



Agriculturally rich – Naturally beautiful

COUNCIL POLICY

Council Caravan Parks

Policy Number:	PO051		
Strategic Plan Objective	1.3 Improve visitor experiences, including tourism infrastructure, signage, information and support		
Policy Owner:	Director Corporate & Community Services	File Number:	16/14020[V3]
Responsible Officer:	Caravan Park Coordinator	Minute Reference:	159/2021
Date Adopted:	08/09/2021	Next Review Date:	11/08/2024

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 and making a positive economic contribution.

2. SCOPE

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

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

3. DEFINITIONS

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

Yorke Peninsula Council Holiday Parks have been deemed to primarily be 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

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month period, but can stay no more than 59 consecutive nights at any one time. At the expiration of the 59 consecutive nights, guests must vacate the park for a minimum of 30 days prior to commencing a new 59 night stay.

4.2. Permanent Residents

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.

4.3. Annual Site Licence Holders

All Annual Site Licence Holders must have a current Agreement document which has been signed and all of the terms and conditions approved by the respective Caravan Park Managers. No new Annual Site Licence sites will be considered and upon vacating the site, it will revert back to a casual tourist site.

Should the caravan park managers wish to create new Annual Site Licence sites, or relocate Licence Holders to a new area of the park, approval may be granted by the Director of Corporate and Community Services following consultation with a representative of the Building Fire Safety Committee and all other relevant parties.

All annexes or adjacent structures must have the approval of the caravan park manager before seeking development approval and are subjected to the terms and conditions as specified in Council Policy; PO010 Caravan Annexes in Caravan Parks

4.4. 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 Annual Site Licence holders. Exceptions may be considered on an individual case by case basis by the Director Corporate and Community Services, following application by the Annual Site Licence holder and in 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 and the site left in a clean and tidy state, as per the conditions outlined in the Annual Site Licence Agreement.

4.5. Site Licence Termination

4.5.1 Notification Requirements

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

4.5.2 Dismantling Requirements

- 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).
- Any underground sillage 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) if applicable.

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- 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 Annual 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 Annual Site Licence as per the conditions outlined in the Annual Site Licence Agreement.

4.5.3 Site Re-allocation

- Council, in consultation with the Park Managers, will determine how the site can be best utilised in the future.
- 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.
- 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.
- 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.
- 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.

4.6. Refund of Caravan Park Deposits

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

4.7. Casual Tourist Site Bookings

4.7.1. Advanced Bookings

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

4.7.2. 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.

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4.7.3. Peak Period Booking Deposits

All December / January and Easter booking deposits must be paid in full by the first week in the December prior to the booking. A minimum of one night stay will be considered an adequate deposit.

4.8. 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.

4.9. Discounts and Special Promotions

The appointed Caravan Park Managers with the approval of Council's CEO or Nominated Officer, may apply discounts if it is considered beneficial to attract additional visitation during periods of low occupancy.

4.10. Management Agreements

It is appreciated that suitable park managers are often hard to source. Therefore, at the expiry of the Park Managers Agreement, Council is under no obligation to advertise the position or go to open tender for management of the parks should they deem the existing managers to be meeting all Key Performance Indicators and Council's legislative requirements.

The Director Corporate and Community Services and the Caravan Park Coordinator will conduct annual reviews of the current Caravan Park Managers performance in relation to KPI's (as stipulated in the Management Agreements) and legislative compliance.

These annual reviews will provide an opportunity to facilitate two-way open communication between the Council and the Park Managers in relation to Park Management and any other relevant factors.

Management Agreements will be for a term of 5 years and a detailed review will be conducted at least 6 months prior to the expiry of the current Management Agreement. The Director Corporate and Community Services and the Caravan Park Coordinator will provide a recommendation to the CEO for consideration on an extension or otherwise on the current agreements. This process provides sufficient and reasonable time for both parties to consider contract extensions or otherwise commence a process for replacement Managers.

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.

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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	01/09/2021
Caravan Parks Policy	PO 051	08/09/2021	

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Attachment 1 – Minimum Park Rules

FEES - Fees are payable in advance and NO refunds are given for shortened stays.

CHECK OUT - Check out is strictly before 10am. If re-booking, please enquire before this time.

CHECK IN - Check in time is strictly after 12 noon. If an earlier check in is required, advance arrangement should be made with the respective park managers.**VEHICLES** - The speed limit for any vehicle is walking pace only. Only registered vehicles may enter the park. **Vehicles must be parked within the prescribed area and not on roadways or vacant sites.**

VISITORS - Visitor's cars are to be left outside the park. Patrons are responsible for their visitor's behaviour and they are to leave the park by 10pm. Extra fees apply for overnight stays or showers.

WATER - Water is precious, so please be conservative. Rainwater is available at the main amenities block.

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. **Please do not place tarps or carpet on grassed sites for annexe floors or under tents.**

TREES - No tethering of trees

PETS - **Pets are not permitted in cabins unless a designated cabin is provided.** Pets are allowed at certain times of the year, under strict control when using your own van / tent at the discretion of Park Managers. Pets must be kept on a leash at all times. Pets must not be left unattended in the park. Pets must not disturb other patrons. Owners must clean up after their pets immediately. Pet owners agree and accept to take full responsibility of any personal injury or damage caused by their pet whilst within the park. A formal pet stay agreement must be signed prior to pets staying within the parks.

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. Open fires or braziers are not allowed in the park at any time.

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

RUBBISH - All rubbish must be disposed of appropriately. Cans and bottles should be placed in cages provided. All rubbish to be wrapped and tied in plastic bags before placing in bins.

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 be caused by guests or their visitors, Council reserves the right to charge guests for any costs associated with these damages. Climbing of cliffs, trees, fences, gardens etc is not permitted.

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

BIKES ETC - All normal road rules apply within the park. Helmets must be worn when riding bicycles, skate boards, roller blades etc. For safety reasons no bicycles, skate boards etc are to be used after sunset or around the amenities or camp kitchen.

FISH CLEANING - Fish cleaning facilities are located at the designated points and is prohibited elsewhere within the park.

BBQs & CAMP KITCHEN - Please leave BBQs in clean condition. Please do not pour liquids down the BBQ. Please remove all rubbish and leave the area in a clean tidy condition after use.

CAR / BOAT WASH - Car and boat washing is not permitted in the park.

DUMP POINT - Please do not use amenities to dispose of waste. Dump Points are available throughout the Yorke Peninsula.

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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.