



SEASONAL PITCHES 2020 – TERMS AND CONDITIONS

BOOKING CONDITIONS

1. Once the booking has been made and accepted it constitutes a contract between you and Pillaton Hall Farm. Cancellation of the booking will result in no refund and you are liable to pay the full fee shown from the outset of the booking. Upon cancellation any amount outstanding must be settled immediately.
2. Your booking cards must be displayed in the window of your caravan and car/s at all times.
3. Children are the responsibility of their parent or guardian and must be supervised at all times whilst at Pillaton Hall Farm and/or when using any of the facilities.
4. Subletting of your caravan is not permitted under any circumstances.
5. You are permitted to arrange for a family group of up to 4 people to use your caravan for one week up to 3 times during the season, this need not be the same family group. This must be arranged in advance through the office and has to be for a period of 7 days exactly.
6. The pitch is strictly for holiday use and the maximum period of stay at one time is 28 days, with a minimum of 2 days away from your caravan before you return.
7. You cannot live on the site. Your pitch cannot be used as a postal or contact address.
8. A copy of a valid insurance certificate is required when booking your pitch and must be updated as and when required.
9. Guests named on the original booking cannot be changed. All additional guests will need to be booked in at reception (fees will apply). Any other changes to the booking details must be made in writing within 7 days. We also operate a password system to verify your booking should you need to review it in person or over the telephone.
10. There is a limit to one visitor car (up to 5 people) at any one time.
11. Visitors are must be booked in advance and are permitted on site from 9.00am and must leave the site no later than 7.30pm (Monday to Saturday) and 5.00pm (Sunday).
12. Visitors will be charged £5 per car.
13. Please see the campsite terms and conditions for the full visitor's information.
14. One fishing pass per pitch will be issued; please see our fishing terms and conditions.
15. One Wifi pass for one device will be issued.
16. Should you wish to change pitches you have until 1st February 2020 to inform us. This is subject to availability and will incur a charge of £50 and can only be done once during the season.
17. Pitch allocation is at the discretion of the management. Pitches are non-transferable. Any tourers sold will not include the pitch.
18. No advertising of any nature is allowed on site.
19. You are not permitted to use the site as a base to work from.
20. No sales or exchanges of any kind are to be made on site.
21. No transit/commercial vehicles are allowed on site.

22. No loud exhaust vehicles are allowed on site.
23. Electricity will be charged on a meter and invoiced monthly.
24. Anyone tampering or misusing the electricity supply/equipment will be removed from Pillaton Hall Farm immediately. All damages will be chargeable.
25. Up to 2 dogs are permitted.
26. Dogs are to be kept on a lead at all times.
27. Dogs are to be exercised in the dog walking area only.
28. All dog mess must be cleared up immediately.
29. A £100 bond is to be paid. This is refundable at the end of the season if your pitch is left clean, tidy, presentable and with no damage.
30. Any items left on the pitch or any damage incurred at the end of the season will be chargeable.
31. The jockey wheel must be on the slab at all times.
32. Flags and light poles are not permitted.
33. Any outdoor furniture must be stored inside your caravan or awning when not in use.
34. One small storage box is permitted to be kept outside your caravan. The box must be a maximum of 1.5m width x 2m length x 1m height, be in a good condition and a neutral/natural colour that is in keeping with the surroundings.
35. Failure to comply with the booking conditions will result in the caravan being removed WITHOUT a refund.

CARAVAN PITCH

1. Awnings may be left up for the whole season.
2. Bookings for caravans of 10 years or older are made at the discretion of the management.
3. Bedroom annexes or tall annexes at either the front or rear of the awning are not permitted.
4. Caravans and all other property, of all persons using the caravan, is the sole responsibility of the person/s signing these terms and conditions.
5. The caravan and pitch must be maintained in a clean and tidy manner and not be detrimental to the look of the site.
6. No slabs, temporary pathways, wood or wooden products are to be used on the pitch in compliance with fire regulations.
7. Plants are not permitted to be planted outside your caravan or on your pitch.
8. Electric cables must be disconnected and stored under your caravan when unoccupied. We take no responsibility for cables damaged or unplugged when not stored away.
9. Electric splitters are not permitted to be used at any time.
10. No domestic appliances with an element are allowed at any time, non caravan appliances could result in electric failure.
11. The area within 1 metre of the caravan/awning is your responsibility to keep clean and presentable.
12. Windbreaks, patio furniture, bikes and all personal belongings must be placed within your caravan, awning or storage box when the caravan is not in use. Only one storage box is permitted per pitch.
13. Windbreaks must not be used to mark the pitch boundary.
14. Bikes must be stored away correctly and not chained to the caravan.

15. Only electric cables should be stored underneath the caravan.
16. No gazebos or tents are to be erected under any circumstances.
17. No trampolines.
18. No swings, slides, water slides, large paddling pools or hot tubs.
19. Only rotary washing lines are allowed, however, they must be self-standing and put away when not in use.
20. Only Ecomat ground sheets are to be used.
21. No solar lights are to be left in place when the caravan is not in use.

GENERAL

1. Children are to be supervised at all times whilst on the site.
2. Refuse/waste is your responsibility to dispose of in the designated skips.
3. Only waste produced on the site can be placed in the skips.
4. Only food and general household waste is to be disposed of in the skips, all other rubbish must be taken home to be disposed of.
5. Under no circumstances can any trees or hedges be cut.
6. We reserve the right to re-site any caravan at any time for any maintenance work or for local planning regulation changes.
7. We take no responsibility for any failure to the electric supply, water supply and adverse weather conditions which may affect your pitch. Alternative car parking space is available on the car park should you need to use it during times of wet weather.
8. Any mis-use of the barrier system will not be accepted. All guests not named on your contract document must book in as visitors and will need to pay the visitors fee.
9. A 5mph speed limit on all areas of the park must be adhered to at all times.
10. No parties, barbecues or noise after 9.30pm. Unacceptable behaviour will result in the caravan being removed from the site immediately.
11. Please also familiarise yourself and your party with our General Site Terms and Conditions. These can be found on our website <https://pillatonhallfarm.co.uk/campsite/rules/>

By signing this document I am agreeing on behalf of myself and my party to adhere to all booking conditions and rules. I understand that failure to comply will result in my caravan being removed from the park and no refund given.

Please note that no refunds on payments made will be issued should you cancel this booking. Once the booking is made you are responsible for the full payment of the pitch fee.

Customers Signature

Date: _____

Customers Name

Pitch Number: _____