



Agriculturally rich – Naturally beautiful

COUNCIL POLICY

Council Caravan Parks

Policy Number:	PO051		
Strategic Plan Objective	1.3 Improve visitor experiences, infrastructure, signage, information and support		
Policy Owner:	Director Corporate & Community Services	File Number:	16/14020[V2]
Responsible Officer:	Director Corporate & Community Services	Minute Reference:	176/2017 (12/07/2017)
Date Adopted:	12/07/2017	Next Review Date:	May 2020

1. POLICY OBJECTIVES

This policy sets out the principles for the ongoing management of Council owned and operated Caravan Parks (Parks).

Council is committed to delivering an efficient, consistent and sustainable system for operating its Parks, to benefit both locals and visitors to the area, whilst identifying and maximising available financial opportunities.

2. SCOPE

This policy applies to the following Parks owned and operated by Council:

- Marion Bay Caravan Park
- Point Turton Caravan Park
- Port Vincent Foreshore Caravan Park
- Yorketown Caravan Park
- Black Point Camping Ground

3. DEFINITIONS

Site	includes the site currently occupied by the Site Licence Holder and includes any site occupied in the future.
Relevant Parties	may include, but not limited to, Council, Park Managers or Site Licence Holders.

4. POLICY STATEMENT

Council will produce a variety of procedures to support this Policy statement, and all applicable procedures will reference this Policy Document.

4.1 Caravan Park Site Assignment

Council Parks are Tourist Parks, provided for short-term holiday accommodation only. This accommodation may be as a casual tourist who can occupy any one site for a maximum of 59 consecutive nights or an Annual Site Licence holder, who has use the exclusive use of one site for a twelve month period, but can stay no more than 59 consecutive nights at any one time.

There will be no additional permanent residents accepted. Where a site is currently occupied by a permanent resident, upon their vacating the site, the site shall revert to

a Casual Tourist Site. At the discretion of the Director Corporate and Community Services, in consultation with all relevant parties, the site may be considered for an Annual Site Licence site.

4.2 Sale of Caravans and Annexes in Caravan Parks

No caravans, fixed annexes or any other structures are permitted to be sold on site at any Park, by Site Licence holders. Exceptions may be considered on a case by case basis by the Director Corporate and Community Services, following application by the Site Licence holder and consultation with all relevant parties.

Caravans and annexes that are no longer required must be dismantled and sold off site and away from the Park.

4.3 Site Licence Termination

Notification Requirements

1. Annual Site Licences may be terminated by Council upon written notification, in accordance with the specifications as detailed within the Annual Site Licence Agreement.
2. The Site Licence holder must notify the Park Manager(s) in writing that the site is being vacated and the site licence is being terminated.
3. The Park Manager(s) must notify Council in writing that the site is being vacated.

Dismantling Requirements

1. Caravans and/or annexes that are no longer required must be dismantled and removed from the site by the Site Licence holder within two months of the notification being given to the Park Manager(s).
2. Any underground sullage or water tanks are to be removed from the Site by the Licence holder within two months of the notification being given to the Park Manager(s).
3. The site is to be left in a clean, tidy and levelled condition, with all rubbish, concrete rubble and any materials removed off site from the Park by the Site Licence holder. Any costs incurred by the Council to clean the site after the site has been vacated, will be passed onto the responsible person(s) who held the Site Licence.

Site Re-allocation

1. Council, in consultation with the Park Managers, will determine how the site can be best utilised in the future.
2. Should it be decided that the site will continue to be let out, the first person on the waiting list, held and maintained by Council, will be offered the site. If the offer is declined, the second person on the waiting list will be offered the site and so on until the site is allocated.
3. If the park is under redevelopment/restructure and a new site becomes available, it may be offered to an existing Site Licence holder at the discretion of the Director Corporate and Community Services. Priority will be given to long-term Site Licence holders.
4. A Site Licence Agreement must be entered into by any person(s) seeking to occupy a site prior to any caravans and/or annexes being erected.

5. All Site Licence holders must comply with Council's building and planning requirements and building approval must be obtained, where required, prior to any caravans, annexes and/or materials being placed on site.

4.4 Refund of Caravan Park Deposits

1. Deposits on bookings cancelled **21 days or more** prior to arrival will be refunded.
2. Where a cancellation is made **less than 21 days** before arrival, no refund of deposits will be given.
3. All refunds are subject to a 20% administration fee.
4. All requests for refunds must be forwarded to the Park Manager(s) in writing, who will forward the request to Council for consideration
6. Booking refunds **must** be made by Council cheque – under NO circumstances should Park Managers make cash refunds.
7. A surcharge may be applied to one night bookings.

4.5 Site Bookings

Advanced Bookings

No bookings will be taken more than twelve months in advance.

Right of Renewal

During peak periods there is often a waiting list for sites. The party who holds the booking for that site has the first option to renew their booking whilst they are still in the park.

If they leave the park without re-booking, that site then becomes open to the next party on the waiting list.

4.6 Park Rules

Park Rules are set out in Attachment 1, and form part of this policy.

The Park Rules provide for the minimum standard required.

Failure to comply with the park rules may result in eviction from the Park and Council reserves the right to cancel any permit at any time.

Additional Park Rules may apply as determined by Park Manager(s) requirements, and in consultation with Council.

5. COMPLAINTS

All complaints relating to this policy can be made to the Director Corporate and Community Services, in accordance with Councils Complaints Policy, PO147.

6. REVIEW

This policy will be reviewed every 3 years or as deemed necessary in consideration of any changes to legislation and relevant standards, codes of practice and guidelines.

7. TRAINING

Council is committed to supporting staff in compliance with this policy.

Training needs will be reviewed during individual performance reviews and as necessary in consideration of any changes to legislation, relevant standards, codes of practice and guidelines.

8. RELATED COUNCIL POLICIES AND DOCUMENTS

- PO 010 Caravan Annexes in Caravan Parks
- PO 147 Complaints Policy
- PO 091 Risk Management Policy
- PR069 – YPC Financial Reporting in Council Controlled Caravan Parks

9. REFERENCES AND LEGISLATION

- Local Government Act, 1999
- Minister’s Specification SA 76A
- Residential Parks Act, 2007
- Workplace Health and Safety Act, 2010

10. COUNCIL DELEGATION

Delegate:	Chief Executive Officer
Sub Delegate:	Director Corporate and Community Services

11. VERSION HISTORY

Archived Policy Name	Policy Number	Date Adopted	Last Reviewed
Caravan Park Site Assignment	PO 124	13/11/2007	08/06/2010
Sale of Caravans and Annexes in Caravan Parks	PO 099	12/05/2004	08/06/2010
Change of site licence agreements in Council Caravan Parks	PR 051	12/05/2001	24/04/2004
Refund of Caravan Park Deposits	PO 066	07/04/2003	11/07/2012
Council Caravan Parks	PO 051	14/05/2014	14/05/2014
Council Caravan Parks [V2]	PO 051	12/07/2017	

Attachment 1 – Minimum Park Rules

VEHICLES

The speed limit for any vehicle is walking pace of up to a maximum of 10kmph. Only registered vehicles may enter the park.

PETS

Pets are not permitted in cabins.

Pets are allowed, under strict control when using your own van / tent at the discretion of Park Managers.

- Dogs must be kept on a leash at all times
- Dogs must not be left unattended in the park
- Dogs must not disturb other patrons
- Owners must clean up after their pets immediately

SITES

The number of persons on any site is limited to 6 persons. One caravan and annex or one tent plus one vehicle are allowed.

CABINS

Numbers accommodated in a cabin may not exceed the number of beds provided in the cabin. All cabins are non-smoking.

FIRE REGULATIONS

For safety reasons, drawbars for vans must face the roadway.

SMOKING

The Park has a non-smoking policy in all shared areas. This includes cabins, camp kitchen, barbecue area, swimming pool area, playgrounds, amenities block etc. Smokers are asked to respect other guests when smoking.

RUBBISH

All rubbish must be disposed of appropriately. Paper, cardboard, cans and bottles should be placed in allocated recycling bins. All household waste, fish offal, and disposable nappies must be placed in rubbish bins provided.

CONDUCT

Noise should not be excessive, and for the comfort of other tenants must cease between 10.00pm and 7.00am.

Should there be any damage caused by guests or their visitors, Council reserves the right to charge guests for any costs associated with these damages.

CHILDREN

Children must be supervised by a responsible adult at all times, and in all areas of the park, including playground and amenities block.

BIKES ETC

Helmets must be worn when riding bicycles, skate boards, roller blades etc. All road rules apply in the park. For safety reasons no bicycles, skate boards etc are to be used after sunset.

ANNEXES

To minimise damage to the grass, floors are not permitted in annexes.

CAR / BOAT WASH

Car and boat washing is not permitted in the park.

Failure to comply with the park rules may result in eviction from the park.
Management reserves the right to cancel any permit at any time.

Additional Park Rules may apply according to individual park requirements.