





# WELCOME

TO THE

# LYONS FAMILY

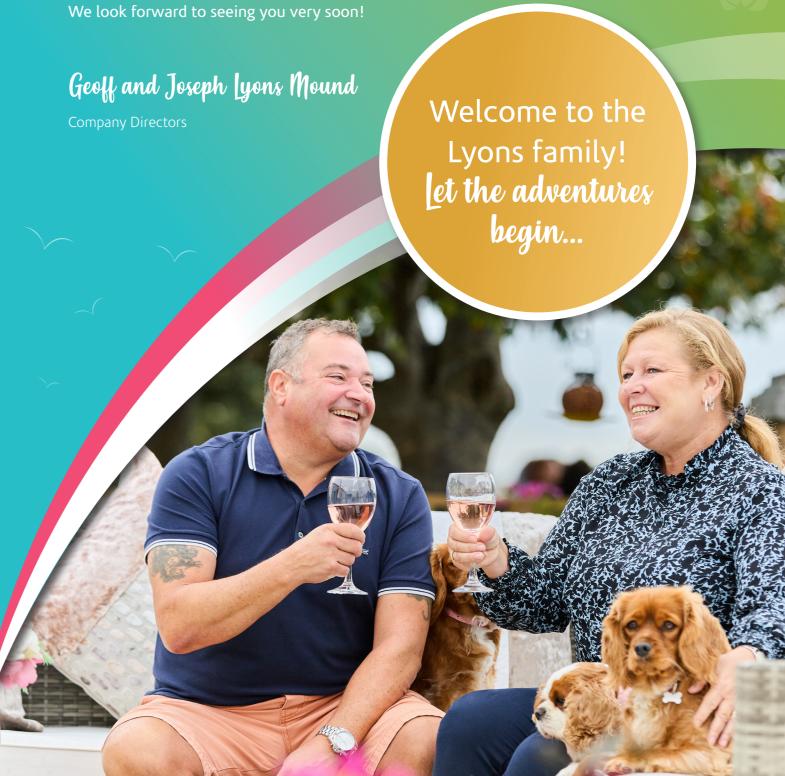




So, you've chosen your dream holiday home at Lyons Holiday Parks! You're in good hands at Lyons Holiday Parks.

Our family has been creating holidays for your family for 100 years, and we're so pleased that you have chosen one of our parks to create those precious lasting memories week after week.

We are proud to have gone from being the very first holiday park in North Wales to being the biggest and best family-run holiday park operator in the area. The company is still run by the same family today and we're committed to making happy holiday memories for many more years to come.







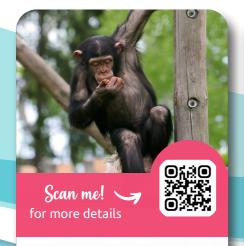




# Explore the beauty of NORTH WALES & CUMBRIA

The epic landscapes of **North Wales** are alive with action, and a rich, distinctive culture! All our parks are surrounded by fantastic attractions, something for everyone to enjoy! Within the region of **North Wales** you'll find **Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn** (the Isle of Anglesey).

**Maryport** is a small harbour town in **Cumbria**, Georgian and Victorian houses can still be enjoyed with a gentle stroll to the impressive Fleming Square. Take in the local shops and the quirky cafes as well as bric a brac shops that make browsing a pleasure!



Unmissable experiences along the **North Wales Way** 



Adrenaline pumping adventure in **North Wales** 



Bus and train adventures on the Wales Coast Path

Discover local attarctions across North Wales...



Scan me! —
for more details

Sumptuous scenery in the Lake District National Park



Scan me! for more details

Explore the world of **Beatrix Potter** 



Creature comforts in the lake District



## LOYALTY SCHEME

## Own the power to unlock more!

Join Lyons life perks, our exclusive loyalty program, reserved for our holiday home owners. As a member, you'll enjoy incredible perks that make ownership even more rewarding: Explore discounts at local attractions and businesses. Exclusive savings on park dining and facilities and special invites to member-only events and offers.





A range of services to take care and maintain your holiday home are available to book at the park office; from routine safety tests and cleans to internal and external repair services. Please visit your Owners team to find out more.



- Place salt pots in each room to collect condensation
- Place all soft furnishings in the centre of the lounge
- Remove all electrical goods



WINTERISATION

# What do we mean by 'drain down'?

A drain down is when all the pipes are cleaned of any water, compressed air is blown through the system and anti-freeze is used. Re-connection when the park opens can then be requested. Drain down is what we advise all owners to do when they are ready to close their caravan for the winter season.



We recommend using one of our contractors, ask for more information in the sales office.

WHO DOES THE DRAIN DOWN?

# GAS & ELECTRIC

You will need to ensure your holiday home has a valid gas safety test and electrical safety test at all times.
You can arrange these via your park office when they are required.

# DO I HAVE TO HAVE A DRAIN DOWN?

We recommend that once you have decided not to use your caravan for a considerable time over the winter period that you book a drain down with our sales team, you will also be able to book a re-connection date at the same time.

Without a drain down any bursts are not covered by the insurance company.



# Need a job doing?

Just like home, you will find there are times where a maintenance job needs to be carried out on your holiday home. We have a full maintenance team on park who are here to help with those jobs, and if we can't do it we will know a man who can.

with a member of the team. We will be able to report the job for you and let you know the expected completion time.

A call-out fee and hourly rate, starting from £24, will apply based on the trade required. An estimate or quotation can be provided in advance and all works must be agreed by the Owner or their nominee

You can pick up a winterisation form from the sales office.

# **WARRANTIES** & INSURANCE

#### **Warranty Cover**

All holiday homes come with a guarantee. New holiday homes come with a 1 year manufacturer's warranty which covers all major parts. Pre-owned holiday homes come with a 3 month parts warranty.

Chassis

Ceilings

Floors

**Internal Doors** 

**External Doors** 

Water Heater

Cooker

Electrics

Plumbing

Shower

# 1 YEAR

manufacturer's warranty on all new holiday homes

3 Month Pre-Owned Holiday Home Warranty Terms & Conditions: What is not covered?

This may involve external contracts or specialists outside of the Lyons Holiday Parks group attending your holiday home. In any event, all warranty claim repairs must have prior authorisation and be undertaken by a Lyons Holiday Parks approved contractor. We reserve the right to repair or replace at our absolute discretion. Holiday homes are sold subject to any defects that we notify to you and that you have signed and agreed throughout the handover and sale process. Please note that used holiday homes are not brand new and we cannot guarantee that any replacements will match in colour or pattern and we retain the right to substitute as necessary.



#### **Insurance Cover**



Insurance cover from as little as £95.49 per annum Our preferred insurance provider is Anchor Insurance.

## Holiday caravan insurance for static caravans & holiday lodges

Our Static Caravan & Lodge insurance covers the following and much more:

- Competitive Premiums from a panel of Insurers
- Damage as a result of storm, flood, frost and escape of water, in addition to the usual insured perils
- Frost damage and escape of water during the winter months with reduced excess (providing a park-approved drain down and reconnection service is used)
- Cover for accidental damage
- Costs for alternative accommodation if your holiday home becomes uninhabitable
- Loss of rent, or pitch fees payable for any period your structure is uninhabitable
- Accidental damage (including damage caused by pets, vermin and insects). \*Only applicable where New for Old cover is selected
- Cover for contents in the open or in an outbuilding
- Lowest excess level in the market from £50
- Optional cover for Leisure Equipment and Gadgets available, from £50 per year (various options available)

Get the coverage you need today!

**CALL OR EMAIL HERE!**  Call 01745 339 009

⊠ enquires@anchorinsure.co.uk

Anchor Insurance Services is a trading style

## PROPOSED PLOT IMPROVEMENTS

Lyons Holiday Parks operates strict policies with regard to alterations to the Park, plots and holiday homes to ensure that our Parks remain safe, comply with legislation and are well presented at all times for the benefit of everyone on the Park. Owners have an obligation to comply with these requirements to achieve this objective and are advised not to order, purchase or make commitments to any items prior to obtaining permission for an alteration on this form.

Please take a few minutes to familiarise yourself with our policies and guidelines...Thank you.

#### PLEASE NOTE: Fences/Walls/Hedges/Barriers - are not permitted under any circumstances.

All areas of the Park are considered to be communal and fences/walls/hedges/barriers of any type are not
permitted under any circumstances: this includes low-level fences acting as a boundary to a flower bed and
items being used in a similar way such as rocks/boulders.

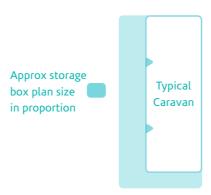
#### Other Items

- · Items such as water features, sculptures, signs, trellises, etc are not permitted.
- Washing lines (including rotary lines) are not allowed and owners are requested to use an 'airer' that can be attached to their holiday home, details of which can be supplied at the Sales Office.
- Windbreaks and children's toys such as swings, slides etc are permitted to use in the daytime, providing that they do not interfere with the normal operation of the holiday park but must be removed in the evening and when the owner is away from their holiday home.
- Patio furniture is permitted, but it must be stowed away in storage boxes in the evening or when the owner is away from their holiday home.
- No permanent structures such as brick-built BBQ's, steps etc are allowed.

#### The following improvements are permitted with restrictions:

#### **Storage Boxes**

- Storage boxes are to be cream/ivory in colour so that they 'blend in' with the
  caravans and may only be purchased from a selection of nominated suppliers via
  the Sales Office.
- Storage boxes will be metal in construction (fire retardant for 30 minutes to a naked flame).
- Only one storage box is permitted per plot and you may have either an 'upright' or an 'undervan' storage box, but not both.
- They must be firmly attached to a concrete base, or as specified in the
  manufacturers instructions, be positioned under the caravan, or either to the rear
  or door-side of the caravan and not encroach into any other areas of the Park.



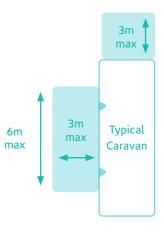
#### Flower Containers

- Flower containers are restricted to a strip of ground on the door-side of the caravan only. It must not protrude more than 45cm (18 inches) from the side of the caravan and must not be longer than the caravan.
- All plants must be annual in nature: shrubs of any description are not permitted.
- All areas of the Park are considered communal and so flower containers/plants must not be used to indicate and owner's pitch area.
- Flower containers are permitted in the area described above and on the verandas only and again, must not be used to indicate an owners plot area.
- When containers are placed on grass they should be sited on a paving slab that is flush and level to the ground.
- All flower containers must be well maintained at all times.



#### **Patios**

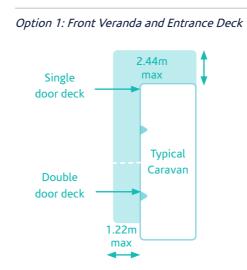
- Patios, once agreed, may only be situated on the door-side or the front of the caravan.
- Door-side patios can be a maximum of 3 metres (9 feet 9 inches) wide by 6 metres (19 feet 6 inches) metres long.
- Front-side patios must be no wider than the caravan and protrude no further than 3 metres (9 feet 9 inches) from the caravan.
- They must be constructed on a solid base and be flush to the level of the ground.
- Should we need to gain access to underground services or need to undertake work that causes damage to your patio, reinstatement will be the responsibility of the owner.
- Whilst patios are permitted, they are only acceptable for use as a patio and not car parking.

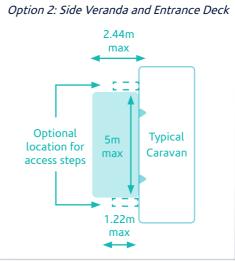


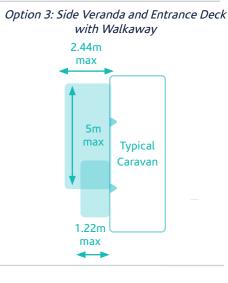
#### Verandas and Entrance Decks

- are only allowed when spacing between caravans and location allows
- Verandas or decks are to be constructed of fire retardant uPVC and may only be purchased from selected ranges
  of nominated suppliers via the Sales Office.
- Verandas must be at least 3.5 metres from any neighbouring caravan to allow access for emergencies.
- Restrictions will be placed on verandas or decks where it is felt that the siting of other caravans may be restricted as a result of its installation, or in the event that it may cause inconvenience to other Park users.

Veranda and Entrance Deck layouts must be one of the three options outlined below where spacing between caravans and location allows.



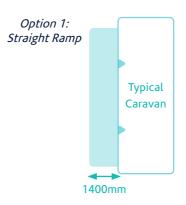


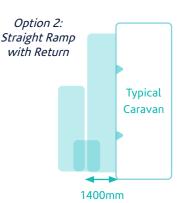


Ramps must be one of the two options below. Ramps may be combined with Verandas as long as they don't exceed overall guide dimensions.

#### Ramps

- Ramps are to be constructed of fire retardant uPVC and may only be purchased from selected ranges of nominated suppliers via the Sales Office.
- Ramps must be at least 3.5 metres from any neighbouring caravan to allow access for emergencies.
- Restrictions may be placed on ramps where it is felt siting other caravans may be restricted as a result of its installation, or in the event that it may cause inconvenience to other Park users.





### **PARK RULES**

#### Introduction:

It is our goal to provide at this park, services and products which enable all of our guests to enjoy holiday home ownership or family holidays in a safe, secure and enjoyable environment. These park rules are written in everyone's best interest to achieve that goal. If you are ever in doubt about any issue on the park, please do not hesitate to speak to a member of the park management team.

#### The basics:

- 1) Where there is a discrepancy between these Park Rules and any related Pitch Licence Agreement then the provisions as set out within the latter shall prevail.
- 2) Where there is any discrepancy between these Park Rules and any related Sales Agreement then the provisions as set out within the latter shall prevail.
- 3) Where there is any discrepancy between any related Pitch licence Agreement and a related sales Agreement then the former shall prevail.
- 4) Owners and guests may occupy caravans on the holiday park during the period only as set out within and/or as specified in the Pitch Licence Agreement.
- 5) Caravans must not be occupied outside the period as set out within the Pitch Licence Agreement.
- 6) Owners will be allowed access to their caravan outside the recognized caravan season (namely, from the 1st March of the relevant year to the 10th January of the following year) save that such access will be restricted to the owners only being allowed to check on the condition of the caravan and even then, access will only be permitted between the hours of 10.00am to 4.00pm (on weekdays only) of which the owner will need to sign in/out at the reception desk on each such visit.
- 7) The owner will ensure that the caravan is insured at all times of the year whilst the caravan is on the park, including the close season.
- 8) The owner agrees to remove all perishable items from the caravan at the end of the caravan season and in any event prior to the 10th January of the year following the owner entering the pitch licence agreement.
- 9) The owner agrees that the company will switch off all services to the caravan during the close season.
- 10) The owner agrees that the Company is not responsible for any loss or damage, howsoever caused, to the caravan or any items left in the caravan at any time whilst the caravan is on the park.
- 11) These rules apply to all owners and/or owners guests of the park and/or all other visitors to the park are expected to comply with these rules.
- 12) These rules are available for all owners and owners guests and/or all relevant visitors to view at their leisure of which such rules can be viewed at the park's office.
- 13) All owners and guests of owners and other visitors who visit the park during the relevant Pitch Licence Agreement period will be deemed to have accepted these rules and/or further be bound by any relevant Pitch Licence Agreement.

#### The caravan:

14) The owner of the caravan is not allowed to register the caravan with the local authority as his or her permanent address and may not use the caravan as his or her main sole residence.

- 15) No person may occupy a caravan for more than 60 consecutive days.
- 16) All park grounds beyond the pitch upon which a caravan is sited will be communal unless otherwise stated.
- 17) The area of land designated for an individual caravan is the area covered by the caravan.
- 18) The area of usage for an owner will generally be determined as the side which the doors open. Park management reserve the right to clarify any discrepancies of which such determination shall be determinative.
- 19) All caravans must be kept in good condition and maintained to the high standards of the park.
- 20) Caravans must not be modified (such as the installation of double glazing, central heating or any other changes to the structural integrity of the caravan) unless express written permission is obtained from the park management whose decision to grant or reject such permission shall be determinative.
- 21) The caravan owner is responsible for the general upkeep of the caravan and the tidiness around the caravan, ensuring that the area underneath the caravan is kept clean and free of all material and any other items at all times.
- 22) Patios and stone slabs may only be laid with written permission of park management and by laying those slabs the same are deemed to have passed into the ownership of the park and may not be removed without the express written permission of the park management.
- 23) No fences of any kind, walls, sheds or similar structures may be erected on the Park save that acceptable storage boxes may be permitted providing express written permission is given by park management. The park management's decision shall be determinative as to whether a particular type, make, manufacture or construction will be permitted.
- 24) Disabled access ramps and steps to an owners caravan, constructed in accordance with a design that is acceptable to the park management, will be allowed on park in so much as the access ramp and/steps are purchased through the park and constructed by an approved contractor.
- 25) Caravan boxing and skirting will be allowed on the express written agreement of the park management and the same is purchased through the park.
- 26) Owners with storage boxes, Verandas or skirting should add a strim guard around the area to protect it whilst park staffs are strimming nearby. If any damage occurs to the above, including the caravan itself, then the caravan owner agrees to indemnify the park and the park owners against any damage and/ or loss howsoever caused.
- 27) In the caravan owner's absence, the park reserves the right to do any and all necessary repairs to the caravan save that the reasonable cost of undertaking such work will be chargeable to the caravan owner.
- 28) Plastic verandas are permitted on designated areas within the park providing the owner obtains the express written permission from the park management in respect of the same. In order for permission to be so granted then details of the proposed veranda will need to be handed to the park management for prior approval. The park management reserves the right to refuse any such construction whilst further determining the material to be used. The park managements decision is to be determinative.
- 29) The age limit of the caravan for the purpose of the Pitch Licence Agreement only shall be taken from the date of manufacture.

- 30) Any outdoor item such as a table, chairs, paddling pool, BBQs, garden ornaments etc, can only be kept on the park under the following conditions:-
- a) The item does not obstruct access and can be easily removed should access be needed.
- The item must not obstruct pathways or access to other caravans;
- c) The item must be safely stowed away after use;
- d) Items must be removed and safely stowed away prior to the owner and/or the guest of any owner leaving the park (even for short periods of time)
- 31) The park management reserves the right to remove any items that are not kept in accordance with the above requirements of which the owner agrees to indemnify the park in respect of any related removal costs associated with the item whilst further indemnify the park against any loss and/or damage that may flow howsoever caused from the removal from the item.
- 32) The caravan shall not be occupied by any more people than the caravan is designed to sleep.
- 33) The owner is responsible for keeping the area immediately surrounding the caravan is a clean and tidy state.
- 34) The owner is responsible to drain down and otherwise prepare the caravan for the winter.
- 35) All gas and electricity must be switched off during the close winter season and any valuables are to be removed.
- 36) During the close winter period the caravan shall be stored entirely at the owner's risk and the park shall not be responsible for any loss or damage howsoever caused to the caravan and/or the contents.

#### Safety:

- 37) The owner shall ensure the following checks are carried out in accordance with the time limits as set out below;
- a) Gas, Flue and Ventilation Safety Check annually
- b) Full electrical system check every three years
- c) Copy of insurance certificate annually
- 38) All caravans must have a dry powder extinguisher and smoke alarm.
- 39) Maintenance work on caravans is only to be carried out by the parks staff or approved contractors.
- 40) No combustible material is to be stored under the caravan.
- 41) BBQs are to be raised of the ground so that no damage is caused to the grass.
- 42) Gas cylinders must be purchased from the park and under no circumstances should owners bring their own gas onto the park.
- 43) Gas ordering must be paid for during the ordering process.
- 44) Gas bottles should be chained up for added security of which it is agreed that the park shall have no liability to the owner or guest in the event that a gas cylinder is stolen or otherwise lost.
- 45) Every caravan owner shall, within 7 days of the commencement of the pitch licence agreement, provide the park with proof that a comprehensive insurance policy is in place that covers the caravan, the contents of the caravan and any third party liability.
- 46) Valuables are not to be left in the caravan and the owner or guest indemnifies the park against any such loss or damage to such items.

- 47) No firearms, shotguns, air rifles, crossbows, catapults or air pistols of any description or other weapon are allowed in the caravan and/or on the park.
- 48) Any owner driving around the park thought to be under the influence of drink or drugs will be reported to the police.

#### Pets:

- 49) Pets shall be allowed on the park unless otherwise expressed by the park management.
- 50) No more than one dog may be allowed to stay in a caravan without the express written authorisation of the park management.
- 51) Dogs must be kept on a lead at all times and should not be allowed to foul in public areas of the park.
- 52) Owners will clear up after any pet so as to ensure the park is clean from any fouling.
- 53) Dogs should not be tied up outside caravans for long periods of time.
- 54) Should owners go out and not take their dogs with them then their dogs must be put indoors.
- 55) If there are any instances where a pet's unruly behaviour, such as a child/adult being bitten, takes place then the park reserves the right, at the park's managements discretion, to ban the pet from the park.

#### Motor vehicles:

- 56) No motor vehicle should not exceed the 5mph speed limit within the park and any designated route should be strictly obeyed.
- 57) Motor vehicles shall be parked in designated areas as advised by the park management.
- 58) Car washing and repairs of any form of motor vehicle is strictly forbidden on the park save that a recognized breakdown service may attend the park in the event of mechanical failure to any such motor vehicle.
- 59) No driving lessons are to be given within the confines of the park and no learner drivers are permitted to drive therein.
- 60) Washing motor vehicles with a hosepipe is not permitted.
- 61) No motorcycles are allowed on the park without the express written permission from the park management.
- 62) Boats and Tractors must be parked in areas designated by the park and not next to caravans.
- 63) Repairs and maintenance of cars, boats and any other vehicle is not permitted on the park.
- 64) A maximum of two motorcars or one van are permitted alongside each caravan.
- 65) Scooters are not allowed on the park, except for disabled use.
- 66) Only vehicles that are taxed, tested and insured for use on a public road are permitted to be kept on the park.
- Any broken down vehicles or disused vehicles that are not removed from the park upon reasonable notice having been given by the park management shall be removed from the park by the park management of which the cost associated with doing so shall be borne by the owner of the caravan of which the owner shall indemnify the park in respect of any damage, howsoever cause to such vehicle during the removal of the same.

#### Sub-letting:

- 68) No business, other than the letting of the caravan for hire, can be operated from the caravan and only then will such letting be permitted if the Park Management designate the Park as being a park that is not limited to owners.
- 69) Owners may, where applicable, sublet their caravans in accordance with the Pitch Licence Agreement.
- 70) The caravan cannot be let to parties other than bona fide holiday makers who shall not be allowed to spend more than 28 consecutive days in the caravan.
- 71) Caravans may not be let to a person under the age of 21 nor to groups of the same sex.
- 72) For security reasons, caravan keys will not be released, where held by the Park management, to anyone other than the caravan owner without the written authority of the caravan owner, of which written authority will be required each time the keys are requested.
- 73) No signs, other than 'Caravan to Let' (providing the Park allows and the Pitch Licence Agreement provides for sub-letting) may be displayed within or outside any caravan.
- 74) All owners are responsible for numbering their own caravans clearly to avoid any confusion with visitors trying to locate them. Owners must also be made aware that the office cannot give out any details whatsoever regarding their personal details (which are protected under the Data Protection Act).
- 75) Caravans offered for hire, where allowed, must pass all safety requirements and possess current gas and electric testing. The caravan must also be in a good standard and well kept.
- 76) Caravan owners will be held responsible for all persons occupying the caravan unit.
- 77) In the event of offensive behaviour or damage to any other user of the park or the facilities, the company reserves the right to remove any offenders from the Park without redress.
- 78) When a written authority is produced for the keys to be handed out on the owners behalf, a key handling charge may be charged by the park to be paid locally by the party collecting the keys unless agreed otherwise, of which the owner agrees to indemnify the park against any loss and/or damage that may flow from the keys being handed out following the park's receipt of a written authority from, or reasonably believed by the park, to be from the owner.

#### Anti-social behaviour:

- 79) Noise is to be kept to an absolute minimum especially between the hours of 10.00pm to 8.00am by all owners, guests and/or visitors.
- 80) Owners, guests and visitors will respect other owners and guests by not committing any form of anti-social behaviour, noise nuisance or harassment.
- 81) Children are the responsibility of their parents or guardians who must at all times ensure that such children are adequately supervised so that they are not a nuisance or danger to themselves or others.
- 82) The Owner is responsible for the actions of all occupiers and/or visitors to the caravan.
- 83) Ball games can only be played within designated areas of which only soft balls will be permitted in this respect.

- 84) Ball games are not allowed between caravans or around other areas of the park.
- 85) No owner or guest of an owner or visitor to the park shall cause loud noises to be emitted, be it verbally or via electronic means such as a TV, iPod, iPad, radio, record player or other appliance so as to cause nuisance or annoyance to other visitors to the park.
- 86) The owner or guest is responsible for disposing all none general waste (i.e- fridges, freezers, beds, cupboards etc) off the park and under no circumstances is any fly tipping or dumping allowed.
- 87) Owners will be fined for any fly tipping or dumping as committed either by the owner or a guest of the owner of which the level of fine will be determined by the park and will be at least equal to the reasonable costs as incurred by the park management in removing any such waste.

#### General:

- 88) Washing lines and rotary dryers are not permitted.
- 89) Tents and motor caravans are not permitted on any part of the park.
- 90) Windbreakers, Gazebos and tents are strictly not allowed on the park in any circumstances.
- 91) Existing trees, shrubs, hedges etc, will be maintained by the park and must not be pruned, trimmed or cut by anyone else.
  92) Litter and general waste must be disposed of in the bins situated around park.
- 93) There is strictly no overnight parking on the front of the sales area.
- 94) If an owner is asked to remove the caravan from the park then the owner will do so within the period as requested by the park management.
- 95) Where the owner is asked to remove the caravan from the park then the owner agrees to pay the park a disconnection fee
- 96) Where an owner removes or is caused to remove a caravan from the park then the owner agrees to pay the park a reasonable sum to make good the pitch and the surrounding area following the removal of the caravan.
- 97) The park management reserves the right to request any owner or guest for whom the owner is responsible to leave the park if the behaviour and/or conduct of the owner or the guest falls below what the park management believes is an acceptable standard of behaviour and/or conduct.
- 98) The park management reserves the right to periodically amend or vary these park rules of which no notice of any such amendment or variation will be provided to the owner or guest save that the amendment or variation shall take effect immediately.
- 99) The park management will ensure that a copy of the most up to date Park Rules are made available at the park's office for consideration by any owner, guest or visitor to the park.



To find out more about this exclusive Owners Select offer, pick up your referral scheme pack from the sales office today!

www.lyonsparks.co.uk

**F** ② よ/lyonsparks

\*In order for the referrer to receive their site free credits, the Owner Referral Scheme Acknowledgment Form must be filled in. The referrer will not be able to redeem their site fee credits at a later date and failure to complete the paperwork will result in no credit redemption, with no exceptions. Referral payments are paid in the form of account credits, 30 days after the completion date of the new owner sale. Should the sale cancel within the 30 day period, no referral monies will be paid.



