

GARTH FARM CARAVAN & CAMPING – EAST YORKSHIRE COAST
TERMS AND CONDITIONS

General Site

- **Arrivals** – please do not arrive earlier than 1pm to site on the day of your arrival.
Departures – please vacate the site no later than 11am on the day of departure.
This limits the possibility of 2 units passing on the single track road which leads up to the site. It also allows for a smooth turnover of guests, it gives us time to cut the grass, clean and prepare for new guests.
- The site benefits from contact free check-in. We will allocate you a pitch number before arrival. On arrival to the site please go straight to your pitch and set up. All guests must check-in online prior to arrival. If a check-in is not received your booking may be cancelled.
- The standard rate quoted includes: 1 vehicle, 1 awning/gazebo, up to 2 dogs, 1 unit (caravan, tent, motorhome etc) per pitch only, water tap & electric hook up. Extras are available subject to charges.
- Unless prior agreement has been made and additional fees paid at Garth Farms discretion no vehicles are to be charged on the EHU points.
- **On all hardstanding pitches please park your vehicle, caravan, trailer etc on the hardstanding only.** No vehicle is to be parked on the grass. If you require extra room on your hardstanding for a larger caravan/vehicle please place your rear legs on wood/stands on the grass at the back of the pitch.
- **Tent pitches include a 3m fire and privacy separation.** Do not pitch any part of your tent or ancillaries (kitchen tent / toilet tent / pup tent / gazebo etc) within this area. The 3m area can be used for car parking or recreation only. Please ensure that the width of your tent does not exceed 5metres.
- All tent pitches are 5m x 10m if your tent does not fit this footprint and you have not advised us before your stay we reserve the right to ask you to move pitches and/or leave the site. Tents exceeding 5m x 10m will be required to book directly with us.
- All pitches have a 10amp electric hook up. Please ensure that your electrical items are designed for camping use only. A huge overload will cut out all of the pitches on site and may take a while to be switched back on.
- We are an old farm therefore we cannot guarantee that the pitches will be 100% level or even. Levelling blocks are recommended to caravan, motorhome and trailer tent guests.
- Well behaved dogs are welcome, please clean up after your dog and keep them on a lead while on site at all times.
- Please do not allow dogs to constantly bark.
- Do not leave any pets alone if you leave site. Anyone found to be doing this will be reported accordingly and asked to leave the site.
- There are free roaming chickens which do come onto the site.
- The entrance gate must be closed on entry / exit from the site.
- Do not swing, climb or sit on the gates and fences.

- The cost of any damage caused maliciously (including but not limited to climbing on the gates or fences, purposeful damage to any of the trees, plants or buildings, misuse of the bins) will be passed to you to pay. If required we will provide you with CCTV imaging.
- Please drive cautiously while on site – we are a family site and children will be playing.
- Neff guns / plastic bullet guns are **not permitted**. They pose a serious risk to the animals and wildlife around us.
- Please do not use water guns on site.
- Paddling pools are not permitted on site unless additional water charges are paid upfront.
- Do not dig up your pitch or the road.
- BBQs are allowed on site but must be raised off the grass – bricks are available if required. Dispose of ash (not the full bbq) in the ash barrel provided. Firepits are only acceptable if they are risen and have an ash collector. We do not allow fires directly on the grass. All ash is to be disposed of in the ash barrel only.
- Do not light and float any Chinese lanterns or helium balloons.
- Smoking is permitted on your pitch. Do not smoke in or near the facilities block. Please dispose of cigarette butts responsibly – I don't fancy picking these up after you. Do not put any butts in the bins in the toilet block, this poses a serious fire risk. Anyone found doing this may be asked to leave the site.
- We expect all site users to be respectful of the site, our neighbours and other site users, please keep noise to a minimum after 10:30pm.
- Please leave toilets clean and turn off all taps and lights when finished. Do not flush anything other than toilet paper down the toilets. We are not on mains drainage and the pipes and tank will get blocked and be unusable.
We recommend that you do bring your own toilet roll – we do provide a limited amount in the toilet block, but cannot guarantee that it will always be available.
- When the facilities are being cleaned, please reduce usage.
- Do not allow children to play in or around the toilet block.
- Chemical toilet waste and grey water waste to be emptied in the dedicated points provided. Do not put anything other than toilet paper in the waste disposal points (baby wipes etc). Grey water & chemical toilet emptying points must be used correctly. Motorhomes and campervans are welcome to empty their grey water only in the dyke behind the pitches.
- We have a fridge and freezer available for the use of our guests. All items left are at the risk of yourself. Please discard of any out of date items and clean any spillages or breakages up immediately. Due to health and safety no medication is to be left in the fridge or freezer.
- Please dispose of dry waste in the bins provided. Do not put hot ash into any of these bins. Please make sure that all rubbish is in suitable bin liners / bags, tied and put into the bin. I have to empty and sort these by hand.

- Crockery, cutlery etc can be washed at the pot washing sink. Please scrape food into the bins first.
- Please leave the facilities as you would expect to find them. There is a mop and bucket if needed for the showers.
- Bins
Green – This bin is by the site entrance and is for **recycling, general waste & dog poo bags only**. Do not leave your airbeds, quilts, tents or any other camping equipment in this bin.
 If we can prove that you are not using the bins correctly you will be charged a £10 fine for the disposal of your belongings. For Pitchup.com bookings you will be reported accordingly.
- All taps on site are drinking water safe.
- Your personal information will be held on file for up to 3 years for insurance, health and safety and crime prevention purposes. We will not pass this information to anyone. We use a third party payment provider who holds all payment information securely and safely.
- The site is protected by CCTV.
- Please report any incidents, accidents or breakages immediately to Hannah on 07851 653026 and must be followed up in writing within 72hours to garthfarmcaravans@gmail.com to be logged and handled accordingly.
- **We would recommend taking out adequate travel insurance to cover you for any unforeseen circumstances and cancellations.**

Payments & Cancellations

- Bookings made through **Pitchup.com** – The deposit is not held by Garth Farm Caravan & Camping. Your balance will be taken as per the terms agreed at the time of booking. Payment is none refundable. For any no shows there is no refund, this includes booking the wrong site. Please ensure that you are full committed to the dates booked. Group bookings are not permitted via pitchup.com.
 If your stay is not on a bank holiday or during school holidays we are able to change your stay to an alternative date* – subject to availability. This holds a £5 administration charge each time a change of date is carried out. Bookings cancelled for bank holidays or during school holidays cannot be rearranged.
 Your original pitchup.com booking will be cancelled.
 Any deposit queries will need to be discussed with Pitchup.com directly. Please see pitchup.com for their full payment T&Cs.
- Bookings made **directly / via our website**
 Full payment is required at the time of booking via our secure booking system. Payment is none refundable. For any no shows there is no refund, this includes booking the wrong site. Please ensure that you are full committed to the dates booked. Group bookings can be made via our website, as per the standard terms and conditions full payment is required at the time of booking and is none refundable.

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Your payment is your agreement that you have read and agreed to all terms and conditions.

Photos

In order to capture the site at its best and to entice new customers we will occasionally take photos. These will only be used for our own website and advertising purposes. Where possible faces, registrations etc will be blanked or distorted, and we try to take pictures of the backs of heads. However, this is not always possible. If you would prefer that photos of yourselves or your family are not used please let me know and I will ensure that you are removed from the photos completely. Alternatively, it is always good to get “real life” pictures so if you would be happy for us to take pictures of your set up and your family having a good time we would really appreciate it. These photos can also be sent to you.