

# 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.
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 pre-pay for the season before the 15<sup>th</sup> of November at the previous season's rate and have until the 15<sup>th</sup> of March to pay at the increased current seasonal rate. However, winter storage must be paid by the 15<sup>th</sup> 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. Seasonal super pitches are only suitable for **RV** style vans with a sewer connection and city plumbing.
7. There is a limit of 38ft **exterior** measurement on RV's (This is the shipping length).
8. Vans are for personal use only; **NO SUB-LETTING** is allowed.
9. We require a set of keys, including security devices, for **ALL** RV's on site, which will be locked in the office.
10. 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.
11. 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 RV), your **WATER** is turned off (at the stop tap) and everything is locked away and secure.
12. Any lighting put up around your van & deck should be static. Any **FLASHING OR MOVING LIGHTS WILL BE DISCONNECTED.**
13. Any **FLAGS** flying above caravan roof height will be **DROPPED OR REMOVED.**
14. 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 RV.
15. 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.
16. 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 caravan sale as your seasonal super pitch fee is **NON-TRANSFERABLE.**
17. If you vacate your pitch before mid-season (1<sup>st</sup> July) you can reclaim 25% of your remaining seasonal super pitch fee only, less incurred costs, such as: winter storage and gas check. After that date, you cannot reclaim any of your site fees.
18. If you are thinking of selling or changing your RV and would like to advertise it on our website, Facebook page and notice boards then please visit the office to give us your RV details. The standard fee for advertising your RV is 3% of the selling price upon completion of the sale.
19. When changing your RV please allow at least one months' notice - plus there will be a fee of £200 to re-site the new van.
20. Decking, handrails, fencing, steps, gates & other optional extras are rented from Manor Farm, in the same manner as a seasonal super 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.
21. If you require amendments to your decking at any time during the season additional rental will be due.
22. Only one storage box per pitch is permitted.
23. If a member of your family is going to use your RV, please let us know, for security reasons.
24. Excessive noise and revelry after **11:00pm** on the site is **NOT** acceptable.
25. No unsupervised youths or groups are allowed to stay on site.
26. The playground closes at 9:00pm and children should be **SUPERVISED BY AN ADULT AT ALL TIMES.**
27. No ball games are allowed near the RV's or Caravans, you will be held responsible for any damage caused.
28. No open fires, fire pits, kites or drones are allowed on site.
29. 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.
30. 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.
31. 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.
32. Lost property will be held at the shop/office until the 15<sup>th</sup> November after which it will be donated to charity.
33. 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.
34. Under no circumstances can animals be left in cars or RV's during their owners' absence during the day or night.
35. 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.
36. **FIRE POINTS** and **ASSEMBLY POINTS** are located at the toilet blocks and the shop/office.
37. 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.
38. **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**