

# Camping in the Forest Terms and Conditions



Unreserved acceptance of the following conditions is a requirement for participation in the scheme and the Customer must sign the application form. This scheme is open to recreational campers only.

## How to book

Application forms should be returned to Greenfields House, the full postal address can be found on the front page of the form. It is recommended to send the application by recorded delivery. Unfortunately due to the high number of applications received it is not possible to confirm receipt of the form by phone. Confirmations will be sent as soon as the booking has been made.

Bookings will be processed by HQ staff on a first come, first served basis and in order of receipt. Only postal bookings along with payment will be accepted and payment will be taken when the form is processed.

Payment can be made in full to secure your booking. Alternatively, you can pay 60% of the total cost in order to secure your booking. In this instance the final payment of 40% will be required 28 days prior to the booking start date.

Credit Card payments will be subject to a 2% processing fee per payment made.

Under no circumstances can a seasonal pitch be occupied before full payment is received

## Seasonal Pitches

The unit may be occupied on site for recreational purposes only, subject to a maximum stay of 21 nights. An interval of 48 hours must elapse before the next visit is undertaken.

A seasonal pitch entitles the user to one tent, caravan, trailer-tent or motorhome and one car or motorcycle. Only one car may be parked on site with each unit. Additional cars and motorcycles will be charged a fee of £5 per night.

Seasonal pitch holders and their children/grandchildren up to the age of 18 are allowed to use the unit. The same applies to co-owners and their children/grandchildren up to the age of 18. The seasonal pitch holder may nominate up to two co-owners. The cost for each additional co-owner is £150. 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. Subletting to any other party is expressly forbidden.

All day visitors should report to the site reception on arrival and will be charged a £2 visitor fee per person. Visitor cars are charged at £3 per day and must be parked in the car park not on the pitch.

## The Use of Units on Site

The unit must be sited on the pitch identified by the site manager.

All units must be reversed onto the pitch so that in the event of an emergency the site team can access the unit.

If you wish to take your unit off site for a period during the season please ensure you give the Site Manager 24 hours' notice of this and a date when you will be returning the unit to site. You must inform the site and Head Office of any change to the unit or vehicle registration as well as any change to contact details.

## Maintenance of pitch area

The personalisation of a seasonal pitch is not permitted; the site is to be used for recreational purposes only and must therefore retain the aspect of all other touring pitches. There can be no boundary fences, planting of flower boxes or installation of any flooring other than ground sheets.

Seasonal Pitch holders are asked to be responsible for the tidy upkeep of the area in the immediate vicinity of their camping unit and should be prepared to comply with any reasonable site management request regarding the maintenance of the occupied pitch.

Only a single awning is allowed on your seasonal pitch. A single awning is considered to be the length of the unit and not more than 5 metres deep. Groundsheets must be lifted at regular intervals to maintain the condition of the grass – where possible breathable groundsheets should be used.

No equipment may be stored below the unit when it is not occupied.

## Insurance

Units on a seasonal pitch must be adequately insured; please give a copy of the appropriate Certificate of Insurance to the Site Manager on your arrival at site.

## Dangerous Inflammable Goods and Gas Bottles

Only gas bottles that fit in the caravan gas locker are permitted.

No other goods of dangerous or flammable nature may be left in or near an unoccupied unit.

## Leaving your unit unoccupied on a Seasonal Pitch

When leaving your unit unoccupied please let the Site Manager know that you will not be on site and ensure that gas and electric supplies are disconnected.

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

Ensure that the pitch is left in a neat and tidy condition.

## Protecting the Grass

In order to protect the grass on site we reserve the right to ask you to move your unit every 28 days.

In the New Forest, units on grass pitches must move every 21 days as required by Natural England.

## Wheel Clamps

Where units are fitted with a device which prevents immediate removal, a fully labelled key must be left with

the Site Manager in order that they can safely move your vehicle should the need arise.

#### **Unauthorised Units**

Any unit left on site for a period that exceeds the period that has been paid for will be removed and any costs incurred will be charged to the customer.

#### **Club Liability**

Units pitched on site are left entirely at the owners' risk. Camping in the Forest is not liable for any loss or damage, whatsoever caused to the unit or its contents.

Camping in the Forest staff have the right to carry out their duties without risk of violence or abusive language; any one undertaking any of these types of communication will be asked to leave the site. The seasonal pitch may be cancelled and a refund will not be available.

All personal data supplied in relation to this seasonal booking will be dealt with in accordance with the Data Protection Act.

Seasonal pitch holders are also governed by the terms and conditions as listed in the Camping in the Forest brochure and online at [www.campingintheforest.co.uk](http://www.campingintheforest.co.uk)

#### **Cancelling a Seasonal Pitch**

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 sent to Head Office or emailed to [storage@campingandcaravanningclub.co.uk](mailto:storage@campingandcaravanningclub.co.uk). We will refund the fees you have paid less an administration fee of £35.

If you cancel your seasonal pitch giving less than 14 days notice prior to the start of the season or during the season, a refund cannot be provided.

#### **Aldridge Hill Seasonal Pitches**

Seasonal pitches are available at the Aldridge Hill site for the 2015 season. There is a full season or a short season available.

Due to the unique opening arrangements at the site, any customer booking a full seasonal pitch at Aldridge Hill will be entitled to move their unit to a standard pitch on any other New Forest site for the period of 1st June to 25th June for no additional charge. If you wish to upgrade to a different pitch type for the closed period this will be charged at the normal daily rate for that pitch.

If you choose not to move your unit to another site for this period you will still be required to remove the unit from Aldridge Hill until the site reopens on 25th June 2015.

#### **Boat Storage Availability and Liability**

Seasonal Boat storage is only available at the Cashel site and only to those customers who have a seasonal pitch at Cashel. Seasonal pitch holders are welcome

to put one boat per pitch in to the boat storage yard on payment of the relevant fee.

Boats left in storage are entirely at the owner's risk. Camping in the Forest is not liable in respect of loss or damage however it is caused. We recommend that your boat is adequately insured. Please note third party damage and tree damage must be covered by your own insurance policy.

#### **Security**

Camping in the Forest does not make any security arrangements whatsoever for boats left in the Storage Area.

Where a boat is fitted with a device which prevents its immediate removal e.g. a wheel lock which cannot be removed without the key, a properly labelled key to the device must be left with the Site Manager once the boat is left in storage.

No goods of a dangerous or inflammable nature may be left in the boat or in the storage area. No fuel can be stored in or next to the boat.

#### **Restrictions**

Boats in the storage area must correspond with the boat registration number given to the Site Managers.

Essential repairs to the boat may be carried out in the Storage Area. Please inform the Site Manager when you are intending to work on your boat. Boats may only be cleaned in the storage area.

If a boat is left in the storage area after the end of the period paid for, Camping in the Forest reserve the right to charge for this period or to remove the boat. Any costs incurred in removing the boat will be charged to the customer.

We do not allow jet skis to be kept in the boat storage area. Boats must be returned to the Storage Area after use and not moored on the shoreline or kept on your pitch.