

Rendlesham Campsite

Seasonal Pitch Holders Terms of Use

Rendlesham Campsite (referred to as we/our/us), trading as Tangham Campsites Ltd (referred to as the site/campsite) provides seasonal pitches at Rendlesham Campsite.

Any person wishing to make a seasonal pitch booking (referred to as you/your) acknowledges that such booking is made subject to these terms of use in addition to the site's general terms and conditions. Where any contradicting statements arise, this document takes precedence for seasonal pitch bookings.

We reserve the right to modify or update these terms of use at any time. Any such changes will take effect immediately when posted on our website, via social media, at the campsite, or otherwise brought to your attention by staff.

It is your responsibility to review these terms of use for changes and read them each time you submit a booking request for a seasonal pitch. Any such request and/or continued use of our services after any modifications to these terms of use shall signify that you have consented to the changes. A copy of the most recent terms of use is available on the [Website](#) and upon request.

Unreserved acceptance of the following conditions is a requirement for participation in the seasonal pitch scheme. This scheme is open to recreational campers only. Tangham Campsites Ltd reserve the right to deny or offer relocation of a seasonal pitch to any applicant, without having to justify its reasons for doing so.

Making a Booking: Prior to booking of a seasonal pitch, the customer must fill out the application form comprehensively, including accurate and truthful information.

- Please email enquiries@rendleshamcamping.co.uk to request an application form.
- Once accepted, the customer will be notified via the contact details provided and advised of the process to complete their booking.
- A deposit of 50% of the total price, is due at the time of booking, with the remainder due 28 days before the start of the respective camping season.
- As seasonal pitches are already discounted, a booking cannot be used in conjunction with any other offer or discount offered by Tangham Campsites Ltd.
- Bookings cannot be made on behalf of a third party.

Cancellation and Changes: Should you wish to cancel your seasonal pitch, we require written notification at least 14 days' notice prior to the start of the season; notification of your wish to cancel must be put in writing and emailed to enquiries@rendleshamcamping.co.uk

- We will refund the amount paid less an administration fee of £100.
- If you cancel your seasonal pitch giving less than 14 days' notice prior to the start of the season or during the season, the full 50% deposit paid will be retained, no refund will be provided. Any balance monies will be refunded.

- If you wish to amend your booking, please email enquiries@rendleshamcamping.co.uk as soon as possible, but no later than 14 days before your arrival on site.
- Subject to availability, amendments may be made prior to or during the season, although may incur additional costs.
- Bookings cannot be transferred to another person or party.

Pitches and Units: The minimum booking as a seasonal pitch holder is 3 months, because of the soft nature of our sandy soil all seasonal pitches are positioned on electric hardstanding. Tangham Campsites Ltd do not permit seasonal pitches on grass.

The following can be contained within a seasonal pitch during occupancy, inclusive of the price paid:

- One unit – caravan, campervan (inc. conversions), motorhome or trailer tent
- One car or motorcycle
- One awning – must be attached and no larger than the width or length of the unit
- One pup tent or small storage tent – maximum size 2m x 1.5m
- One A-frame trailer – used for towing a vehicle

Seasonal pitch holders are classed as one or two adults within a household and their children or grandchildren up to the age of 18 years old. The same classification applies to co-owners and their children or grandchildren up to the age of 18 years old. **There is a maximum number of six (6) occupants per pitch/unit at any one time.**

The named seasonal pitch holder (owner) may nominate one other pitch holder known as the co-owner. The cost for each additional co-owner includes one vehicle. If the owner and the co-owner are both in situ at the same time, then standard extra adult and child charges will be applied to the co-owner. This also applies for overnight visitors.

The seasonal holder's (owner) unit cannot be used by any other person other than those nominated as a co-owner. ***Subletting to any other party is expressly forbidden.***

The unit may be occupied on site for recreational purposes only, subject to a maximum stay of 21 days starting on the day of arrival. An interval of at least 7 days must elapse before the next visit is undertaken.

Under no circumstances can the site become your main place of residence. Any breach of this condition may result in you being asked to leave site and future bookings declined. The site address should not be used as a postal address or used for the purpose of benefit claims. If for any reason you required a postal delivery whilst in residence, permission needs to be granted by the site manager prior to delivery.

Seasonal pitch permits must always be visible within the unit and must not be given to other parties or traded between units.

As one vehicle is included in the cost of the seasonal pitch, additional cars and motorcycles will be charged a fee per vehicle per stay up to a maximum of 21 days. Only one vehicle may be parked on a pitch at any time, this includes visitors. Any other vehicles must be parked on the site carpark, or offsite or as directed by the site team.

A single awning is permitted on your seasonal pitch at no cost and should not exceed the length of the unit, or be greater than three metres deep, and shouldn't exceed the pitch boundaries.

You must inform the site team of any change to the unit or vehicle registration as well as any change to contact details.

Campsite Seasons: The site is open from 1st April or Easter (whichever is the earlier) and closes on the 10th January the following year. 3 “seasons” are available to book, Spring, Summer and Autumn, further details relating to each “season” and the cost are set out below. There is also availability for 2 full season pitches.

Pricing:

Spring Season	91 days	Easter/1 st April – 30 th June	£1365.00 including VAT	£682.50 deposit
Summer Season	92 days	1 st July – 30 th September	£1748.00 including VAT	£874.00 deposit
Autumn Season	100 days	1 st October – 8 th January	£1200.00 including VAT	£600.00 deposit
Full Season	283 days	Easter/1 st April – 8 th January	£3880.00 including VAT	£1940.00 deposit
Short Season	183 days	Easter – 30 th September	£2509.00 including VAT	£1254.50 deposit
Additional car	Per stay	Owner and, or Co-owner (up to 21 days)	£50 per car	NA
Visitor car	Per day	10am – 10pm	£5 per day	NA

Arrival: Earliest arrival dates and times will be advised prior to the season commencing. Although, you are welcome to make your first arrival on any day during your booking.

Upon arrival, please report to the Site reception. All required safety certificates should be readily available for inspection by the site team. Failure to provide these will result in being asked to vacate the campsite until they can be produced.

The unit must be sited on the pitch or area identified by the site team. We reserve the right to allocate pitches for seasonal use. Although we endeavour to assign pitches selected by customers fairly, we cannot guarantee a choice of pitch will always be possible. If a choice of pitch is not available for any reason, we may need to assign an alternative pitch for you.

Pitch and Unit Maintenance: Only units of good appearance and construction will be allowed on Site. Seasonal pitch units, including awnings, should always be kept clean and presentable. It is not permitted to drain wastewater through the forest floor, therefore it may be required and requested that a unit is taken off site for cleaning. All units should be regularly maintained, always kept in a roadworthy condition and suitable for towing.

If you go off Site for any period of more than 24 hours, please inform reception of your departure and return.

In addition, seasonal pitch holders are asked to be responsible for the tidy upkeep of the area in the immediate vicinity of their camping unit. Please be prepared to comply with any reasonable Site management requests regarding the maintenance of the occupied pitch.

To maintain standards for all, customers are not allowed to personalise the allocated pitch in any way or store equipment beneath their units. 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.

There can be no visible boundaries erected, birdfeeders are not permitted, or installation of any flooring other than ground sheets. The Site team have the right to remove or dismantle anything that remains out whilst the unit is unoccupied.

If you wish to take your unit off Site or out of storage during the season, please ensure you give reception 48 hours' notice of this and a date when you will be returning the unit to Site.

In some cases, access may be restricted. If you have any concerns, please speak to the Site team directly before making the booking. Returning to the same pitch may not be possible. A pitch can only be reserved for you with agreement of the Site manager; items should not be left if the unit has been removed.

Site Security: Wardens House is occupied by a warden who resides onsite 365 days of the year, or visited by members of the site team, but there may be unmanned days (usually in closed season). It is therefore important that you are responsible for the security of your unit and other possessions on the pitch. Where necessary, you must close and/or lock gates behind you and be vigilant to report suspicious behaviour. Tangham Campsites Ltd holds no responsibility for damage, theft or injury caused whilst the site is unmanned.

Insurance: Units on a seasonal pitch must be adequately insured for both material damage and public liabilities; a copy of the appropriate Certificate of Insurance with visible beginning and end dates must be provided to the Site before access can be permitted.

Dangerous Inflammable Goods and Gas Bottles: If a unit is over one year old, a certificate of gas safety will be required. This must be completed by an authorised technician and can be in the form of either a Gas Safe (landlord's) certificate, full service, standalone gas check, or check sheet at the point of sale. Checks must include a gas tightness/pressure test, appliance checks including flame failure devices, a regulator and hose age check, and a dispersal vents check. Evidence will need to be seen prior to, or on the day of arrival and must be within one year of the date the check took place.

Leaving Your Unit Unoccupied on a Seasonal Pitch: When leaving your unit unoccupied at the end of each visit, please ensure that gas and electric supplies are disconnected, and the pitch is left in a neat and tidy condition. Electric may be disconnected by the site team if the unit is suspected to be unoccupied.

Vehicles, trailers, additional units, gazebos/shelters and windbreaks are not permitted to be left on the pitch between visits. Any ancillary items must be stored away out of sight.

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 on each occasion 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.

The site managers have the right to take down awnings if deemed necessary and Tangham Campsites Ltd will accept no responsibility for any damage caused.

Do not leave food in your unit when it is unoccupied as it will attract unwanted attention from local wildlife.

We request that you let reception know you are leaving and returning to Site. Please do make the site team aware when you leave site for your 7-day break between visits, so departures are not unnecessarily requested.

Visitors: Visitors are bound to the general Site Terms and Conditions and are under the responsibility of the seasonal pitch holder(owner) or nominated co-owner.

All day visitors are welcome on site after 10am and must leave site by 10pm when the gates are locked. All visitors should report to the reception on arrival and will be charged at a daily rate to park their vehicle.

Barrier Codes: Barrier access codes are changed regularly. Codes should never be disclosed to anyone. Disclosure of a code would be a breach of your contract. A change to the code will be communicated with you or provided on arrival to being your stay.

Security, Smoke and Carbon Monoxide Alarms: Please ensure you attend site without delay if you are alerted about your alarm, in any event within 24 hours. In the event of repeat false alarms the site team have the right to ask that the alarm is turned off. Please ensure batteries are in good working order.

Keys: Where units are fitted with a device which prevents immediate removal, such as a wheel clamp or hitch lock, a fully labelled key should be left with the site team so that we can safely move your vehicle should the need arise, although this is not guaranteed. Spare keys for units should also be left, these are stored in a key safe for the duration of your seasonal pitch and returned, we hold no responsibility in the event of loss or damage.

Departure: At the end of the season all equipment should be removed by 4pm on the last day and the pitch left neat and tidy. Non-household waste should be taken off site and not disposed of in general or recycling bins on the site, nor left nearby. A fine of up to a £100 will be issued if this rule is breached and future seasonal pitches will be denied.

Unauthorised Units: Any unit left on site for a duration that exceeds the period that has been paid for, may be removed and any costs incurred charged to the customer.

Complaints: We encourage all guests to seek remedy directly by speaking to the site team in the first instance. We value open communication and are committed to resolving concerns promptly.

Please note that any defamatory or negative remarks, whether spoken or written, made without first allowing us the opportunity to rectify or respond to the situation, may result in the termination of your stay and the refusal of future bookings.

All complaints should be made in writing by email to enquiries@rendelshamcamping.co.uk and allow up to 48 hours or 2 working days for a response.