

# Glamping Association Members Code of Conduct

## General

1. "The organisation" refers to the member glamping site. One named person of the organisation (the "responsible person") is to be responsible for the conduct on the glamping site / area and for ensuring that guests comply with this code. "The Association" refers to The Glamping Association.
2. The responsible person must ensure that all guests are aware of The Countryside Code, (annex 1) The Caravan Code and The Seashore Code where applicable.

## The organisation

3. The organisation will hold appropriate public liability and employers liability insurance.
  - 3a. The organisation will do their best to ensure all images of the site and accommodation on websites and in print used for marketing purposes are up to date and representative.
  - 3b. The organisation will display the statutory notice of the hotel proprietors act 1956 and a map of the site showing emergency exits in a prominent position or in each glamping accommodation.
  - 3c. The organisation will attempt to reunite guests with lost property by contacting the guest.
  - 3d. The organisation will hold appropriate licences for guest and staff use of TV's, DVDs, radios and cds
  - 3e. The organisation will hold appropriate licences for the provision and sale of food and or alcohol including complimentary alcohol
  - 3f. If the organisation conveys guests in a vehicle it will hold appropriate insurance and drivers will hold appropriate private hire vehicle licences for public transport
  - 3g. The organisation will regularly clean accommodation, any cooking facilities. As a minimum this will be after departure of guests.
  - 3h. The organisation will regularly clean toilets and showers. As a minimum this will be once a day.
  - 3h. The organisation will ensure regular checks of accommodation and facilities and all structures are safe and have any appropriate licences and approval required.

## Bookings

4. If a deposit is taken for a booking members are honour bound to receive these guests unless they suffer an act of god.
  - 4a. Bookings cannot be cancelled because of a better enquiry.
  - 4b. If a member site is fully booked members will contact The Association so we can assist the customer in finding another site.

## Cancellations

5. Cancellations before 20 days of arrival will not be required to pay their balance, if a full balance has been paid at least 50% of the fee can be refunded or an option to change dates offered.

## Staff

6. The organisation will have one first aider (FA) and fire marshal (FM) available at all times. This can be the responsible person.
7. It is advisable that members have resident staff 24/7. The FA and FM can be resident on site, though they can also be contactable with a dedicated emergency line if they are close by (with 2 miles) for example if the FA and FM roles are held by the responsible person.

## **Emergency Contact**

8. An emergency contact person or number should be available to guests. This contact should be available 24/7.

## **The Venue**

9. The organisation will take reasonable steps to satisfy themselves that the site to be used is not subject to a relevant order under paragraph 13 of the First Schedule to the 1960 Act (for caravans), or an Article 4 direction under Schedule 2 to the Town and Country Planning (General Permitted Development) Order 1995 (for caravans and camping), and that it is not one where planning permission has been refused or where enforcement action has been taken.

10. The organisation will consult the local authority before commencing glamping provision.

10a. The organisation will consult the local authority before commencing glamping activities on land adjacent to sites for which planning permission has been granted (i.e. next to permanent or commercial sites).

11. The organisation will agree to move from and avoid any site to which the local authority objects.

12. The organisation will not provide glamping on sites adjacent to certificated locations/sites unless the proposed site is clearly differentiated and the risk of interference with local people and other users is minimal.

13. The organisation will take reasonable steps to ensure that the siting of units (a caravan, motor home, tent or trailer tent) does not unduly interfere with the activities of local people, their privacy or their enjoyment of their property. They will also ensure that the siting of units does not interfere with the enjoyment by others of the landscape, natural beauty or nature conservation value of the area, particularly in areas designated for their landscape or wildlife qualities.

14. The organisation will undertake not to over-use the site and will consider carefully before offering glamping accommodation outside March - November.

15. Pathways will have suitable lighting or troches will be provided.

## **Nuisance**

9. Local people should be able to carry on their normal activities when glamping accommodation is being provided. The organisation will take reasonable steps to minimise disturbance and will investigate and deal with the causes of any complaints made.

10. Care should be taken not to damage the surrounding locality. Trees, fences, buildings, equipment and stock should all be respected.

11. Domestic animals belonging to guests will be kept on a lead and under close control. They will not be allowed to run loose on the site or cause disturbance to local people or animals. They will be exercised away from glamping units and those parts of the site used for communal activities. Any mess will be cleared up.

12. The responsible person will identify open space suitable for the playing of games which might otherwise intrude upon or constitute a danger or annoyance to others on or around the site.

13. Noise should be kept to a minimum for the comfort of others on the site as well as people who live or work nearby. In accordance with standard camping and caravanning regulations no amplified music should be played outside after 11pm and silence after 12 midnight.

## **Road Safety and Access**

14. The responsible person will take steps to ensure that travel from major roads to a proposed site is not likely to cause undue disruption or difficulties for other road users and liaise with the local highways authority before opening. Access to the site must be suitable for the number and likely size of vehicles visiting the site. The arrival and departure of units should be arranged to minimise disruption to other road users.

15. The speed of vehicles on the site should be restricted to 5 mph.

### **Spacing and Density**

16. For health and safety purposes emergency vehicles must be able to gain access to any unit on the site. As such, units should be well spaced and sited so they do not restrict access to, or exit from, any other unit or the site in general. At least 5 metres should be required between units in all circumstances. For this purpose, a unit includes cabins, shepherd's huts, pods, domes, tents or trailer-tent, plus any awnings, gazebo or pup-tent and the car or towing vehicle.

17. Where a site is being used by both pods, cabins, shepherd's huts and tents or domes they must be sited entirely separate from each other for health & safety reasons. However, this does not necessarily mean segregated. Children's "pup-tents" may be erected alongside the parents' unit and should be considered as part of the unit for spacing purposes. It is recommended that there is at least 6 metres between any rows of shepherd's huts, cabins or pods and tents.

### **Fire Precautions**

18. Open fires and barbecues will not be held except with the permission of the responsible person. Where permission is given for open fires or barbecues, they will be sited on open ground, away from units, vehicles, awnings and any other structures with sand beneath.

19. A fire extinguisher approved to British Standards Institute and/or Fire Officers Certificate standards will be held on site per two accommodation and clearly visible.

19a. Water and sand buckets will be available one per two tents and clearly visible.

19b. Fire points, one per two accommodations must be clearly visible and have a means of raising an alarm such as a rotary alarm bell, alarm triangle or horn.

19c. Solid structures such as pods, cabins and shepherd's huts will have a fire alarm, CO2 detector and fire extinguisher inside. Alternative escape routes to the front door will be clearly marked.

20. Regular fire drills will be carried out.

### **Toilets & showers**

21. Organisations will have a minimum of lit toilets with hand sanitising gel. Flushing toilets are preferable. Ensuite toilets must have a separate waste tank and flushing facility.

22. Hot water showers must be available either by mains or tanked water. Tanked water must be able to be raised above 30 degrees C or 60 F on a regular basis to avoid bacterial growth.

23. Drinking water must be available from a tap

### **Chemical Toilets and Waste Water Disposal**

24. Organisations will act responsibly when disposing of the contents of chemical toilets and waste water and take full account of the need to safeguard water supplies and prevent the pollution of rivers and streams.

25. On-site disposal of the contents of chemical toilets and waste water will be in accordance with environmental health policy. Neither will be allowed to foul the ground except at designated disposal points. If there is any doubt about the disposal of waste, the organisation or, if appropriate, the responsible person will contact the relevant Local Authority for advice.

### **Refuse disposal**

26. Organisations should ensure that appropriate industrial refuse collection contracts are in place for regular collection.

### **Complaints**

27. The organisation will deal with complaints from guests quickly investigation the causes and communicating to the complainant action taken.

The organisation will deal with external complaints such as noise complaints from neighbours quickly investigation the causes and communicating to the complainant action taken.

**Blackmail**

28. The organisation has the right to contact The Association regarding accounts of blackmail threats to the organisation.

**Guest of the Month**

29. The organisation can take part in The Associations approved Guest of the Month club rewarding 1 party of guests a month with a discount, special offer or free stay.

29a. The organisation may display the Guest of the Month logo and literature.

## **Useful Contacts**

### ***Local Government Contacts***

#### **Local Government Association (England)**

Local Government House

Smith Square

London

SW1P 3HZ

Tel: 020-7664-3131

E-Mail: [enquiries@lgs.gov.uk](mailto:enquiries@lgs.gov.uk)

Website: [www.lga.gov.uk](http://www.lga.gov.uk)

#### **The Welsh Local Government Association**

Local Government House

Drake Walk

Cardiff

CF10 4LG

Tel: 029-2046-8600

E-Mail: [enquiries@wlga.gov.uk](mailto:enquiries@wlga.gov.uk)

Website: [www.wlga.gov.uk](http://www.wlga.gov.uk)

#### **The Convention of Scottish Local Authorities**

Rosebery House

9 Haymarket Terrace

Edinburgh

EH12 5XZ

Tel: 0131-474-9200

E-Mail: [enquiries@cosla.gov.uk](mailto:enquiries@cosla.gov.uk)

Website: [www.cosla.gov.uk](http://www.cosla.gov.uk)

#### **Lake District National Park Authority**

National Park Office

Murley Moss

Oxenholme Road

Kendal

Cumbria

LA9 7RL

Website: [www.lake-district.gov.uk](http://www.lake-district.gov.uk)

## **Annex 1: The Countryside Code**

### **Helping everyone to respect, protect & enjoy our countryside**

The Countryside Code applies to all parts of the countryside. There are five parts to the Countryside code and most of it is just good commonsense. It's designed to help us all to respect, protect and enjoy our countryside.

The Code, which applies in England and Wales (Scotland has its own Outdoor Access Code), makes it clear what the responsibilities are for both the public and the people who manage the land. For further information see

[http://www.countrysideaccess.gov.uk/things\\_to\\_know/countryside\\_code](http://www.countrysideaccess.gov.uk/things_to_know/countryside_code)

#### **1) Be safe - plan ahead and follow any signs**

Even when going out locally, it's best to get the latest information about where and when you can go. For example, your rights to go onto some areas of open land may be restricted while work is carried out, for safety reasons, or during breeding seasons. Follow advice and local signs, and be prepared for the unexpected.

Refer to up-to-date maps or guidebooks or contact local information centres.

You're responsible for your own safety and for others in your care, so be prepared for changes in weather and other events. Visit [www.countrysideaccess.gov.uk](http://www.countrysideaccess.gov.uk) for links to organisations offering specific advice on equipment and safety, or contact visitor information centres and libraries for a list of outdoor recreation groups.

Check weather conditions before you leave, and don't be afraid to turn back.

Part of the appeal of the countryside is that you can get away from it all. You may not see anyone for hours, and there are many places without clear mobile phone signals, so let someone know where you're going and when you expect to return.

Get to know the signs and symbols used in the countryside

#### **2) Leave gates and property as you find them**

Please respect the working life of the countryside, as our actions can affect people's livelihoods, our heritage, and the safety and welfare of animals and ourselves.

A farmer will normally leave a gate closed to keep livestock in, but may sometimes leave it open so they can reach food and water. Leave gates as you find them or follow instructions on signs. If walking in a group, make sure the last person knows how to leave the gates.

If you think a sign is illegal or misleading such as a 'Private - No Entry' sign on a public footpath, contact the local authority.

In fields where crops are growing, follow the paths wherever possible.

Use gates, stiles or gaps in field boundaries when provided - climbing over walls, hedges and fences can damage them and increase the risk of farm animals escaping.

Our heritage belongs to all of us - be careful not to disturb ruins and historic sites.

Leave machinery and livestock alone - don't interfere with animals even if you think they're in distress. Try to alert the farmer instead.

#### **3) Protect plants and animals and take your litter home**

We have a responsibility to protect our countryside now and for future generations, so make sure you don't harm animals, birds, plants or trees.

Litter and leftover food doesn't just spoil the beauty of the countryside, it can be dangerous to wildlife and farm animals and can spread disease - so take your litter home with you. Dropping litter and dumping rubbish are criminal offences.

Discover the beauty of the natural environment and take special care not to damage, destroy or remove features such as rocks, plants and trees. They provide homes and food for wildlife, and add to everybody's enjoyment of the countryside.

Wild animals and farm animals can behave unpredictably if you get too close, especially if they're with their young - so give them plenty of space.

Fires can be as devastating to wildlife and habitats as they are to people and property - so be careful not to drop a match or smouldering cigarette at any time of the year.

Sometimes, controlled fires are used to manage vegetation, particularly on heaths and moors between October and early April, so please check that a fire is not supervised before calling 999.

#### **4) Keep dogs under close control**

The countryside is a great place to exercise dogs, but it's every owner's duty to make sure their dog is not a danger or nuisance to farm animals, wildlife or other people.

By law, you must control your dog so that it does not disturb or scare farm animals or wildlife. On most areas of open country and common land, known as 'access land' you must keep your dog on a short lead on most areas of open country and common land between 1 March and 31 July, and all year round near farm animals.

You do not have to put your dog on a lead on public paths, as long as it is under close control. But as a general rule, keep your dog on a lead if you cannot rely on its obedience. By law, farmers are entitled to destroy a dog that injures or worries their animals.

If a farm animal chases you and your dog, it is safer to let your dog off the lead – don't risk getting hurt by trying to protect it.

Take particular care that your dog doesn't scare sheep and lambs or wander where it might disturb birds that nest on the ground and other wildlife – eggs and young will soon die without protection from their parents.

Everyone knows how unpleasant dog mess is and it can cause infections – so always clean up after your dog and get rid of the mess responsibly. Also make sure your dog is wormed regularly to protect it, other animals and people.

At certain times, dogs may not be allowed on some areas of access land or may need to be kept on a lead. Please follow any signs. You can also find out more by phoning the Open Access Contact Centre on 0845 100 3298.

#### **5) Consider other people**

Showing consideration and respect for other people makes the countryside a pleasant environment for everyone - at home, at work and at leisure.

Whether you're walking on your own or with a large group, you'll have an impact on the local environment. Follow these brief rules to make it more pleasant for visitors and locals alike.

Busy traffic on small country roads can be unpleasant and dangerous to local people, visitors and wildlife - so slow down and, where possible, leave your vehicle at home, consider sharing lifts and use alternatives such as public transport or cycling. For public transport information, phone Traveline on 0871 200 22 33 or use your local sources of information.

Respect the needs of local people - for example, don't block gateways, driveways or other entry points with your vehicle.

Keep out of the way when farm animals are being gathered or moved and follow directions from the farmer.

When riding a bike or driving a vehicle, slow down for horses, walkers and livestock and give them plenty of room. By law, cyclists must give way to walkers and horse-riders on bridleways.

Support the rural economy - for example, buy your supplies from local shops.

### **Take Your Rubbish Home with You**

Beach rubbish is unsightly and can be dangerous to sea creatures. Much of the litter on our shores comes from tourists, shipping, fishing vessels and sewage outfalls. You can help to reduce this problem when visiting the coast:

Take your rubbish home - burying it is no solution.

Keep your dog from fouling the beach.

Report canisters or drums that may be washed up on the beach, but do not touch them.

Take part in BeachWatch - the annual beach clean and survey organised by the Marine Conservation Society, or Adopt-a-Beach - a regular survey of beach litter.

Bag It and Bin It, Please Don't Flush It - bag and bin all plastic bathroom waste such as cotton bud sticks.

### **Watch Where You Go**

Beaches and sand dunes are prone to erosion and easily damaged by people and vehicles. To help protect the coast:

Keep to established paths and dune boardwalks.

Park in designated car parks and keep access to footpaths clear.

Do not use beaches or dunes for scrambling motorcycles or other 'off-road' vehicles.

If you dig holes in the beach, please fill them up again.

Leave pebbles and rocks on the beach rather than collect them for your garden.

### **Be Careful!**

All cliffs are unstable and potentially dangerous, yet they are an impressive sight and from the cliff top it is possible to enjoy a panoramic view of the coastline. Cliffs also provide a very specialised habitat for the plants and animals that live on them.

#### **Take Care Near Cliffs:**

- Remember that it is dangerous to climb up or go near the top or bottom of a cliff.
  - Please don't throw or push anything over the edge of cliffs. As well as being dangerous, it can increase the rate of cliff erosion and kill or disturb wildlife.
- Play safe on the beach too:
  - Check tide times to avoid being cut off.
  - Keep away from soft sand and mud - it is easy to get stuck!