

MANOR FARM CARAVAN & CAMPING SITE LTD

TERMS & CONDITIONS

SEASONAL 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 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.
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 pre-pay for the season before the 15th of November at the previous season's rate and have until the 15th of March to pay at the increased current seasonal rate. However, winter storage must be paid by the 15th of November, for **ALL PITCHES**.
4. **ANY LATE SEASONAL OR STORAGE PAYMENTS WILL INCUR A 5% CHARGE.**
5. During the 'Closed Season' site visits are by appointment only, please contact the office between 9:00am and 5:00pm, Monday to Thursday. For security you **MUST** check in at the office on arrival and departure.
6. There is a limit of 28ft **exterior** measurement on caravans (This is the overall shipping length).
7. Vans are for personal use only; **NO SUB-LETTING** is allowed.
8. We require a set of keys, including security devices, for **ALL** caravans on site, which will be locked in the office.
9. May we remind you that caravans are kept on site at the owners' risk. Therefore, you are strongly advised to check that your own insurance is adequate and that all caravans have a hitch-lock and wheel clamp.
10. When leaving the site to go home, please ensure that your **GAS** is turned off (disconnected at the regulator), your **ELECTRIC** is switched off (at the hook-up box and in your caravan) and everything is locked away and secure.
11. Any lighting put up around your van & deck should be static any **FLASHING OR MOVING LIGHTS WILL BE DISCONNECTED.**
12. Any **FLAGS** flying above caravan roof height will be **DROPPED OR REMOVED.**
13. Please do not store food or food waste in your awning as this encourages scavengers.
14. Your awning is an additional 'outdoor space' that is not designed to house electrical items. Therefore, additional fridges, freezers, cookers and such are not permitted within your awning.
15. **ALL AWNINGS SHOULD BE TAKEN DOWN BY THE 31ST OF OCTOBER.** (Or the wind may do it for you!)
16. 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, 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 caravan.
17. 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.
18. Please let us know in the office if you are giving up your seasonal pitch or even just thinking about it and we will be happy to help with removing or selling your caravan. You may be able to leave your van on the pitch to help advertise, but please remember that you are selling your **CARAVAN** and **NOT** the **PITCH!** New owners will have to pay their seasonal fee **SEPARATELY** from the caravan sale as your seasonal pitch fee is **NON-TRANSFERABLE.**
19. If you vacate your pitch before mid-season (1st July) you can reclaim 25% of your remaining seasonal pitch fee only, less incurred costs, such as: winter storage and gas check. After that date, you cannot reclaim any of your site fees.
20. If you are thinking of selling or changing your caravan and would like to advertise it on our website, Facebook page and notice boards then please visit the office to give us your caravan details. The standard fee for advertising your caravan is 3% of the selling price upon completion of the sale.
21. When changing your van please allow at least one week's notice - plus there will be a fee of £50 to re-site the new van.
22. Decking, handrails, fencing, steps, gates & 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/fencing is built by Manor Farm, no third-party erections are allowed, we will maintain and replace your decking as required.
23. If you require amendments to your decking at any time during the season additional rental will be due.
24. Only one storage box per pitch is permitted.
25. If a member of your family is going to use your caravan, please let us know, for security reasons.
26. Excessive noise and revelry after **11:00pm** on the site is **NOT** acceptable.
27. No unsupervised youths or groups are allowed to stay on site.
28. The playground closes at 9:00pm and children should be **SUPERVISED BY AN ADULT AT ALL TIMES.**
29. No ball games are allowed near the caravans or RV's, you will be held responsible for any damage caused.
30. No open fires, fire pits, kites or drones are allowed on site.
31. 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.
32. 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.
33. 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.
34. Lost property will be held at the shop/office until the 15th November after which it will be donated to charity.
35. 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.
36. Under no circumstances can animals be left in cars or caravans during their owners' absence during the day or night.
37. Everyone is asked to observe a speed limit of **5MPH** whilst on the site, in the interests of safety. Please be aware of children and animals at all times around the site.
38. When parking next to your van you are reminded to park **HORIZONTALLY** across the site, **NOT FACING UP/DOWNHILL.**
39. **FIRE POINTS** and **ASSEMBLY POINTS** are located at the toilet blocks and the shop/office.
40. 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.
41. **Manor Farm cannot be held responsible or financially liable for any personal injury, loss, damage, or any restriction of use to your property, including caravans and vehicles while kept on this site.**

Thank you

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