

MANOR FARM CARAVAN & CAMPING SITE LTD

TERMS & CONDITIONS

SEASONAL PITCH

SET OUT BELOW ARE MANOR FARM CARAVAN AND CAMPING SITE'S TERMS AND CONDITIONS THESE ALONG WITH OUR INFORMATION PACK FORM YOUR AGREEMENT WITH US. PLEASE READ THEM CAREFULLY AND FAMILIARISE YOURSELF WITH THEM.
BY ACCEPTING A SEASONAL PITCH, YOU AGREE THAT YOU HAVE READ, UNDERSTOOD AND WILL ADHERE TO OUR TERMS AND CONDITIONS.

1. This site is **NOT RESIDENTIAL** therefore your fee is based on an average usage per season. **No Sub-letting is allowed.**
2. Seasonal pitches are renewed on an annual basis; 12 months at a time. The season runs from the 15th of November each year, regardless as to when your payment is made.
3. Manor Farm supplies water to the tap and electric to the hookup box, beyond that the responsibility of connection is the owner of the caravan. Pitches are not fully serviced; there is no permanent water or waste connection.
4. Your seasonal payment is due by the 15th of November, either as payment in full or a deposit and increased balance by the last day of February. Both options include a **non-refundable deposit** to secure your pitch for the following season. For new customers, part season payments will be calculated from the date your **non-refundable deposit** is paid or when the pitch is available.
5. The seasonal fee is not fixed and will increase each season; it is non-transferable. **ANY LATE PAYMENTS WILL INCUR A 5% CHARGE.**
6. When closed access to the site is restricted, therefore two site visits are permitted by **EMAIL APPOINTMENT ONLY**. For security you **MUST** check in at the office on arrival. The **water and electric** will be **switched off** across site, and the **toilets will be closed**.
7. If a member of your family is going to use your caravan during the season, please let us know, for security reasons.
8. Excessive noise and revelry are **NOT** acceptable at any time. No unsupervised youths or groups are allowed to stay on site.
9. **EVERYONE IS ASKED TO OBSERVE A SPEED LIMIT OF 5MPH WHILST ON THE SITE, IN THE INTERESTS OF SAFETY.**
10. When parking next to your van you are reminded to park **HORIZONTALLY** across the site, **NOT FACING UP OR DOWNHILL**.
11. **FIRE POINTS** and **ALARM BELLS** are located at the **shop, toilet blocks, camping field and the bin areas** around the site.
12. The **FIRE ASSEMBLY POINT** is located opposite the **shop/office** by the fenced area, clearly marked.
13. There is a limit of 28ft **exterior** measurement on caravans (This is the overall shipping length).
14. We require a set of keys, which will be locked in the office, including any security keys and alarm fobs, for **ALL** caravans on site.
15. Caravans are kept on site at the owners' risk. Therefore, you must have adequate insurance, (**a copy to be provided by email**). An adequate hitch-lock and wheel clamp must be fitted.
16. Your caravan is your responsibility, please periodically check and grease the security locks, door locks and stabilisers to avoid rust and seizure from the sea air. This will ensure it is easier to move off the pitch.
17. When leaving the site for longer than 24 hours, please ensure that your **gas is turned off** at the regulator, your **electric is switched off** at the hook-up box and in your caravan and all your belongings are locked away and secure. **This includes all awning contents that could be damaged or cause damage if your awning collapses.**
18. Any lighting put up around your van & deck should be static. **If not, they will be disconnected.**
19. **Flags are banned due to obstruction of the outstanding view. Fire pits, kites, and drones are NOT ALLOWED on site.**
20. Your awning is your responsibility and an additional 'outdoor space'. Electrical items are **NOT ALLOWED** to be left in your awning along with food or food waste as this encourages scavengers. If you are not here and your awning collapses and requires our attention; permission and confirmation it is safe to enter your awning must be given and our time may be chargeable.
21. Additional **fridges, freezers, cookers** etc. are not permitted and if found, will be **disconnected**.
22. **WE ADVISE THAT ALL AWNINGS ARE TAKEN DOWN DURING SEPTEMBER...** or the wind and rain may do it for you!
23. **Electric cars cannot be charged at your pitch.** Please use the EV chargers located at the parking area below the shop/office.
24. An annual **Gas Check** is carried out during the spring and **without prior arrangement**. This is required for all vans on site and is a compulsory safety requirement irrelevant of usage. If we have not been informed that your caravan is inaccessible you will be charged for a second visit. For your own and others safety, any advisories must be rectified. If you do not use gas then it must be capped off, a disclaimer signed and there will be no deduction to your seasonal fee.
25. An annual **fire safety check** is done visually during your gas check. Our fire safety check includes a **fire extinguisher, fire blanket, smoke alarm and carbon monoxide alarm**. It is a site requirement that all these items are present, visible and in working order.
26. The site height barrier and site access barriers are locked during the closed season (except for access).
27. **We require notice by the 15th of October if you do not wish to renew your seasonal pitch, otherwise your deposit will be due.**
28. If you vacate your pitch before 15th August, you can reclaim **25% of your remaining seasonal pitch fee**, less incurred costs, such as: usage, electric, winter storage and gas check from the date your caravan is **removed** from site.
29. **Refunds will be calculated monthly from the date your caravan leaves the site. No refunds will be issued after 15th August.**
30. If you want to sell your caravan it **CANNOT** be sold on the pitch and must be removed from site as this is not a service we offer.
31. If your caravan needs to be removed from the pitch, please allow at least one week's notice, and understand that this is weather permitting. Removal or siting of your caravan incurs a £50.00 charge.
32. Decking and other optional extras are rented from Manor Farm, in the same manner as a seasonal pitch. Please come and see us in the office for size options. All decking and extras are built by Manor Farm, no third-party erections are allowed, we will maintain and replace your decking as required. **Do not alter, stain or paint your decking as we prefer them to have a uniform natural look.** Please note that your annual decking rental is not fixed and will incur a seasonal increase to accommodate rising timber costs.
33. If you require amendments to your decking at any time during the season **additional rental will be due**. Any decking amendments requested after **30th September** will be completed over the winter.
34. Only one storage box per pitch is permitted and they should be no more than 5ft in height.
35. The playground closes at 9:00pm and children should be **supervised by an adult at all times**. Although our playground equipment is checked and tested regularly, it is used at your own risk. **No ball games are allowed near any caravans, RVs or statics.**
36. Everyone is welcome in our Pets Corner; times are available on the gate. **PLEASE DO NOT FEED** any of the animals.
37. **Children cannot play in or around the toilet blocks and will be held responsible for any damage caused.**
38. The toilet blocks are cleaned daily, and you are respectfully asked to leave them as you find them! Please let us know **at the office** (not on social media) if you find any faults, so they can be dealt with swiftly.
39. Lost property will be held at the shop/office until the end of the season, after which it will be donated to charity.
40. Dogs must be on a lead and under control. There is a dog walking area for you to exercise them. Please clean up after your dog and deposit in the **GENERAL WASTE** bins provided. **Do not leave any animals unattended in caravans or cars at any time.**
41. In the event of an accident or emergency, hospital and local doctors' numbers can be found on the reception notice board or in the laundry rooms at each toilet block. If in any doubt **dial 999**. There is a **Defibrillator in the RED phone box by reception**.
42. **Manor Farm cannot be held responsible or financially liable for any personal injury, loss, damage, or any restriction of use, including caravans, vehicles and utilities while kept or used on this site.**