE CARAVAN OWNER

- 9.1 The Caravan Owner must pay the Pitch Fees and other charges due to the Park Owner on the dates specified.
- 9.2 The Caravan Owner agrees to pay the Park Owner interest at 4% per annum over the base rate from time to time of a London Clearing Bank nominated by the Park Owner on any undisputed sums overdue.
- 9.3 The Caravan Owner must not do or omit to do anything which might put the Park Owner in breach of any condition of the Site Licence which is available on the Park in the reception area; and comply with all statutory requirements in relation to the Caravan and its installations and furnishings.
- 9.4 No extensions, patios, fencing or structures of any kind may be erected adjacent to or around the Caravan without the written permission of the Park Owner. For the avoidance of doubt the Park Owner does not permit any means of enclosure of a Caravan on the Park.
- 9.5 The Caravan Owner must maintain the Caravan in good state of repair and condition both visually and structurally including the repair and maintenance of all installations and appliances and provide it with the appropriate fire safety equipment as specified in the Park Rules.
- 9.6 The Caravan Owner agrees to comply with all the rules and regulations contained within the Park Rules and this Licence Agreement.
- 9.7 The Caravan Owner agrees not to use the Caravan other than as a private residence and no trade or business will be carried out in or from the Caravan.
- 9.8 The Caravan Owner agrees to use the Caravan only for holiday and recreational purposes and not as a main permanent residence. The Caravan Owner agrees to produce to the Park Owner in response to written request

satisfactory proof that the Caravan Owner's main residence is at the address registered with the Park Owner. The Caravan Owner agrees to inform The Park Owner in writing of any change in their permanent address. The Caravan Owner agrees not to lead any person to believe that the caravan is the main residence of the Caravan Owner or any other occupant; or state or register the address of the caravan as being the permanent address of the Caravan Owner or any other occupant; or occupy the Caravan continuously throughout the Holiday Season.

- 9.10 The Caravan Owner must not use his or her Caravan as a base from which to travel to and from work on a regular basis.
- 9.11 The Caravan Owner must pay in full within the set terms any work booked through reception, that is not covered under the holiday home warranty. The parks charge sheet is displayed in reception.
- 9.12 The Caravan Owner must insure his or her own Caravan and must produce a valid insurance schedule to the Park Owner by 1st March, 2020. If the Park Owner does not receive a valid insurance schedule on or before this date the caravan will not be accepted back on the Park.
- 9.13 The Caravan Owner must not plant any additional trees, shrubs, bulbs or flowers on any part of the Caravan Park without the prior written consent of the Park Owner.
- 9.14 The Caravan Owner permits the Park Owner to enter the Caravan for any reasonable purpose such as in an emergency, or for security reasons, or to prevent the Caravan being or becoming a hazard or nuisance.
- 9.15 The Caravan Owner agrees for the Park Owner to carry out the Winterisation and the annual Gas Test and Electric Test.
- 9.16 The Caravan Owner allows the Park Owner or Contractor to access the Caravan for purposes detailed in 10.14.
- 9.17 The Caravan Owner agrees to keep to the terms of this Licence Agreement and the Park Rules. As such, the Park Rules become part of the contract between the park owner and the caravan owner.

10. PITCH FEES

- 10.1 The Caravan Owner agrees to keep to the terms of this Licence Agreement and the Park Rules. As such, the Park Rules become part of the contract between the park owner and the caravan owner.
- 10.2 The Caravan Owner agrees to pay the following site fees to the Park Owner on or before the stipulated dates:-
 - 1st November 2019 - £1400
(this includes winterisation and gas check fees of £70 each)
 - 1st January 2020 - £1260
 - 1st March 2020 - £1175
- 10.3 Interest at 4% over base rate of a London clearing Bank nominated by the Park Owner will be paid to any overdue payments.
- 10.4 Late payments will incur an administration fee of £25 for each installment due.

11. SITE SERVICES

- 11.1 Mains water and sewerage services are available and payment for these services is included within the Pitch Fees.
- 11.2 Electricity is available on a metered supply for an additional charge. The charge will be based on consumption and the rate will be at the same rate the Park Owner pays for electricity. The meters will be read by the Park Owner twice per year and the Caravan Owner will be sent an invoice following the readings of the meter.
- 11.3 Gas is available on a metered supply for an additional charge. The charge will be based on consumption. The meters will be read by the Park Owner twice per year and the Caravan Owner will be sent an invoice following the readings of the meter.

12. PARK RULES

- 12.1 The Caravan Owner agrees to abide by the Park Rules
- 12.2 It may be necessary or desirable to change the Park Rules from time to time, including for reasons of health and safety, the efficient running of the Park, environmental issues, local authority requirements, and/or changes in law or regulations or in the interpretation of law and regulations imposed upon us, in which case we will notify you in writing to your current address.
- 12.3 Any changes made to the Park Rules after the signing of this Licence Agreement may affect you because you will be required to comply with the changed Park Rules, but will not affect anything to which you are entitled under this Licence Agreement.

13. ENTIRE AND FINAL AGREEMENT

- 13.1 This Licence Agreement shall constitute the entire agreement and understanding between the parties with respect to all matters which are referred to and shall supersede any previous Licence or agreement between the parties in relation to matters referred to in this Licence Agreement.

SF Parks Ltd is a credit broker authorised and regulated by the Financial Conduct Authority.





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