



A guide to setting up a CL

Information and advice on setting up a Certificated Location



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CL quick facts

Planning

A CL does not require a site licence or planning permission but to take members they will need a current certificate from the Club, these run annually from January to December.

Signage

We will provide you with the necessary corporate CL signage for the entrance to your site and for labelling facilities.

Visitors to your CL

Visitors to your CL must be current Club members. If a non-member arrives on site, they can join the Club by calling 01342 318 813.

New members are given their membership number, making them immediately eligible to use the Club's services, including your CL.

Rules of operation

See page 8 for details.

Further information and advice on setting up a Certificated Location

The Caravan and Motorhome Club is in a privileged position to be able to issue annual certificates to CL owners to operate small sites for members on the Club's network. Established over 55 years, is by far the largest.

When becoming a CL owner, you will be asked to agree to the following conditions:

- » You can only take a maximum of five caravans, motorhomes or trailer tents at a time
- » Visitors must be members of the Caravan and Motorhome Club
- » Visitors must be touring for leisure with their caravan or motorhome
- » No caravan or motorhome should stay for more than 28 days at a time
- » Sites are for recreational use and not for storage or permanently sited vans
- » No tents on site
- » CL owners will be required to be members of the Caravan and Motorhome Club

Managing your CL

You set the prices and any site rules. Members will phone or email you directly about availability and to make bookings. You just need to remember:

- » only take bookings from members.
- » only five vans at a time and when members phone to book tell them all about your charges and your site so their expectations are met when they arrive.

Advertising

You will have no advertising worries or expense. As you can only take Club members we will provide them with the information about you on our website, UK Sites App and in the Sites Directory and Handbook.

Our website provides the most detailed and up-to-date listing of CLs for members and is regularly updated to keep them informed of the latest additions, any changes and site closures. Approximately 80% of members are registered to use the website and search for sites in this way.

You will be able to provide photos and information about your site to encourage members to book.



Certificated Location

Members Welcome

CLs are made possible by Acts of Parliament, The Caravan Sites and Control of Development Act 1960 and Caravans Act (Northern Ireland) 1963 chapter 17. They do not require a site licence or planning permission but to take members they will need a current certificate from the Club, these run annually from January to December.

In addition to this you will have a listing in our Sites Directory and Handbook; this is sent out to approximately 370,000 members and is published every two years. Members are also advised of new CLs and updates each month in the Club magazine.

Support

You will have the support and advice of a CL Adviser who will visit you at least once a year and be available should you need guidance. You'll also have support from the CL Team on 01342 778 297.

Regular newsletters will keep you informed and updated on CL matters.

We will continue to issue you with a certificate each year so long as:

- » You operate within the Certificate conditions
- » You provide us with the correct annual certification if required:
 - » Proof of your PLI insurance
 - » An annual test certificate for your electric hook-ups if you have them
 - » Proof that your water is safe if you are on non-mains water
- » You maintain your site to a good standard
- » You remain a member of the Club

Facilities

Standard facilities

CLs are required to provide a minimum standard of facilities. These are:

- » Safe access for caravans and motor caravans to include a 3.66m (12 foot) minimum width gateway and safe approach road.
- » Safe drinking and rinsing water taps. If you are on non-mains water we will require proof from you on an annual basis that your water is safe to drink.
- » A secure emptying point for chemical waste water.
- » An adequate number of covered bins for the disposal of dry refuse.
- » Public Liability Insurance. You will need PLI to cover a minimum of £2,000,000. This can be arranged with your current insurer or through the Club. Our Public Liability Insurance letter will give you more information about insurance requirements and Club policies.

Additional facilities

Many CLs go a little further and provide extra facilities such as electric hook-ups, WCs and showers, even all weather pitches to boost site occupancy and income.



Electric hook-ups are available on almost 80% of our sites and as most caravans and motorhomes are able to connect into a mains supply, there is a growing demand for such a service.

Showers, toilets and all-weather pitching are all extras that our members ask for.

Certainly all-weather pitching will give you the opportunity to open all year and take larger/heavier outfits. However, please bear in mind that any works carried out in this respect are not covered by the planning exemption that allows the land to be used as a CL. Construction of any buildings or other structures or the carrying out of any engineering operations is liable to require planning permission.

Whether a formal planning application is required in practice is likely to depend upon the CL's location and the physical extent of the works. Before embarking upon any works it is therefore advisable that the applicant should informally consult the local planning authority explaining the nature of the proposed works to clarify whether they require a formal planning application.

Water supply

Most CLs will be on mains water, whose suppliers are responsible for the volume and quality of the water delivered to its point of discharge (normally the tap).

Your responsibility is therefore to ensure that no pollution occurs between the end of the supply main and the consumer's point of access and that the water is fit for human consumption.

Drinking water

CLs must provide a drinking water tap fitted with a non-return valve and/or air gap (to meet the local authority/water company's requirements) to prevent back-siphonage. There must be no hose pipe attached, on an all-weather free draining area, it must be at least 3 metres away from any CCEP or other discharge point.

(Please note that taps must be located at least three metres apart. Separate signs for drinking water and rinsing taps will be sent with your certificate.)

Waste water

Taps serving waste water drains and chemical closet emptying points normally have a short length of flexible hose (45 cm/18 inches) attached to assist rinsing drains after use. Hoses should not be long enough to reach or touch the drains.

Water testing

The Club requires CL owners with private water supplies to have an annual test carried out and the supply approved for use.

Should a private supply fail the test, there are a number of water treatment systems available on the market. Your local Council will be able to advise you. Clearly a CL cannot operate without being able to offer a safe and drinkable water supply - bottled water is unacceptable.

Electric hook-ups

There are of course cost implications and safety requirements both at installation stage and ongoing, however this is an important 'extra' for many members and they will search for sites that provide this facility.

While members are responsible for the safety of their own electrical equipment, you have that responsibility up to the socket-outlet to which the caravanner connects. So, if you decide to offer hook-ups, do remember that they are potentially dangerous unless correctly installed and maintained.

All CL owners offering hook-ups should note the Club's requirement that installations are regularly tested by an approved electrical contractor.

The severe consequences of providing unsafe electric hook-ups cannot be overemphasised. Some reported incidents have been very serious and the Club will respond quickly in the interests of members' safety, which could well result in immediate withdrawal of a Certificate.

Advice on providing electric hook-up

The following appendix provides guidance to owners considering provision of electric hook-ups on CLs. The notes should be shown to your approved electrical contractor.

If you already provide approved hook-up facilities, you are advised to look at points 10 and 13, which set out your continuing obligations.

1 Electrical Contractor



It is essential that the electrical installation is carried out by a suitably qualified contractor. Preferably by one approved by the National Inspection Council for Electrical Installation Contracting (NICEIC) which covers the UK or by a member of the Electrical Contractors Association (ECA) which covers England and Wales, or SELECT (formerly known as the Electrical Contractors Association of Scotland).

These contractors are fully aware of the statutory requirements set out below. Lists of firms in any area may be obtained from the relevant organisation at the following addresses:

NICEIC
Warwick House
Houghton Hall Park
Houghton Regis
Dunstable
LU5 5ZX
Tel: 0870 013 0382
www.niceic.com

Electrical Contractors' Association
ESCA House
34 Palace Court
London
W2 4HY
Tel: 0207 313 4800
www.eca.co.uk

SELECT
The Walled Garden
Bush Estate
Penicuik
Midlothian
EH26 0SB
Tel: 0131 445 5577
www.select.org.uk

2 Quality of Work

The design, construction and verification of the electrical installation must conform in all respects with the current BS7671:2008 "Requirements for Electrical Installations" (including amendments issued up to the date of commencement of the work). This British Standard is the official title of the 17th Edition IEE Wiring Regulations. In particular, the earthing arrangement for hook-ups must either be TN-S or TT (this is a statutory requirement). Your electrician should be aware.

3 Pitch Supply Points

Purpose-made bollards incorporating one or more socket-outlets and appropriate protective devices are available from specialist manufacturers. Alternatively, the pitch supply point(s) may consist of one or more socket outlets only, with the associated protective devices installed in an adjacent building. Pitch supply points should be placed so that a socket-outlet is available within 20 metres of the likely position of the caravan inlet during normal occupancy of each pitch. Club members are advised to carry cables 25 metres long. New installations should not have any EHU with more than 3 outlets.

The CL will normally comprise a total of five socket-outlets but this number may be increased where justified by the extent or layout of the site, but this does not imply any increase in the number of caravans you may accept above the statutory limit of five.

In siting hook-ups it is also important to bear in mind that the recommended minimum safety spacing between caravans is 6 metres (20 ft). Each caravan should also have at least 3 metres (10 ft) of clear space surrounding it to restrict the spread of fire.

4 Socket-outlets

These must comply with BS EN 60309-2. The correct socket-outlets to be selected from those included in the above Standards are rated at 16 amperes (A), 2-pole and earth, coloured blue and marked '16A/6h/220-240V'. Socket-outlets should be mounted between 0.5 metres and 1.5 metres above the ground.

5 Protective Devices

Each socket-outlet must be protected individually against overcurrent by a miniature circuitbreaker (MCB) complying with BS EN 60898. The normal current rating for each MCB is 16A, as on Club sites; to reduce the cost of the installation, it is possible to limit the current available at each socket-outlet by fitting an

MCB of 10A or 6A rating, in which case the available current must be clearly indicated to members, for example by a permanent and legible notice. If less than a 16A supply is to be made available, the member should be informed at the time of booking.

Each socket outlet must be protected individually by a residual current device (RCD). The RCD must comply with BS EN 61008 and have a residual operating current of 30 milliAmps (mA) and an operating time of not more than 40 milli-seconds at 150 mA.

6 Electrical Earthing

It is a statutory requirement that the earthing system for electrical hook-ups on caravan sites must be either TT or TN-S. Your electrician should be aware of this essential requirement. Both systems will prevent the possible connection of the supply neutral to the metalwork of a caravan.

- ▶ TT earthing is your own independent system connected to one or more earth electrodes.
- ▶ TN-S earthing is a system having separate neutral and protective conductors which was used in the past by electricity distributors in serving properties.
- ▶ A third system (called TN-C-S or PME) which combines the neutral and earth is prohibited from being used on caravan site hook-up installations.

7 Cabling

The wiring to pitch supply points should, wherever possible, be by means of underground cables laid at a minimum depth of 600 mm (24 inches) where the ground is unlikely to be disturbed, with appropriately greater depth where the ground is subject to ploughing or other disturbance. Such cables should be marked by cable covers or marking tape and placed outside any caravan pitch or away from any surface where pegs or ground anchors are expected to be present. Beneath made-up roads, cables should be laid in ducting.

8 Completion & Inspection Certificate

After completion and verification of the installation, the electrical contractor is required to issue a Completion and Inspection Certificate in accordance with BS 7671 'Requirements for Electrical Installations'. It should be noted that the Certificate has separate sections covering design, construction, inspection and test, all of which should be signed by the person responsible for each aspect.

If the contractor uses a form adapted by NICEIC, ECA or SELECT, there is a space for stating enrolment or membership number.

Any subsequent upgrading or alterations to the electrical installation will similarly require a test certificate to be issued by the electrical contractor and copied to the Club.

It is important to note that it is not a legal requirement for contractors to hold any form of qualification or affiliation to a professional body. If they do not and still certify the installation on the British Standard form you need to consider what redress you will have if you subsequently have a problem. It is in your interests to use a contractor who is approved by one of the specified bodies as not only can you be confident as to their competence but there is also likely to be additional insurance cover if negligence occurs.

9 Marketing

Once we have received proof that your electric installation has been properly installed afresh and will thereafter be satisfactorily maintained, we will add the hook-up facility to your entry in our Sites Directory and website.

10 Insurance

Because, as landowner/tenant, you will have responsibility up to the socket outlet to which the caravanner connects, you should check that this kind of facility is adequately covered by your Public Liability Insurance policy.

11 Ofgem Legislation

As far as charging is concerned, rather than get involved with the amount of electricity consumed (which would necessitate expensive metering and time-consuming accounting), we would advise you to adopt the Club policy of charging inclusive of electricity. To charge separately for electricity could expose CL owners to the possibility of visitors challenging them to justify it. Even if the operator has not been charging excessively, he/she will be involved in considerable (and disproportionate) time, effort and expense in proving their case to Ofgem.

12 Cost of Installation

It is difficult to give precise guidance but installations usually cost between £500 and £1,000 per socket-outlet depending on, for example, the location of the nearest available supply point and the length of cable runs.

It is normal to obtain quotations from, three contractors before deciding to proceed with the provision of electric hook-ups. In most circumstances, it would be wise to assess members' demand for hook-ups on your CL before carrying out the work. It is also advisable to bear in mind the possibility of having to upgrade your existing supply.

Depending on the circumstances this can be costly and therefore it is best to consult your chosen contractor on the power required before liaising with your electricity supply company. Alternatively, your contractor may be willing to make this contact on your behalf.

13 Regular Inspection

Regular maintenance is essential to ensure the safety of any electrical installation but is particularly important for outdoor site installations which are especially liable to deterioration during the winter or other periods of inclement weather.

It is Club policy and CL owners' responsibility to hold a current test certificate when offering electric hook-ups to visiting members.

The Club will require you to send in a copy of your electrical test certificate as a condition of your CL certificate.

You are also advised to test the proper operation of each RCD at least monthly by means of its test button. Your contractor can explain how this should be done.



CL operational rules

Our rules stem from the 1960 Caravan Sites and Control of Development Act and these impose certain legal obligations on the Club which, together with other rules we apply, govern the way CLs operate.

There are eight basic rules of operation:

Rule 1: Visitors to your CL must be members of the Caravan and Motorhome Club (1960 Act)

This is a condition of your Certificate, breach of which could also put your cover at risk should a claim arise under your public liability insurance.

All members carry a membership card so please ask to see this as evidence of current membership. Check the expiry date and note the member's name, address, telephone number and membership number in your booking-in diary, just in case any queries arise. Quite a lot of members complain to us that owners do not ask to see their cards. They like to know that CLs are for their exclusive use.

Whilst visitors to your CL must be current Club members, non-members do occasionally ask to stay. They must join the Club before staying on site by calling the Club on 01342 318 813. If a new member wishes to stay before receiving their membership pack it would be acceptable to take the membership number alone which can be checked with head office or using a texting service.

We do not supply application forms to CL owners as experience has shown that they are not used quickly and can become out of date. This can be misleading, for example, when subscription rates change.

Rule 2: Caravans may stay for no more than 28 days at a time (Club Rule)

This reinforces the touring philosophy and status of our Club's CLs and also prevents one member monopolising a pitch and denying it to others.

Rule 3: CLs are for recreational use only (1960 Act)

Visitors should be on holiday and caravans should not normally be left unoccupied overnight or used for permanent residential purposes.

Rule 4: You may only take five caravans at a time (1960 Act)

The most important condition, formal planning permission and a site licence are required for more than five pitches and your site would no longer qualify for CL status.

By far the majority of complaints The Club receives involve excess numbers and this is clearly a major concern for The Club.

All complaints about excess numbers will be investigated. Normally an informal word will resolve most problems. However, if persistent and substantiated complaints of excess numbers are received after a formal written warning from The Club, your Certificate is unlikely to be renewed on its expiry and may, in serious cases, be withdrawn at short notice.

Rule 5: Caravans should not be left unoccupied overnight (predominantly a Club Rule)

It is not uncommon to find caravans left unoccupied for varying periods of time. Clearly there will be exceptional circumstances when brief periods (a night or two) can be accepted. However, regular or lengthy periods effectively constitute 'storage', which almost invariably requires separate planning permission.

Rule 6: CL owners must have public liability insurance cover for not less than £2 million against any proven claims made by members suffering damage to property or personal injury (Club Rule)

Considerable legislation (e.g. The Health and Safety at Work Act 1974) has increased public awareness of the right to seek compensation from site operators if visitors are involved in accidents or become ill through pollution. It is therefore necessary for CL owners to insure themselves against possible claims and we require owners to sign a declaration to this effect, which is a continuing obligation so long as the CL operates. Proof of PLI insurance is required annually on the date of renewal.

Rule 7: CL owners using a private (non-mains) water supply must have it tested annually by a competent authority (Club Rule)

Such owners are required to sign a declaration to this effect and provide copies annually of the relevant paperwork.

Rule 8: CL owners providing electric hook-ups must have the facility inspected and a satisfactory certificate issued by a contractor approved by the National Inspection Council for Electrical Installation Contracting (NICEIC) or by a member of the Electrical Contractors' Association (ECA) or SELECT (Scotland) (Club Rule)

Owners providing this service are required to sign a declaration to this effect and provide copies of test certificates.

Contact us

Should you need any further assistance, please email: clresponse@caravanclub.co.uk

You can also call the CL team on: 01342 778297
