



Sherwood Pines Camping Ltd (SPC Ltd)

Seasonal Pitch Terms and Conditions - To ensure continued use of any Seasonal Pitch all of the following terms and conditions must be observed /adhered to.

Sherwood Pines Campsite ~ Bracelands Campsite ~ Postern Hill Campsite

HOW TO BOOK Complete our form and return to centraloperations@sherwoodpinescamping.co.uk

Your application will be reviewed at the earliest opportunity and contact made advising if you have been successful in securing a seasonal pitch. Once your pitch has been reserved, we will send an email confirmation with details on how to call to make payment.

SEASONAL DATES The Start Date represents the first night of the stay, and the day from which units can arrive (no earlier than midday.) The End Date represents the day by which the units must be removed from site, before midday. Seasonal Pitches include a maximum of 2 adults and 2 children living within the same household. Additional adults/children will be charged at the standard seasonal nightly rate when in attendance.

SEASONAL PITCHES The pitch location will be identified by the Site Manager on arrival, please note, specific pitches cannot be reserved by campsite staff before the booking begins. If you have a specific request, please make this clear during the application process. Our Site Managers will endeavour to meet your needs, Sherwood Pines Camping Ltd cannot guarantee that all requests can be accommodated.

SEASONAL FEES The seasonal fixed fee does NOT include electric-hook up service charge with the exception of the first 2 nights on site when you are setting up your unit for the season. Thereafter, a fixed nightly service charge will be applied to your booking for each day you occupy your unit. This needs to be paid at reception for each stay duration on arrival.

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 on time may result in cancellation of the booking.

LIABILITY A pitch holders unit left on the Site is entirely at the your own risk. Sherwood Pines Camping Ltd 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 liabilities and a copy of the appropriate, and valid Certificate of Insurance must be given to the Site Manager upon arrival.

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. Proof of a permanent residency will be requested upon arrival, this could include one of the following, a utility bill, council tax bill, doctors letter or any other official letter addressed to yourself.

THE USE OF UNITS ON SITE The 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 28 nights for any one visit. An interval of at least 5 nights must elapse before a return visit to the unit situated on the pitch. Continuous occupation other than as above and subletting your caravan when you are not present is **strictly not permitted**.



SPC Ltd reserves the right to challenge a camper's residential status, or require the holder to remove their unit from the site, to ensure they are using the pitch for the purpose in which it is operated. The management also reserves the right to refuse admission to the site to any person, and to request removal from the site any person or caravan to abate a nuisance or to protect the site license. Likewise, use of the pitch in any way to trade from in any terms is also strictly prohibited. Seasonal Pitches are for the use of the pitch holder and those household members named in the application. Additional seasonal guests (other than on the application) must be arranged in advance via site and paid for at our standard nightly touring rates. All day visitors must be signed in, vehicle registrations left at reception and the day visitor rates paid on arrival.

A spare set of keys for the caravan are required. (In the event of fire we will need to be able to move your caravan, should it be the appropriate action to take). We will never enter your caravan without authorisation. Electric awning heaters and generators are not allowed.

Exit barrier codes will be changed weekly and must not be disclosed to anyone other than the pitch occupiers. Family members and seasonal guests visiting must report to Reception to obtain the code and settle any guest/visitor fees.

In regards to rubbish, our general waste and recycle bins are not to be used for disposing of items such as awnings/poles/furniture/old or broken camping and caravan equipment/electrical items/ bedding etc. If you have a 'clear out' or replace something in your unit, this rubbish must not be put in our bins. Please take it with you and dispose of it as you would do locally. Anyone found to be bringing rubbish from outside of the site to put in our rubbish bins will be asked to pay a £500 fine and/or vacate their pitch with all fees paid retained.

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 Site Manager and the pitch holder 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 Site Manager; however, neither they nor the SPC Ltd take responsibility for your unit. Keys will only be used in case of emergencies and will be kept securely.

SEASONAL PITCHES SUB-LETTING Sub-letting to any other party or parties whether for financial gain or otherwise is expressly forbidden. Only the household members of the applicant 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 Site Manager on arrival. (see **The Use of Units On Site**)

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 Site Managers discretion and availability of space, or parked off-site if no space is available. Additional cars will be charged at £5.00 per day.

CHANGES OF UNIT, VEHICLE OR PERSONAL DETAILS The Site Manager must be informed of any change of unit or vehicle registration number shown on the unit. Changes to a pitch holders address or contact number must also be given to the Site Manager. Note: Please inform the 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 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” SPC Ltd 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 Site Manager in case of emergency. Wheel clamps cannot be used; however, hitch locks are permitted, but please ensure your pitch has suitable ground conditions before installing, and if in doubt consult one of the site team.

DANGEROUS INFLAMMABLE GOODS GAS BOTTLES & WOOD. 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. In line with the **Forestry England** guidelines, burning of any wood stoves, wood BBQ’s, Pizza Ovens, fire pits etc is not permitted on any of our sites.

UNAUTHORISED UNITS If a unit is left on a Site without permission, i.e. exceeding the period for which the fee was paid, SPC Ltd 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 SPC Ltd 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. SPC Ltd reserves its right to store such a unit and charge the owner a commercial rate for the storage. In all cases, Sherwood Pines Camping Ltd 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 30 days’ notice before the start of the booking, we will refund the fees you have paid, less an administration charge of £85. If you cancel your Seasonal Pitch giving less than 30 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 centraloperations@sherwoodpinescamping.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.