

## 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, **No Sub-letting is allowed.**
2. The Season starts and ends on the 15<sup>th</sup> 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 15<sup>th</sup> of November or by the 15<sup>th</sup> of March when we open for the new season, (fees will vary). However, all customers must pay their winter storage by the 15<sup>th</sup> 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 caravan during the season, 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. When parking next to your van you are reminded to park **HORIZONTALLY** across the site, **NOT FACING UP/DOWNHILL.**
10. **FIRE POINTS** and **ALARM BELLS** are located at the **shop, toilet blocks, camping field and the bin areas** around the site.
11. The **FIRE ASSEMBLY POINT** is located outside the **shop/office.**
12. There is a limit of 28ft **exterior** measurement on caravans (This is the overall shipping length).
13. We require a set of keys, which will be locked in the office, including any security device keys, for **ALL** caravans on site.
14. 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.
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 caravan) and everything is locked away and secure.
16. Any lighting put up around your van & deck should be static. Any **FLASHING OR MOVING LIGHTS WILL BE DISCONNECTED.**
17. Any **FLAGS** flying above **caravan roof height** will be **lowered.** If they are raised again, they will be **TAKEN DOWN.**
18. Please do not store food or food waste in your awning as this encourages scavengers.
19. Your awning is an additional 'outdoor space' that is not designed to house electrical items. Therefore, additional **fridges, freezers, cookers** etc. are not permitted within your awning and if found, will be **disconnected.**
20. If you have an **electric car** that needs charging during your stay, please come to the site office for information on this.
21. **ALL AWNINGS SHOULD BE TAKEN DOWN BY THE 31<sup>ST</sup> OF OCTOBER.** (Or the wind may do it for you!)
22. 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 caravan.
23. 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 or for access.
24. Please let us know in the office if you are thinking about giving up your seasonal pitch and we will be happy to help with removing or selling your caravan.
25. If you have decided to sell your caravan and it is in a suitable condition, you have the option to leave it on its pitch for **one month** once we are notified. Please come into the office to give us your caravan details and selling price. We can then take suitable photos, and email customers on our wait list. After that month if it doesn't sell, your caravan will be **removed from our pitch** and can then be taken away for sale to any third parties. Once sold or removed, you can reclaim **25% of your remaining seasonal pitch fee**, less incurred costs, such as: winter storage and gas check.
26. 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.
27. When changing your caravan please allow at least one week's notice. There is a £50.00 re-siting fee.
28. 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.
29. If you require amendments to your decking at any time during the season **additional rental will be due.**
30. Only one storage box per pitch is permitted.
31. 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.**
32. **No open fires, fire pits, kites or drones are allowed on site.**
33. 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.
34. 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.
35. 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 if you find any faults.
36. Lost property will be held at the shop/office until the end of the current season, after which it will be donated to charity.
37. 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 caravans or cars.**
38. 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.**
39. **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 or used on this site.**

Thank you

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