

TERMS AND CONDITIONS FOR A SEASONAL PITCH

HOW TO BOOK

Complete our online form - we will review your application at the earliest opportunity and email you advising if you have been successful in securing a seasonal pitch or not.

Our Service Centre will then call you to obtain payment details and complete the booking. An option of paying in full or paying in 2 instalments of 60% and 40% will be offered. If paying by instalment, the second instalment will automatically be collected from your payment card 28 days prior to the booking start date. Please ensure funds are available to complete this transaction. Under no circumstances can a Seasonal pitch be occupied before the full payment for the duration of the Seasonal arrangement is received and failure to pay instalments on time may result in cancellation of the booking.

SEASONAL DATES

Please be aware that some Sites may have different open and close dates (see website/annual guide). The Start Date represents the first night of the scheme and the day from which units can arrive (no earlier than 1pm.) The End Date represents the day by which the units must be removed from site, before midday.

SEASONAL PITCHES

The pitch will be identified by the Holiday Site Manager on arrival and the fee includes the hire of electric-hook up and the hire of hardstanding. Please note, specific pitches cannot be reserved by staff at Greenfields House or by Site before the booking begins.

If you have a special request, please make this clear on the application process. Though the Holiday Site Manager will endeavour to meet your needs, The Camping and Caravanning Club cannot guarantee that all requests can be accommodated.

SITE ADDRESS

The site address cannot be used as a postal address or be referenced as a place of residence for the purposes of benefit or other claims

THE USE OF UNITS ON SITE

The Holiday Site Manager requires a minimum of 24 hours advance notice each time you are planning to occupy your Seasonal Pitch. For safety and security reasons, please report to the Holiday Site Manager upon arrival each time you visit.

The unit may be occupied on Site for recreational purposes only, subject to a maximum of 21 nights for any one visit. An interval of at least 3 nights must elapse before a return visit to the unit situated on the pitch.

Please note that under no circumstances can the site be used as a main place of residence, and anyone found using the site in this way will be asked to remove their unit from site.

MAINTENANCE OF PITCH AREA

Personalisation of a Seasonal Pitch is not permitted. This includes boundary fences, the planting of flower boxes, etc. The storage of any equipment beneath the units whilst the unit is not occupied is prohibited. The visual aspect of a Seasonal Pitch should be the same as any other tourer on Site and kept as neat and tidy as possible at all times.

AWNINGS AND GROUNDSHEETS

Though it is strongly recommended that awnings are taken down between stays and this may be insisted on in some instances, it may be possible, at certain times to leave awnings erected between stays. This is subject to specific agreement by the Holiday Site Manager and the signing of a separate agreement accepting responsibility for any consequential damage or loss. Please note, all decisions are Site specific and will take in to account many factors, including but not exclusive to, anticipated weather conditions and exposure to risk.

Groundsheets should be lifted at regular intervals to maintain the condition of the grass.

LEAVING YOUR UNIT UNOCCUPIED ON A SEASONAL PITCH

When leaving your unit unoccupied, if you wish to leave your awning up please advise the Site. Please ensure the electric and gas supplies are disconnected and that the pitch is left tidy.

Any keys to security locks must be left with the Holiday Site Manager; however, neither they nor the Club take responsibility for your unit. Keys will only be used in case of emergencies and will be kept securely.

SEASONAL PITCHES; STORAGE SUB-LETTING

Sub-letting to any other party or parties whether for financial gain or otherwise is expressly forbidden. Either of the joint members within the membership of the booking, together with their children up to the age of 18 are allowed to use the unit.

Other members of the owner's family and guests can only use the unit when the owner is present and must pay the appropriate fees per person. All visitors must report to the Holiday Site Manager on arrival.

VEHICLES

All units, ancillary equipment and tow-vehicles must fit within the confines of the pitch space allocated. Only one vehicle may be parked on the Pitch in conjunction with the use of a unit.

Additional vehicles may be parked elsewhere on the Site, subject to the Holiday Site Managers discretion and availability of space, or parked off-site if no space is available.

CHANGES OF UNIT, VEHICLE OR PERSONAL DETAILS

The Holiday Site Manager must be informed of any change of unit or vehicle registration number shown on the unit. Changes of a member's address or contact number must also be given to the Holiday Site Manager and Greenfields House.

Note: Please inform the Holiday Site Manager prior to removing your unit from a Seasonal Pitch. It is also important that you advise of your anticipated return date, otherwise your Seasonal Pitch space may not be available. If the Site is very busy, your vacant Seasonal Pitch may be used in your absence.

AUDIBLE ALARMS AND WHEEL CLAMPS

Audible warning alarms can be activated when the unit is unoccupied only subject to Holiday Site Manager approval; the battery must be fully charged and in good working order to prevent false alarms due to voltage fluctuations. All other devices that could draw on the battery must be disconnected. Keys and means/instruction to turn off the alarm must be left with the site. If the alarm sounds the customer will be notified and must attend site without delay to assess whether or not there has been an incident and to reset the alarm (including recharging/replacing the battery if applicable). In the event of repeated "false alarms" the Club reserves the right to ask for the alarm to be turned off.

Wheel Clamps – where these or immobilising devices are fitted, a key must be left with the Holiday Site Manager in case of emergency. Please note due to the soft ground within the Tavistock Storage area, wheel clamps cannot be used; however, hitch locks are permitted.

GENERAL TERMS AND CONDITIONS

Seasonal pitch holders are also governed by The Clubs terms and conditions as listed in the annual guide and online at campingandcaravanningclub.co.uk/aboutus/policies/general-terms/

Continued camping is subject to compliance with all terms and conditions relating to the product as well as all other Club Site and membership policies. Breach of terms and policies may not only effect this booking, but also acceptance of future bookings on our network.

CLUB LIABILITY

A member's unit is left on the Site entirely at the members own risk at all times. The Camping and Caravanning Club is not to be liable in respect of loss and or damage however caused to the unit or its contents, nor under any obligation to take any steps whatsoever to protect the outfit or the said contents.

Where the depositor is not the owner, then the depositor is deemed to be the legal agent of the owner thereof.

INSURANCE

Units, as part of any scheme, should be adequately insured for material damage and public liabilities and a copy of the appropriate Certificate of Insurance must be given to the Holiday Site Manager upon arrival at the Site.

DANGEROUS INFLAMMABLE GOODS OR GAS BOTTLES

No goods of a dangerous or inflammable nature may be left in or on a unit whilst it is unoccupied. To add to this, for safety reasons, when the member is away from the Site only gas bottles that fit within the unit gas locker will be permitted.

UNAUTHORISED UNITS

If a unit is left on a Club Site without permission, i.e. exceeding the period for which the fee was paid, the Club shall be entitled to make such arrangements as it may deem fit for the removal or storage of the unit.

The expense of such removal or storage will be for the owners account and, in the event of the owner failing to pay such an amount within 14 days of it being rendered, the owner is deemed to have authorised the Club to make such further arrangements as it may deem fit to dispose of the unit to reimburse itself for any out of pocket expenses and recover any unpaid fees due.

The Club reserves its right to store such a unit and charge the owner a commercial rate for the storage. In all cases, the Camping and Caravanning Club will write to the owner to advise them of the above procedure.

CANCELLING A SEASONAL PITCH

If you cancel your Seasonal Pitch giving more than 14 days' notice before the start of the booking, we will refund the fees you have paid, less an administration charge of £35.

If you cancel your Seasonal Pitch giving less than 14 days' notice before the start of the booking, or it is cancelled once the season is underway, a refund cannot be provided.

All cancellations for Seasonal pitches are required in writing and can be sent as an email to storage@campingandcaravanningclub.co.uk.

We may exercise Our discretion and cancel the contract for any Services and products at any time with immediate effect, including if you are in breach of the Site Policy.