

Crown & Canopy Glamping Club

Code of Conduct & Policies

Version 1.2 Adopted 23.02.2026

Code of Conduct

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All Members and their guests must adhere to the Club's Code of Conduct and behave responsibly and courteously at Club-certified sites and events.

The Club Council will appoint a named 'Responsible Person' who shall be responsible for the conduct of any exempted caravan or camping event and ensuring compliance with this Code. The Responsible Person must ensure that all members are aware of The Countryside Code, The Caravan Code, and relevant environmental guidance, including guidance published by the Marine Conservation Society.

Key principles and requirements of the Code of Conduct include:

Venue Suitability and Responsible Use of Land

The Club will take reasonable steps before issuing certification or holding an event to ensure that:

- The land is not subject to relevant legal restrictions, enforcement action or planning prohibitions relating to camping or caravanning. This includes, but is not limited to, a relevant Order under paragraph 13 of the First Schedule to the Caravan Sites and Control of Development Act 1960 and any applicable Article 4 Direction.
- The siting of units does not adversely affect local residents, landscape character or conservation value of the area, particularly in designated areas.
- The Club will consult and cooperate with local authorities where appropriate and will move from or avoid any site where a valid objection is maintained.

Safety, Spacing and Site Management

- Act with care for personal and public safety at all times. All site rules and instructions by the Responsible Person or Operator must be followed.
- A minimum spacing of 6 metres between units (caravans, pods, motorhomes etc) must be maintained.
- Emergency vehicles must be able to always gain access to all units.
- Vehicle speeds on site must not exceed 5 mph.
- Access routes must be suitable for the number and size of units attending.
- Fire safety arrangements must be observed, and any open fires or barbecues may only be permitted with prior agreement of the Responsible Person or Operator and must be positioned safely away from units and structures.

- An emergency plan, including evacuation arrangements, will be identified and communicated to all attendees at organised events.

Respect for Neighbours and the Wider Community

- Show consideration for neighbours, fellow guests and local residents at all times.
- Keep noise and disturbance to a minimum, particularly during evening and early morning hours.
- Do not interfere with the privacy, property or activities of local people.
- Domestic animals must be kept under close control and not cause nuisance.
- The Club will take reasonable steps to minimise disturbance and will investigate and address any complaints promptly.

Environmental Care and Responsible Countryside Use

- Members must respect the landscape and natural environment.
- Follow “leave no trace” principles.
- Do not damage vegetation, trees, fences or livestock, and avoid disturbance to wildlife.
- Dispose of refuse responsibly and leave sites clean and sanitary.
- Chemical toilet contents and wastewater must be disposed of only at agreed and appropriate facilities.

Inclusivity and Conduct

- Treat everyone with respect and fairness. Discrimination, harassment, bullying or threatening behaviour will not be tolerated.

Legal Compliance

- Members must comply with all applicable laws and regulations and operate within the scope of any exemption certification granted.

Breach of Conduct

- The Club will investigate any report of Code of Conduct violations. Proven breaches may result in suspension or withdrawal of membership and/or exemption certification. Members have the right to appeal disciplinary decisions to the Club Council.

Compliance Monitoring Policy

To ensure that all certified sites meet Club standards and legal requirements, Crown & Canopy Glamping Club will institute the following monitoring procedures:

1. **Annual Inspections:** The Club will carry out regular monitoring of all Certified Sites to ensure ongoing compliance with the Club's standards. Inspections and reviews will be undertaken by the Club Secretary or an appointed representative with relevant experience and may be carried out in person, by video call, or through desk-based review, depending on the site and circumstances. Where appropriate, inspections may take place without prior notice to provide an accurate picture of day-to-day site operation.
2. **Document Verification:** During inspections, the Club will review:
 1. Site layout and number of units
 2. Access, parking and emergency routes
 3. Fire safety measures and signage
 4. Environmental management and general site condition
 5. Compliance with the Club's Constitution, Code of Conduct and Terms & Conditions.
3. **Inspection Follow Up:** If the site Operator is absent at the time of inspection, the Operator must provide the Club (within 7 calendar days) with up-to-date documentation demonstrating compliance, including:
 1. Electrical/gas safety certificates (as applicable)
 2. Public liability insurance certificate
 3. Photos showing the emergency fire assembly point and clear access routes and parking
 4. Fire safety assessment and all relevant government H&S regulation requirements, plus any other applicable assessments
4. **Issue Resolution:** Any breaches of planning, environmental or safety requirements identified during inspection must be rectified promptly by the Operator. The Club will work with the Operator to ensure issues are fixed. If serious breaches cannot be resolved internally, the Club will report details to the Local Planning Authority (or other relevant regulator) for further action.

5. **Record-Keeping:** The Club will maintain detailed records of all issued certificates, member information and inspection reports. In accordance with regulations, copies of every Certified Site Certificate issued will be forwarded to Natural England. Any site found to be operating in a way that undermines the aims of the Club, the integrity of the exemption, or the enjoyment and safety of others may have its certification withdrawn with immediate effect.

Consultation

Before issuing a certified site certificate, Crown & Canopy Glamping Club will carry out a proportionate local consultation. This includes notifying adjacent landowners or occupiers who may reasonably be affected (within 150m of the site) and checking for any concerns related to disturbance. Any feedback received will be considered before a certificate is issued.

Complaints Procedure

Crown & Canopy Glamping Club recognises that, on occasion, concerns or complaints may arise. We are committed to handling all complaints fairly, promptly and without prejudice.

1. In the first instance, complaints relating to a Certified Site should be raised directly with the site Operator or owner, who is often best placed to resolve matters quickly.
2. If the issue cannot be resolved satisfactorily, a formal complaint may be submitted in writing to the Club Secretary. Complaints should include:
 1. The name and location of the site
 2. The nature of the complaint
 3. Dates and times of any incidents
 4. Any supporting evidence where available
3. Complaints involving immediate risk to health, safety or property should be reported directly to the emergency services. The Club should be informed as soon as reasonably possible thereafter.

4. For serious non-emergency concerns requiring urgent attention, the Club Secretary may be contacted by telephone during business working hours. Where appropriate, a video call may be used to understand the issue as it is occurring.
5. All complaints will be investigated impartially and with care. The Club may.
 1. Request further information
 2. Contact the site Operator
 3. Carry out a site visit where necessary
7. Written complaints will normally receive a response within 14 calendar days, outlining findings or next steps.
8. Where a complaint identifies a breach of Club rules, the Club may require remedial action, suspend certification or withdraw a Certified Site Certificate.
9. In cases where issues remain unresolved, or where appropriate, the Club may notify Natural England and seek independent mediation.

Membership Enrolment Process

Crown & Canopy Glamping Club operates a membership enrolment process to ensure all Members and Certified Sites align with the Club's aims, values and legal obligations.

1. Application

Applications must be submitted via the Club's website or approved application form. Applicants are encouraged to review Club guidance and consider local context (including neighbours, access and screening) prior to submission.

2. Initial Review

A Council Member will arrange an initial call with the applicant and carry out a desk-based assessment of the proposed site, considering location, scale, access, surroundings and any obvious constraints.

3. Site Visit

Where the site appears suitable, a site visit will be undertaken by a Council Member or appointed representative to review siting, layout and operational considerations, and to provide guidance on low-impact development.

4. Agreement to Club Documents

Applicants must agree to comply with the Club's Constitution, Code of Conduct and Terms & Conditions as a condition of membership.

5. Membership Approval and Certification

Membership approval is at the discretion of the Club Council. Certified Site Certificates are issued separately and only where all requirements are met. Where certification is granted, the Club will notify the relevant local authority and licensing body as part of its consultation and record-keeping processes.

Membership Rules

- Membership is open to any person aged 18 or over who supports the aims and values of the Crown and Canopy Glamping Club.
- Membership is annual and non-transferable.
- Membership is granted at the discretion of the Club Council.
- Members must agree to comply with the Constitution, Code of Conduct and Terms and Conditions at all times.
- Certified Site Certificates may only be issued by authorised Club Officers.
- Sites must:
 - Be supervised by the named Operator
 - Not exceed the agreed number of units
 - Operate only for the agreed duration
 - Avoid unacceptable visual, noise or environmental impacts
 - Not be marketed for parties, festivals or large events
- Members must allow reasonable access for inspections and compliance checks.
- Membership or certification may be suspended or withdrawn where Club rules are breached or where site operation undermines the integrity of the exemption.
- Members may terminate their membership at any time, at which point any associated certification will be withdrawn with immediate effect.