

MANOR FARM CARAVAN & CAMPING SITE LTD

TERMS & CONDITIONS SEASONAL SUPER PITCH

SET OUT BELOW ARE MANOR FARM CARAVAN AND CAMPING SITE'S TERMS AND CONDITIONS. PLEASE READ THEM CAREFULLY AND FAMILIARISE YOURSELF WITH THEM. BY ACCEPTING A SEASONAL SUPER 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. The Season starts and ends on the 15th of November each year, regardless as to when your payment is made.
3. You are given the option to pay for the upcoming season by the 15th of November or by the 15th of March when we open for the new season, (fees will vary). However, all customers must pay their winter storage by the 15th of November. **ANY LATE SEASONAL OR STORAGE PAYMENTS WILL INCUR A 5% CHARGE.**
4. During the '**Closed Season**' site visits are by appointment only, please contact the office during our winter opening hours. For security you **MUST** check in at the office on arrival and departure. The toilet blocks will be locked.
5. If a member of your family is going to use your RV, please let us know, for security reasons.
6. Excessive noise and revelry are **NOT** acceptable. Anyone breaking this rule after **11:00pm** will be asked to leave.
7. No unsupervised youths or groups are allowed to stay on site.
8. Everyone is asked to observe a speed limit of **5MPH** whilst on the site, in the interests of safety. Please always be aware of children and animals around the site, particularly near the shop and playground.
9. **FIRE POINTS** and **ALARM BELLS** are located at the **shop, toilet blocks, camping field and the bin areas** around the site.
10. The **FIRE ASSEMBLY POINT** is located outside the **shop/office.**
11. Seasonal super pitches are only suitable for **RV** style vans with a sewer connection and city plumbing.
12. There is a limit of 38ft **exterior** measurement on RV's (This is the shipping length).
13. We require a set of keys, which will be locked in the office, including any security device keys, for **ALL** RVs on site.
14. May we remind you that RV's are kept on site at the owners' risk. Therefore, you are strongly advised to check that your own insurance is adequate and that all RV's have a hitch-lock and wheel clamp.
15. When leaving the site to go home, please ensure that your **GAS** is turned off at the regulator, your **ELECTRIC** is switched off (at the hook-up box and in your RV), your **WATER** is turned off (at the stop tap) and everything is locked away and secure.
16. Any lighting put up around your RV & deck should be static. Any **FLASHING OR MOVING LIGHTS WILL BE DISCONNECTED.**
17. Any **FLAGS** flying above **RV roof height** will be **lowered.** If they are raised again, they will be **TAKEN DOWN.**
18. If you have an **electric car** that needs charging during your stay, please come to the site office for information on this.
19. An annual gas and fire safety check is required for all vans on site. This is a compulsory safety requirement irrelevant of usage. Fire safety check includes Fire extinguisher, fire blanket and smoke/carbon monoxide alarms. It is a site requirement that you have an up-to-date fire extinguisher, fire blanket, smoke alarm and carbon monoxide alarm in your RV.
20. The site height barrier is locked at 11:00pm during peak season (April - August) and at dusk during low season, opening at 9:00am, unless otherwise requested.
21. Please let us know in the office if you are giving up your seasonal super pitch or even just thinking about it and we will be happy to help with removing or selling your RV. You may be able to leave your RV on the pitch to help advertise, but please remember that you are selling your **RV** and **NOT** the **PITCH!** New owners will have to pay their seasonal fee **SEPARATELY** from the RV sale as your seasonal super pitch fee is **NON-TRANSFERABLE.**
22. Once sold or removed, you can reclaim **25% of your remaining seasonal pitch fee**, less incurred costs, such as: winter storage and gas check.
23. The standard fee for selling your caravan on the pitch is **3% of the selling price**, which will be deducted from your refund upon completion of the sale.
24. When changing your RV please allow at least one months' notice - plus there will be a fee of £200.00 to re-site the new van.
25. Decking & 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. Please note that your decking rental is not a fixed cost and will incur a seasonal increase to accommodate timber costs.
26. If you require amendments to your decking at any time during the season **additional rental will be due.**
27. Only one storage box per pitch is permitted.
28. 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.**
29. **No open fires, fire pits, kites or drones are allowed on site.**
30. Everyone is welcome in our Pets Corner; times are available on the gate. **PLEASE DO NOT FEED** any animals unless you are with a member of staff.
31. Parents are asked to see that their children do not play or cause damage in or around the toilet blocks and will be held responsible for any damage caused.
32. The toilets are cleaned daily, and you are respectfully asked to leave them as you find them! Please let us know at the office if you find any faults.
33. Lost property will be held at the shop/office until the end of the current season, after which it will be donated to charity.
34. Dogs must be on a lead and under control. There is a dog walking area for you to exercise your dogs. Please clean up after your dog and deposit in the **GENERAL WASTE** bins provided, **do not leave your dogs unattended in RVs or cars.**
35. 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.**
36. **Manor Farm cannot be held responsible or financially liable for any personal injury, loss, damage, or any restriction of use to your property, including RVs and vehicles while kept on this site.**

Thank you

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