COUNCIL POLICY

Council Caravan Parks

Policy Number:	PO051		
Strategic Plan Objective:	1. Economically Prosperous Peninsula		
Policy Owner:	Director Corporate and Community Services	**Record Number:**	16/14020[v4]
Responsible Officer:	Caravan Parks Coordinator	**Minute Reference:**	348/2024 (13/11/2024)
Date Adopted:	13/11/2024	**Next Review Date:**	November 2028

1. POLICY OBJECTIVES

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

Council is dedicated to providing efficient, consistent and sustainable systems for managing its Parks. This commitment aims to benefit the local communities and visitors to the region, while also maximising financial opportunities and contributing positively to the local economy.

2. SCOPE

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

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

3. DEFINITIONS

Refer to Attachment 1.

4. POLICY STATEMENT

This Policy details the general park rules and regulations but is also supported by additional procedural documentation. Please refer to the individual Caravan Park websites.

4.1. Caravan Park Site Assignment

The Parks have been deemed to primarily be tourist parks and are 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 (Licence Holder), who has the exclusive use of one site for a 12 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 stay.

4.2. Permanent Residents

There will be no additional permanent residents accepted. Where a site is currently occupied by a permanent resident, upon vacating the applicable site, this site shall revert to a casual tourist site. At the discretion of Council's Director Corporate and Community Services (DCCS), in consultation with all relevant parties, the site may be considered for an Annual Site Licence site.

4.3. Annual Site Licence Holders

All Licence Holders must have a current Agreement document which has been signed by the relevant parties and all of the terms and conditions approved by the respective Caravan Park Manager(s)/Council's Caravan Parks Coordinator. No new Annual Site Licence sites will be considered and upon vacating the site, Council reserves the right to revert the site back to a casual tourist site.

Should the Caravan Park Manager(s) wish to create new Annual Site Licence sites, or relocate Licence Holders to a new area of the park, approval may be granted by Council's DCCS. All new Annual Sites shall comply with MBS 003 – Fire Safety in Caravan Parks and Residential Parks.

All annexes or adjacent structures must have the approval of the respective Caravan Park Manager(s) before seeking development approval and are subjected to the terms and conditions as specified in Council's PO010 Caravan Annexes in Caravan Parks Policy.

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 Licence Holders. Exceptions may be considered on an individual case by case basis by Council's DCCS, following application by the 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. Annual 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 Licence Holder must notify the Caravan Park Manager(s) in writing that the site is being vacated and the site licence is being terminated.

The Caravan 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 Licence Holder within two months of the notification being given to the Caravan Park Manager(s).

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 Caravan Park Manager(s) if applicable.

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 Licence Holder. Should this not occur, the Council may at its discretion undertake the works and charge the Licence Holder.

4.5.3. Site Re-allocation

Council, in consultation with the Caravan Park Manager(s), will determine how a vacant site can be best utilised in the future.

If the Park is under redevelopment/restructure and a new site becomes available, it may be offered to an existing Licence Holder at the discretion of Council's DCCS.

An Annual 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 Annual Site Licence Holders undertaking the construction and alterations of annexes or structures must comply with all statutory requirements and may be subject to development approvals pursuant to the Planning and Design Code.

4.6. Refund of Booking Deposits and Payments

Deposits and payments on bookings cancelled 21 days or more prior to arrival will be refunded or a credit may be applied to the guest account.

Where a cancellation is made less than 21 days before arrival, no refund of deposits or payment will be given. A credit to the guest account may be issued for cancelled bookings made up to 48 hours from arrival to site. The credit must be redeemed within 12 months of issue, or it will expire.

All refunds are subject to a 20% administration fee.

All Caravan Park Refund Customer Request (SF372) forms must be forwarded to the Caravan Park Manager(s) who will complete the managers' section and forward the request to Council for consideration.

Booking refunds must be made by Council cheque – under NO circumstances will Caravan Park Manager(s) make cash/bank transfer or eftpos 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 12 months in advance.

4.7.2. Right of Renewal

Guests may request to re-book a site for a future booking (up to a maximum of 12 months in advance in accordance with 4.7.1) Efforts will be made to accommodate such requests; however, this is at the discretion of Park Manager(s). It cannot be guaranteed that a guest will be able to re-book the same site/cabin for the same/similar dates the following year. For example, if the dates clash with school holidays and long weekends combined, Park Manager(s) are entitled to prioritise bookings that will best maximise Park occupancy (i.e. two-week bookings potentially prioritised over shorter bookings).

If guests leave the park without re-booking, that site then becomes bookable to other parties.

4.7.3. Peak Period Booking Deposits

All December/January and Easter booking deposits must be paid in full 21 days prior to the booking. Payment equivalent to a one night stay at minimum will be considered an adequate deposit.

4.8. Park Rules

Park Rules are set out in Attachment 2, and form part of this Policy and provide the minimum standard required whilst attending one of the Council Parks.

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

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

4.9. Discounts and Special Promotions

The appointed Caravan Park Manager(s) with the approval of Council 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 Caravan Park Manager(s) are often hard to source. Therefore, at the expiry of the Park Manager's 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 (KPIs) and Council's legislative requirements.

Council's DCCS and the Caravan Parks Coordinator will conduct annual reviews of the current Caravan Park Manager(s) performance in relation to KPIs (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 Caravan Park Managers in relation to Park management and any other relevant factors.

Management Agreements will be issued for a term of five years and a detailed review will be conducted at least six months prior to the expiry of the current Management Agreement. Council's DCCS and the Caravan Parks 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 CCS , in accordance with Council's PO147. Complaints Policy

6. REVIEW

This policy will be reviewed every four 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. RECORDS

Records shall be maintained as required by Council's PO063 Records Management Policy and relevant legislation.

9. RELATED COUNCIL POLICIES/PROCEDURES AND DOCUMENTS

PO010 Caravan Annexes in Caravan Parks

PO091 Risk Management Policy

PO147 Complaints Policy

PR069 YPC Financial Reporting in Council Controlled Caravan Parks

10. REFERENCES AND LEGISLATION

Local Government Act, 1999

Minister's Specification SA 76A

Residential Parks Act, 2007

Workplace Health and Safety Act, 2012

11. COUNCIL DELEGATION

Any applicable delegations are available on Councils website via the Delegations register via https://yorke.sa.gov.au/about-us/forms-plans-and-publications/registers/

12. VERSION HISTORY

Version No	Issue Date	Description of Change
1	14/05/2014	New document.
2	12/07/2017	Minor amendments.
3	08/09/2021	Update the ministerial building standard reference to MBS 003, added 4.2 Permanent Resident section. Updated 4.3 Annual Site Licence Holders to include more detail in accordance with recently revised Annual Site Licence Agreements, additional information in

Version No	Issue Date	Description of Change
		regard to dismantling of Annual Site Licence structures such as annexes, the licence holder may be charged for any works carried out by council, removal of waiting list in regard to site allocation of Annual Site Licence holders (parks no longer maintain waitlists) Moved Sale of Caravans and Annexes in Caravan Parks to 4.4. Revised 4.5 Site Licence Terminations. 4.7 title change. Revised details in relation to the issue of park refunds.
4	06/02/2025	Altered Strategic Plan Objective. Revised Policy Objectives and moved definitions to an Attachment. Minor changes including title updates throughout. 4.5 title revised. 4.5.2, 4.5.3, 4.5.4 and 4.6.2, extra detail added in. Review period altered to four yearly and updated legislation, delegations and reference sections. Included version history.

ATTACHMENT 1: DEFINITIONS

Term/Reference	Definition
Black Water	Sewage water
Dump Point	Designated septic holding tanks located all over Australia. They are set up for those travelling to empty their waste in a responsible, easy and simple way.
Grey Water	Domestic waste water
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, Caravan Park Managers or Annual Site Licence Holders.

ATTACHMENT 2: MINIMUM PARK RULES

Fees
Are payable in advance; **NO REFUNDS** are given for shortened stays.

Check In and Out
Check in for powered sites 12 noon, cabins 2.00pm.Check out time is no later than 10.00am (If re-booking, please do so before check out when possible). If check in variation is required, advanced arrangements should made with the Caravan Park Management.

Site Layout
All caravans and camper trailers shall remain readily moveable; caravans are required to be parked with the drawbar facing the roadway. Caravans should be parked parallel to concrete annexe pads, with the van door/awning/annex opening onto the concrete pad. Please do not place tarps or mats of any variety on grassed sites under tents or as annexe floors as these items can damage the grass.

Vehicles
All vehicles entering the Park must be registered, one vehicle is permitted per site and must be parked within the permitted site. Vehicles are not to be parked on roadways or vacant sites.

Speed Limit
All vehicles travelling within the Park are to move at walking pace only, up to a maximum of 5km/h. **Speeding will not be tolerated**.

Visitors
Visitors' cars are to be left outside the Park. Patrons of the Park are responsible for their visitors' behaviour. Visitors are expected to be off site by 10.00pm, additional fees apply for overnight stays or showers.

Occupancy
The maximum people per site is capped at six, inclusive of children. Cabin guests must not exceed the number of beds provided per cabin (infants using bassinettes/porta-cots excepted).

Children
Must be supervised by a responsible adult in all areas of the park including camp kitchen and amenities block.

Wheeled Recreation
All normal road rules apply within the park. Helmets must be worn when riding bicycles, skateboards, scooters, roller skates etc. For safety reasons these items are not to be used in and around the walkways accessing all buildings including the amenities and camp kitchen facilities. Wheeled sport recreation is not be undertaken after sunset.

Guest Conduct
Noise should not be excessive, and for the comfort of all guests, must cease between 10.00pm-7.00am. Should there be any damages caused to the property by guests or their visitors, Yorke Peninsula Council reserves the right to charge guests for any costs associated with these damages. Verbal or physical threats/abuse against any other guests, visitors or staff will not be tolerated and can result in eviction. Climbing of cliffs, trees, gardens, fences and other structures (outside of playground equipment) is not permitted.

Rubbish
Must be disposed of appropriately, place all waste in the bins provided.

Fire Regulations
Open fires or personal braziers are not permitted to be used in the Park at any time.

Water Usage
Water is precious, please be conservative, rainwater is available by seeking out the labelled supply point.

Electricity Usage
Guests are encouraged to be mindful of excessive electricity usage to limit emissions and avoid overloading electrical infrastructure.

Smoking and Vaping
Smoking and vaping are banned in all shared areas including cabins, camp kitchen, BBQ area, playground, amenities etc. Smokers are asked to respect other guests when smoking.

Pets
Pet Stay Agreements must be agreed upon and signed where and when pets are permitted on site.

Trees
No tethering to trees is permitted.

Fish Cleaning
Facilities are located at the designated points. Fish cleaning is prohibited elsewhere within the Park.

BBQs and Camp Kitchen
Please leave BBQs in a clean condition, it is encouraged to use BBQ mats or baking paper when using BBQs (i.e. when cooking food items with marinade). Please don't pour liquids down the BBQ. After use remove all rubbish and leave the area in a clean and tidy condition.

Car and Boat Wash
Washing of boats and cars is not permitted on site.

RV Dump Point
Grey and black water is to be disposed of at a dedicated disposal point, it is strictly prohibited to dispose of this waste in the park amenities.

Failure to comply with the Park Rules may result in eviction from the Park, as well as right to refuse future bookings.

Management reserves the right to cancel any reservation at any time.

Additional Park Rules may vary according to individual site requirements.