

## 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 runs from the 15<sup>th</sup> of November each year, regardless as to when your payment is made.
3. Your seasonal payment is due by the 15<sup>th</sup> of November, either as the total amount due or a deposit and increased balance by the end of February. Both options include a non-refundable deposit to secure your pitch for the following season.
4. For new customers, part season payments will be calculated from the date your deposit is paid.
5. **ANY LATE PAYMENTS WILL INCUR A 5% CHARGE.**
6. When closed access to the site is restricted, therefore two site visits are permitted by **appointment only**. Please email to check availability and book an appointment. 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. Anyone breaking this rule after **11:00pm** will be asked to leave.
9. No unsupervised youths or groups are allowed to stay on site.
10. 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.
11. When parking next to your van you are reminded to park **HORIZONTALLY** across the site, **NOT FACING UP OR DOWNHILL.**
12. **FIRE POINTS** and **ALARM BELLS** are located at the **shop, toilet blocks, camping field and the bin areas** around the site.
13. The **FIRE ASSEMBLY POINT** is located opposite the **shop/office** by the fenced area, clearly marked.
14. There is a limit of 28ft **exterior** measurement on caravans (This is the overall shipping length).
15. We require a set of keys, which will be locked in the office, including any security device keys, for **ALL** caravans on site.
16. Caravans are kept on site at the owners' risk. Therefore, you must have a minimum of third-party insurance, (**a copy to be provided in the office, preferably by email**). An adequate hitch-lock and wheel clamp should be fitted for insurance purposes.
17. 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.
18. 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.
19. Any lighting put up around your van & deck should be white and static. **If not, they will be disconnected.**
20. **Flags are banned on site due to obstruction of the outstanding view.**
21. 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**. Please do not store food or food waste in your awning as this encourages scavengers.
22. If you have an **electric car** that needs charging during your stay, please come to the site office for information on this.
23. **WE ADVISE THAT ALL AWNINGS ARE TAKEN DOWN BY THE 31<sup>ST</sup> OF OCTOBER.** (Or the wind may do it for you!)
24. An annual gas and fire safety check is required for all vans on site. This is a compulsory safety requirement irrelevant of usage. Our fire safety check includes a **fire extinguisher, fire blanket, a smoke alarm, and a carbon monoxide alarm**. It is a site requirement that you have all these items in working order in your caravan.
25. The site height barrier is locked during the closed season (except for access).
26. **We require notice by the 1<sup>st</sup> October if you do not wish to renew your seasonal pitch.**
27. If you vacate your pitch, you can reclaim **25% of your remaining seasonal pitch fee**, less incurred costs, such as: winter storage and gas check from the date your caravan is removed from site.
28. **Refunds will be calculated monthly from the date your caravan leaves the site. No refunds will be issued after 1<sup>st</sup> September.**
29. If you want to sell your caravan it must be removed from the pitch and site as this is not a service we offer. There are details of local traders in the office. Tyres must legally be no older than five years old if your caravan is leaving the site.
30. If your caravan needs to be removed from the pitch, please allow at least one week's notice, weather permitting. Both removal and siting of your caravan incur a £50.00 charge each way.
31. 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. Please note that your decking rental is not a fixed cost and will incur a seasonal increase to accommodate timber costs.
32. If you require amendments to your decking at any time during the season **additional rental will be due**. Any decking amendments requested after 30<sup>th</sup> September will be completed over the winter.
33. Only one storage box per pitch is permitted.
34. 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.**
35. **No open fires, fire pits, kites, flags or drones are allowed on site in any area.**
36. Everyone is welcome in our Pets Corner; times are available on the gate. **PLEASE DO NOT FEED** any of the animals.
37. Parents are asked to see that their children do not 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 your dogs. 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**.
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.**

Thank you

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