



PARK RULES – APRIL 2026

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

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

You must make sure that everyone using the caravan is aware of the rules.

The rules set out below are the Park Rules which form part of, and are referred to in your licence agreement. You are reminded that a breach of your licence agreement could result in termination of your licence agreement

1 SITE FEES

Hendwr Caravan Park is licensed as a holiday park and permanent residence is not permitted. The Park is obliged to keep records of the main residence of all caravan users, any change of address, phone or email during the year must be notified to Hendwr Caravan Park as soon as practically possible.

If the county council request relevant proof of main residence and if proof of main residence is not provided as soon as practically possible your site licence may be terminated.

The summer season extends from 1 April to 31 October and the winter season extends from 1 November to 31 March.

Invoices will be produced by Hendwr Caravan Park on 1 March for the summer season and the 1 October for the winter season and must be settled within 30 days. Electric and gas meters (where applicable) will be read by the end of September and consumption will be charged according to use in the winter invoice.

Summer site fees unpaid after the 1 April and winter site fees unpaid after 1 November will result in withdrawal of access and the use of facilities on the park. Unpaid fees will be subject to a monthly interest charge of 4%.

Owners are strongly advised to secure doors and windows of their caravans/twin units and external storage containers, etc. when away from the site. All caravan/twin unit owners must supply spare keys to their caravans/twin units. These will be held securely in the office for use in case of emergency.

At certain times of the year facilities may be unavailable due to maintenance, adverse weather or government restrictions. Hendwr Caravan Park will not be held responsible for loss of access to the park and for disruption/loss of services, e.g., gas, electric, water, TV, Wi-fi, telephones, etc.

The licences of static units of 20 years and over and twin units of 30 years and over will be reviewed annually.

2 VISITORS

You must inform Hendwr Caravan Park Office 48 hours in advance of any family members using your caravan/twin unit.

You are responsible for all guests visiting you and their conduct is your responsibility and visitors to your caravan/twin unit must be aware of these park rules.

No caravan/twin unit must be used to accommodate more persons than for which it was designed.

3 CHILDREN

Parents/guardians are responsible for the conduct of their children at all times and will be held responsible for any damage caused or incurred by children in their care.

Children must not play around or under caravans/twin units/chalets, the office, toilet blocks, cars, and private property. No bikes, scooters, skateboards, or roller boots/blades are to be used around the cattle grids.

Ball games are to be played in suitable areas where they will not cause damage or annoyance.

Children under the age of 16 must be back at their caravan with their parent or guardian by 10pm at the latest at the height of summer or earlier when the when dusk falls before 10pm.

No rope swings are to be attached to trees – these swings are extremely dangerous, and Hendwr Caravan Park will accept no liability.

4 DOGS

Hendwr Caravan Park is a dog friendly park, but the number/breed of dogs accepted is entirely at the discretion of Hendwr Caravan Park. Permission will not be unreasonably refused.

In the interests of the safety of all park users and farm animals, dogs must be kept on a lead at all times outside a secure garden area and must be in the charge of a competent person, not a child.

Dog mess may be a health risk for people (especially children) and animals. Persistent breaches will result in your being asked to leave the caravan park.

Please do not leave your pets unattended in your caravan for any length of time in the hot weather as this can cause them great distress.

Your licence agreement contains undertakings not to cause nuisance, undue noise and disturbance. These extend to the behaviour of your pets.

5 VEHICLES

Motor vehicles other than private cars, caravan owners work vans and motorbikes are not permitted unless prior arrangements are made.

A maximum of two cars per caravan/twin unit is permitted. No vehicle may cause an obstruction to any emergency and site service vehicles.

You must hold a current driving licence and the vehicle needs to have comprehensive insurance to drive on the park. Rules of the highway apply in full when on the caravan park.

You are not permitted to give anyone driving lessons on the park or any land owned by Hendwr, and we do not allow learner drivers to drive on the park

All vehicles, whether motorised or not, including but not limited to: cars, motorbikes, electric scooters, electric bicycles, hoverboards, bicycles, and skateboards must strictly adhere to the 10mph speed limit in all areas of the park.

Please do not make unnecessary journeys around the caravan park.

6 GARDENS AND FENCING

Owners must keep the underneath of their caravan/twin unit and the garden/area between theirs and the next caravan/twin unit clean and tidy.

Tents are not allowed around caravans/twin units. Gazebos, storage containers, garden furniture etc around caravans/twin units are permitted but customers will be responsible for any damage that occurs to any property. No rockeries may be built in gardens and fast-growing or invasive plants, trees, and shrubs such as Leylandii and Russian Vine are not permitted.

Exterior lights must be no more than 1.5 metres above ground level (with the exception of factory fitted lighting) and the maximum output should not exceed 40 watts.

No wooden sheds are allowed. A maximum of two storage boxes measuring no more than 7' wide x 3' deep 5' high is permitted and must be approved by Hendwr Caravan Park. They must be sited on and securely anchored to slabs by a minimum of four coach bolts to comply with insurance conditions and to comply with fire regulations.

The design and location of new or replacement fences and decking must be agreed with Hendwr Caravan Park in advance.

7 MAINTENANCE & REPAIRS

Caravans/twin units must be kept clean and in a good state of repair.

In accordance with our Health and Safety policy no sub-contractors should be brought onto the park to carry out work for caravan/twin unit owners without prior approval. In all cases sub-contractors must carry full liability insurance and submit proof of the same to the office before commencing work.

When caravan/twin unit owners request work or repairs via the maintenance system on the website, Hendwr Caravan Park will notify the appropriate approved contractor asking them to contact you to supply the required service.

Work undertaken by Hendwr Caravan Park will be charged at an hourly rate.

Any callouts for electrical/plumbing work will be charged to you when the fault lies on your side of the meter or stopcock. Faults before the stopcock or meter will be rectified at the cost of the Caravan Park.

8 WASTE

All non-recyclable domestic waste must be placed in a refuse bag and deposited in the refuse room.

Glass, cans, paper, and cardboard should be deposited in the recycling bins provided.

Grass cuttings and organic garden waste must be deposited in the Green Waste point.

Dog mess must be picked up and bagged by the owner and placed in the dog waste bins, which are located by the office and the bridge by the bottom field.

All other waste must be taken to the local authority civic amenity site.

9 DELIVERIES, ETC.

The office cannot accept deliveries or post on behalf of owners but they may be delivered to individual vans or left in the defibrillator cupboard next to the office (at the owners own risk).

In cases of an emergency the office will pass messages on to caravan/twin unit owners.

10 AROUND THE SITE

All adults and children must respect other caravan/twin unit owner's privacy and not walk-through other people's gardens or close to their caravans at any time of the day or night.

Hendwr Caravan Park is a quiet site and any noise which could impact on the enjoyment of other park users must be kept to a minimum.

No audible equipment e.g., lawn mowers, strimmers, hedge cutters or power tools of any kind should be used after 8.30 pm.

You should respect the privacy of other caravan owners and keep any noise to a minimum between the hours of 10.00pm and 9.00am.

Any barbeque must be finished by 10.00 pm.

You may only consume alcoholic drinks within the boundaries of your pitch.

Recreational drugs of any kind are not to be used onsite. Anyone caught using drugs will be asked to leave the park immediately.

Chinese lanterns, helium balloons and fireworks are prohibited at Hendwr.

Hot tubs, inflatable spas, wood-fired tubs or any similar water-filled leisure equipment are not permitted anywhere on the park. This includes temporary or portable units.

The Park is surrounded by private farmland. The Park, driveway, streamside corridor to the River Dee and all public rights of way are available for recreational access. For your own safety, caravan/twin unit owners and visitors must not trespass beyond the drive and footpaths and must not pick or interfere with wild or cultivated flowers, trees, shrubs, turf, or light fires.

Drones must not be used on the site without prior permission of the owners. The drone must be supported with a full drone insurance. Cameras and filming must adhere to GDPR laws.

11 WINTER SEASON

To avoid frost damage to your caravan/twin unit you are advised to drain the domestic water supply and add anti-freeze to toilets and water traps in sinks and showers at the end of the summer season. All tables, chairs, gas bottles, barbeques, and any other loose items of equipment must be secured to the ground or stored securely to comply with insurance conditions. All awnings and gazebos must be taken down and securely stored no later than 31 October.

During the winter season (1 November to 31 March), the site is closed you may visit to check on your caravan and undertake maintenance but should note that the caravan park water supply is limited.

12 CARAVAN/TWIN UNIT SALES

Caravans/twin units must not be removed from site without first informing Hendwr Caravan Park.

At the end of the Pitch Licence Agreement period the caravan must be sold or removed from the park. On sale or removal from site, there will be a disconnection / environmental disposal fee of £500 (incl. VAT) or cost of disposal whichever is the greatest.

If to be sold, all original contents are to be left in the caravan but personal items and anything excluded from the sale should be removed.

When selling a caravan/twin unit or leaving the park the pitch itself must be left in good order, e.g., removal of rubbish and personal items, etc.

An amount of money may be retained by Hendwr Caravan Park in certain circumstances. A charge will be made for any work that needs to be carried out after a caravan is removed from site and this will be deducted from the final payment.

13 ANTISOCIAL / ILLEGAL BEHAVIOUR

We reserve the right to ask customers/visitors to leave immediately in the event of their illegal and/or antisocial behaviour.

For any breach of these Park Rules, Hendwr Caravan Park reserves the right to expel any caravan/twin unit or caravan/twin unit owner at 28 days' notice and any damage caused must be made good.

John & Philip Hughes

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