





**Green Hill Farm Caravan & Camping Park**

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24 Sep 2020 · 🌐 · ...also to say Thank you to our local supporters, Green Hill Farm will be holding 2 Drive Thru cinema nights this October. More details to be released soon but it would be great if you could tell us what you would like to see Answers below 🗨️ and watch this space for more details 🎬



22 comments

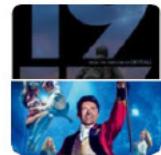


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17 Oct 2020 · 🌐 · ...This is a free of charge event for local people and guests of Green Hill and first come, first served ❤️ Doors open at 6pm- Showtime 7.30pm 🍕 PIZZA JOE'S will be joining us with their delicious pizza both nights ❤️ Call 0333 200 2790 to book, lines open 9am-5pm ^Team Green hill x



14 comments

👍❤️ 3

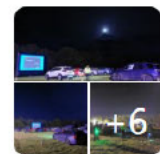


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26 Oct 2020 · 🌐 · ...again on Saturday but we WILL be back. The feedback we have received has been truly amazing to read and we are so glad everyone had a great time. A massive THANK YOU to all of our amazing team that supported the event at also to PIZZA JOE'S for the delicious pizzas and treats ❤️ We will ...



10 comments

👍❤️ 49

## Local shops

### **Nisa Local**

01794 322329

Salisbury Rd, West Wellow, SO51 6GD

### **Morrisons Supermarket**

0238 086 4981

1 Spruce Dr, Southampton SO40 8AD

### **New Forest Family Butchers**

01794 324111

2 Alfalie, Lower Common Rd, SO51 6BT

### **Reeve the Baker**

01794 512479

13B The Hundred, Romsey SO51 8GD

## Local takeaway restaurants

### **Ember Pizzeria**

On park

### **Goodies Fish And Chips**

02380 868241

Ringwood Rd, Totton, Southampton SO40 7FA

### **Golden Inn Chinese Takeaway**

01725 514400

B3080, Redlynch, Salisbury SP5 2HE

### **Royal Jaipur**

01794 390008

Southampton Rd, Landford, Salisbury SP5 2ED

## WALKING IN THE NEW FOREST

[www.thenewforest.co.uk/things-to-do/walking](http://www.thenewforest.co.uk/things-to-do/walking)

Walking in the New Forest is an excellent way to truly experience our ancient woodland, beautiful heathland, pretty villages and our 40 mile 'secret coast'. Anyone with a keen passion for walking will love the 140 miles of tracks and footpaths, where you can enjoy easy to follow walking routes, short strolls or long distance trails.



## CYCLING IN THE NEW FOREST

[www.newforestnpa.gov.uk/things-to-do/cycling/cycling-routes/](http://www.newforestnpa.gov.uk/things-to-do/cycling/cycling-routes/)

Cycling in the New Forest gives you the chance to truly experience all the great things we have to offer and get close to our amazing nature. With over 140 miles of car-free approved cycle trails.

### BUSES

[www.salisburyreds.co.uk](http://www.salisburyreds.co.uk)

The X7 is the closest bus route to the park (stops just outside) which goes both ways to Salisbury and Southampton with lots of stops along the way (including Paulton's Park). Please ask reception for a timetable.

### MARKETS

Hythe (25 minutes' drive) - Tuesday

Lymington (30 minutes' drive) - Saturday

Ringwood (25 minutes' drive) - Wednesday

Salisbury (20 minutes' drive) - Tuesday and Saturday



## TIME TO EXPLORE THE NEW FOREST

At the back of the park we have access to the New Forest (Canada Common) where you will normally find horses, ponies, cows and sometimes sheep. The gate is located just by the Sports Range and is accessible all day. Please follow the New Forest code which can be found at the entrance.

### FUN FOR ALL THE FAMILY

Paultons Park and Peppa Pig World Romsey, SO51 6AL	02380 814 442
Longdown Farm Ashurst, SO40 7EH	02380 292 837
New Forest Wildlife Park Ashurst, SO40 4UH	02380 292 408

### ACTION AND ADVENTURE

New Forest Water Park Fordingbridge, SP6 2EY	01425 656 868
Go Ape Ringwood, BH24 2ET	01603 895 500
Aventure Wonderland Ringwood, BH23 6BA	01202 483 444

### WHEN THE SUN IS SHINING

The New Forest has plenty of pretty villages and bustling seaside towns so grab your sunscreen and shades and head into the great outdoors.

Crabbing at Lymington Harbour Don't forget your buckets, nets and bait	SO41 3SE
Milford on Sea Beach Kick back and relax in the sunshine	SO41 4PT
The New Forest Tour Bus	<a href="http://www.thenewforesttour.info">www.thenewforesttour.info</a>

### WET WEATHER PLAN

No matter what the weather is, there's always somewhere exciting to visit in the New Forest so grab your raincoats and brollies and explore.

The National Motor Museum Beaulieu, SO42 7ZN	01590 612 345
Buckler's Hard Maritime Museum Beaulieu, SO42 7XB	01590 616 203
Hurst Castle Milford on Sea, SO41 OTP	01590 642 500

## 5 Behaviour standards

By entering into this Licence Agreement, you agree to, and you must make sure that all people who use or visit the Caravan (including, in each case, children in their party) keep to, the following standards of behaviour:

- 5.1 To act in a courteous and considerate manner towards us, our staff and anyone visiting, using or working on the Caravan and/or the Park including other customers.
- 5.2 To supervise children so that they are not a nuisance or danger to themselves or other people using the Caravan and/or the Park.
- 5.3 Not to:
  - 5.3.1 Commit any criminal offence (whether or not on the Park or in its vicinity) which causes your name to be entered on the Violent and Sex Offender Register or causes you to be subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these);
  - 5.3.2 Use the Caravan in connection with any criminal activity or commit any other criminal offence (i.e. any offence not already subject to clause 5.3.1) at the Caravan, the Park or in its vicinity;
  - 5.3.3 Commit any acts of vandalism or nuisance at the Caravan or on the Park;
  - 5.3.4 Use fireworks at the Caravan or on the Park;
  - 5.3.5 Keep or carry any firearm or any other weapon at the Caravan or on the Park;
  - 5.3.6 Keep or use any unlawful drugs at the Caravan or on the Park;
  - 5.3.7 Create undue noise or disturbance or commit antisocial behaviour at the Caravan or on the Park;
  - 5.3.8 Carry on any trade or business from the Caravan or at the Park;
  - 5.3.9 Permit anyone who is to your knowledge on the Violent and Sex Offender Register or subject to a Risk of Sexual Harm Order or a Child Abduction Warning Notice (or any register, order or notice succeeding these) to use or visit the Caravan.
- 5.4 You agree that if you or any of your Family Members or visitors or guests whom you have invited to the Park or to the Caravan break the behaviour standards listed above then we may terminate this Licence Agreement. Termination by us is dealt with by clause 11. Any serious breach may result in termination of this Agreement under clause 11.1.

## 6 Selling the Caravan

- 6.1 If you want to sell the Caravan you can do so:
  - 6.1.1 To us but only if we agree.
  - 6.1.2 On the Pitch to a buyer approved by us in accordance with the provisions of clause 6.2.

You confirm your understanding and agreement.

Initials

## THE SMALL THINGS MATTER

Here at Green Hill Farm, we want to ensure you have the very best holiday possible. If you can help us by following a few of our golden rules that would be great.

- No fires (including fire pits). All campfires are strictly prohibited. For a camp-fire experience join us at Ember Café Bar Fire Pit.
- Gas or charcoal BBQ's only. All BBQ's must be raised off the ground, bricks can be provided please see map for locations.
- Please drive as slowly as possible and watch out for our small explorers. Speed limit on the park is 5mph maximum.
- If you are camping or touring please ensure you are pitched as directed by your welcome team or warden to ensure safety distances are maintained.
- If playing music, please keep it low - if others can hear it, it's probably too loud.
- Quiet time is 11pm to 7am. Everybody needs sleep, rest and relaxation whilst on holiday.

Important Numbers:  
Park Reception 0333 200 2790  
Security Warden 07716 945571

- At all times please be respectful of others, their pitch, space and property.
- You can keep one car per pitch, all other cars should be parked at the front of the park in the overflow field.
- Please keep your pitch clean and dispose of cigarette butts in the bins and ashtrays provided.
- Please keep dogs on a lead at all times and clean up after your furry friends.
- Check out time for Forest Retreat Holiday Homes, Woodlands Safari Tents and Camping Pods is 10am.
- Please vacate your pitch by 11am on departure day, if you wish to stay longer please see reception. Subject to availability.

If you need anything at all, the team are here to help so please let us know.  
Have a brilliant holiday!





# Green Hill Farm

HOLIDAY VILLAGE



Green Hill Farm Holiday Village  
New Road  
Landford  
SP5 2AZ

**Katherine Edge**

**Public Protection Officer (Licensing)**

**Wiltshire County Council**

Dear Katherine

Thankyou for the list of representation in relation to the Variation of premises license for Green Hill farm.

To support the application and the representation challenges, I have prepared this document that will give some clear facts and to show that as a business we have followed the four Licensing objectives.

- the prevention of crime and disorder.
- public safety.
- the prevention of public nuisance.
- the protection of children from harm

In the main, the representation for **Rep 1** will cover most of the challenges across all 5 representations but I will however respond to all 5 individually.

Please can you pass this document to the panel that will decide the application outcome in advance of the hearing.

## **Rep 1.**

I know and have met with **Rep 1** over 3 times on park in the past 6 months and sent numerous emails, and have worked with them to ensure that our rightful development does not impact on them.

### **Points to address in reply:**

- We have removed the option to screen outdoor film.
- Our Current license already allows us to sell alcohol until 23.00pm in our café bar.
- Considering the reduced guests and pitches, we believe we have decreased the opportunity for noise pollution and for risk to public safety. Considering our current license was based on more guests attending the park, we believe that current decrease in guests would further improve compliance in both the objectives above.
- The park has traded as a 12-month holiday park before LOVAT purchased the park in 2019. This is in our park license and is still the case. The comment from the representation is incorrect.
- The residents of our park have always had the option to purchase alcohol on their Holiday or in their holiday home and be able to purchase this onsite from March to November. We believe this option should be available to our guests all year round.
- Our park signage and customer literature enforce good behaviour and noise restrictions between 23.00pm and 07.00am. (**see document 1**)
- Bought Lovat Parks bought Green Hill Farm in June 2019, the previous owners allowed group bookings. We do not allow



# Green Hill Farm

HOLIDAY VILLAGE



- anyone greater than 2 pitches per guest so that we can ensure that noise levels are low.
- We have added holiday homes that have replaced many of our touring pitches reducing the traffic coming to and from the park.
  - Our Holiday Homeowners sign a license agreement with park rules that agree that noise and bad behaviour will not be accepted and may lead to termination of contract. **(see document 2)**
  - In terms of anti-social behaviour in 2020, we did not require the police to attend to any incident.
  - We also did not receive any noise complaints from any of our neighbours, nor from the representations for this application.
  - We promote and support local licensees and businesses. **(see document 3)**
  - Although the park does contribute to traffic and always has, I refer initially to the reduced pitch and visitor numbers reduction. The representation states that New Road is a local cut through. The owner of Lovat parks is in talks with the local community forum (John Elkins) to provide funding for a speed measuring warning device to reduce speeding by any driver be it local, business or tourist.
  - The Park Manager & his partner are local and reside on the park in the house on the park.
  - We have reduced our number of customers significantly in 2021 by the following:
    1. Reduced out touring pitches from 110 to 30.
    2. Reduced our tent pitches to from 50 to 45.
    3. We now have only 2 dedicated check in days which will reduce traffic on new road.
    4. Our average weekly customer number has dropped from 1000 to 600.
    5. Our lodge holiday homeowners do not have touring caravans and will mainly use their holiday homes at the weekend.

## Rep 2.

- Lovat Parks bought Green Hill Farm in June 2019, the previous owners allowed group bookings. We do not allow anyone greater than 2 pitches per guest so that we can ensure that noise levels are low.
- In October we held an open day for residents to see the fantastic improvements we have made to the park and ask any questions. This was attended by over 65 residents and we have an open-door policy should anyone have any questions.
- Considering the reduced guests and pitches, we believe we have decreased the opportunity for noise pollution and for risk to public safety. Considering our current license was based on more guests attending the park, we believe that current decrease in guests would further improve compliance in both the objectives above.
- We promote and support local licensees and businesses. **(see document 3)**
- The Park has always had a license to sell alcohol on a Sunday.
- We have removed the option to screen outdoor film.
- In 2020 we held a cinema night for locals **(see document 3) TENS license**

## Rep 3.

- We promote and support local licensees and businesses. **(see document 3)**
- Our Current license already allows us to sell alcohol until 23.00pm in our café bar.
- In 2020 we held a cinema night for **locals** **(see document 3) TENS license**
- Although the park does contribute to traffic and always has, I refer initially to the reduced pitch and visitor numbers reduction. The representation states that New Road is a local cut through. The owner of Lovat parks is in talks with the local community forum (John Elkins) to provide funding for a speed measuring warning device to reduce speeding by any driver be it local, business or tourist.
- In October we held an open day for residents to see the fantastic improvements we have made to the park and ask any questions. This was attended by over 65 local residents and we have an open-door policy should anyone have any questions.

# Green Hill Farm

HOLIDAY VILLAGE



## Rep 4.

- We promote and support local licensees and businesses. **(see document 3)**
- Our Current license already allows us to sell alcohol until 23.00pm in our café bar.
- In 2020 we held a cinema night for **locals (see document 3) TENS license**
- The owner of Lovat parks is in talks with the local community forum (John Elkins) to provide funding for a speed measuring warning device to reduce speeding by any driver be it local, business or tourist.
- Although the park does contribute to traffic and always has, I refer initially to the reduced pitch and visitor numbers reduction. The representation states that New Road is a local cut through.

## Rep 5.

- Lovat have offered to support local litter picks with the parish council although no evidence supports the litter is from guests of the park.
- In October we held an open day for residents to see the fantastic improvements we have made to the park and ask any questions.
- The owner of Lovat parks is in talks with the local community forum (John Elkins) to provide funding for a speed measuring warning device to reduce speeding by any driver be it local, business or tourist.
- We promote and support local licensees and businesses. **(see document 3) see promotion of New forest rules.**
- We have reduced our number of customers significantly in 2021 by the following:
  1. Reduced out touring pitches from 110 to 30.
  2. Reduced our tent pitches to from 50 to 45.
  3. We now have only 2 dedicated check in days which will reduce traffic on new road.
  4. Our average weekly customer number has dropped from 1000 to 600 in peak season and 700 to 400 in off peak.
  5. Our lodge holiday homeowners do not have touring caravans and will mainly use their holiday homes at the weekend.

## Executive Summary

Green Hill Farm has ensured that we do our very best to work with communities and businesses within that community in a safe and respectful way. We are proud of the fact that Green Hill Farm has been featured in numerous national publications in the past 12 months for example-

<https://www.thetimes.co.uk/article/the-30-best-eco-escapes-8nsrj8z0g>

<https://www.telegraph.co.uk/travel/safaris-and-wildlife/great-british-getaways-10-amazing-uk-wildlife-holidays-2021/>

<https://www.theguardian.com/travel/2020/sep/05/top-10-october-half-term-family-childrens-holidays-uk-britain>

We have shown that we have further support initiatives that benefit the community and care about our neighbours. This is part of why we became the first holiday park operator in the world to get BCorp certification after 15 months of rigorous external assessment ([www.bcorporation.uk](http://www.bcorporation.uk)). We truly believe that business can be a force for good and we all have a duty to promote sustainable tourism.

Furthermore, we supply the following facts which target the four licensing objectives, that were the same objectives when the council granted the license for 2020.

# Green Hill Farm

HOLIDAY VILLAGE



- Reduced the pitches and guests using the park versus 2019/2020.
- The Fire Officer had no objections and would like to visit to support any initiatives.
- The police have not responded to the copy of the application, but we will send another copy to the registered post.
- We had zero police call outs for noise or nuisance.
- The representations are at least 500 m from the café bar, and this has not changed for the existing license. **(see closest neighbour doc)**
- Our Current license already allows us to sell alcohol until 23.00pm in our café bar.
- There have been no complaints made to the EHO regarding noise.

Thank you for taking time to read the document to support our application.

Should you need any further information please contact me directly.

Ross Birkett

General Manager

[Ross.birkett@lovatparks.com](mailto:Ross.birkett@lovatparks.com)

07774453626