

2020 Pitch registration form

Caravan Owner's details

Owner's Name:

Owner's Address:

Postcode:

Telephone Number:

Mobile Number:

Email Address:

Caravan to be stored details

Make:

Model:

Vehicle Registration Number attached:

Serial Number:

Year of Manufacture:

*Name of Caravan Insurance Company:

*Caravan Insurance Policy Number:

***We will be unable to accept your booking without this information**

Period of Agreement

Summer Parking at Twitchen House from 27/03/2019 to 02/11/2020

Summer Parking at Easewell Farm from 27/03/2019 to 02/11/2020

Pitch Type:

Pitch Number:

Summer Parking Awning

Summer Storage

Winter Storage at Park

No. of Adults:

Teenagers (15-18 yrs):

Children (5-14 yrs):

Infants (0-4 yrs):

Dogs:

Payment enclosed: £

Please make cheques payable to Woolacombe Bay Holiday Village Ltd.

"I have read and agree to the Terms and Conditions of Seasonal Storage and Parking at Woolacombe Bay Holiday Parks" and have completed the attached Guest registration form

Signed:

Print Name:

Date:

2020 Guest registration form

Caravan Owner's details

Owner's Name:

Owner's Address:

Postcode:

Telephone Number:

Mobile Number:

Email Address:

Guest Cards

We will issue you and your guests with membership cards which must be shown to use the facilities, activities and entertainment on Park and must be carried with you at all times. These cards are in place of the wristbands which are given to other holiday guests.

Please list each guest you would like to receive a card and indicate whether they are an adult or the date of birth if a child. *Please note: These cards do not serve as proof of age for the purchase of alcohol or other age restricted products.*

Lead Guest (You):	DOB or Adult:
Guest 2:	DOB or Adult:
Guest 3:	DOB or Adult:
Guest 4:	DOB or Adult:
Guest 5:	DOB or Adult:
Guest 6:	DOB or Adult:
Guest 7:	DOB or Adult:
Guest 8:	DOB or Adult:

Please return this form to your Holiday Park with a **passport size photo** for each guest who will be receiving a card. All guests receiving a card will be deemed to be accepting the terms and conditions of booking and to abide by the Park rules.

Once your allocation of 8 cards has been reached, no further cards will be available.

Terms & Conditions of Seasonal Storage and Parking 2020

Application of Terms and Conditions

The Terms and Conditions apply to all customers who hire a Seasonal pitch or Store with us during the Summer and Winter. They apply in addition to Woolacombe Bay Holiday Parks' prevailing standard Terms and Conditions of booking, as well as individual Park Rules where applicable.

Purpose

Woolacombe Bay Holiday Parks offer the facility for people who wish to make use of their touring caravans but who are either unable or unwilling to tow them to and from other holiday sites at frequent intervals. Seasonal pitches or storage are therefore available for recreational purposes only.

Allocation of Pitches

A Seasonal Pitch is allocated dependent on availability and booked via the Reservations department. In the event of any dispute relating to a Seasonal Pitch allocation, on particular occasions, the Warden will allocate Seasonal Pitches as the case may be.

Use of Caravans on Site

Sites are for recreational purposes, NOT residential purposes. When on the Park the Caravan may therefore be occupied for recreational purposes only.

Awnings

If you are on an all-weather pitch and wish to leave your awning up (this is an additional charge) it is the responsibility of the owner of the tourer to ensure this is secure as we will be unable to erect or take them down, however if in severe weather conditions your awning does collapse we reserve the right to secure it in any way to prevent damage to others property.

Pets

We accept responsible pet owners in all areas of our Holiday Parks. If a pet causes a disturbance or are deemed a nuisance we have the right to ask for them to be removed from Parks.

Pitch use and Maintenance

Nothing may be stored beneath the touring caravan. Pitches should be kept as clean and tidy as possible at all times. Assessment of the cleanliness and tidiness of a Pitch will be at the Warden's discretion, to be exercised reasonably. Any uncleanliness or untidiness will be notified to the relevant guest and a reasonable period allowed for such to be remedied.

On and around your pitch

1. Your tourer must be parked length ways with the tow bar facing the roadway and to the left of the boundary lines. All awnings are to be erected to the right of the tourer (if you have a continental tourer please enquire about pitch availability)
2. Personalisation of a seasonal pitch is NOT permitted; this includes, boundary fences, the planting of flower boxes etc. 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.
3. Awnings must be taken down when not in use if you have not paid the additional charge.
4. All utilities (Water, electric, drainage) must be disconnected and stored away when your tourer is not in use. If this is not done this will incur a £10.00 disconnection charge.
5. Please use an Eco friendly ground sheet.
6. Please do not place any form of decking on to your pitch. If any type is discovered you will be asked to remove it.
7. If using a T.V Ariel this must be fixed flush to your touring caravan and not exceeding 8ft in height from ground level.
8. No construction of any sort is to be undertaken on the pitch.
9. No additional tents to be erected on your allocated pitch.
10. Maximum of eight people in your tourer at one time.
11. A maximum of two storage boxes. Maximum size of 3ft high x 5ft wide as everything is to be stored and not left out when not in use. These are to be raised off the ground to enable cutting of grass.
12. If you have a table/picnic bench this must be left on the hardstanding area not grass, do not leave any form of pegs or spikes in the ground.
13. No unattended dogs, and only in dog areas
14. No washing lines only small removable rotary lines.
15. No business of any kind to be run from your pitch this includes charity/advertising.

Cars

A car may only be left at the Holiday Park when a Caravan sited on a Seasonal Pitch is occupied. When two or more cars are being used one may be left in the additional car parking area if space is available, please check with the Warden first.

Movement of Tourers

All Guests are required to leave a spare set of any hitch lock or wheel clamp keys. On reasonable notice from the Warden, guests may be required occasionally to move their tourer due to maintenance and/or development requirements, including, if required by utility companies, to enable the ground under the tourer to be 'aired', the grass to grow, grass cutting to take place and tree maintenance. In the event of a hazard or emergency, such as fire, high winds, flooding, the Warden may need to move or arrange for the tourer to be moved immediately to another area or Pitch on the same Holiday Park or an alternative Park. In such circumstances, the Warden will, if possible, give the guest as much notice of such requirement as possible. Once the maintenance and/or development requirements have been satisfied or completed or there is no longer a hazard or emergency, the guest will be entitled to return the tourer, where possible, to the original Pitch. Where this is not possible, the guest will be required to move the tourer to another Pitch, as comparable to the original Pitch. Wheels must not be removed from the tourer.

Standard of Tourer

In order to maintain visual standards, only tourers in a good state of repair and condition, adequately maintained and clean, will be allowed into and to remain on the Park. Assessment of such standards will be at the Warden's discretion, to be exercised reasonably. Any failure to meet such standards will be notified to the relevant Guest and a reasonable period allowed for such failure to be remedied. Any borderline cases or dispute relating to the standard of the Tourer will be considered by the Park Manager.

Sub Letting or Lending

Sub-letting to any other party or parties whether for financial reward or otherwise is expressly forbidden, and can result in termination of the contract. Seasonal Pitch bookings are non-transferable. Joint and Family Members of a Guest are allowed to use the Tourer when the Guest is not present, at no additional charge.

Pitch Fees

For bookings in respect of Seasonal Pitches and Summer Storage available from 12noon on 27th March 2020 to 10:00am on 2nd November 2020 inclusive a non-refundable deposit of £100.00 is due when reserving the pitch and the balance of the annual fee is due on or before 29th February 2020, or if availing of an early payment discount offer full settlement of the balance must have been received by 30th November 2019. If adding Winter storage the payment for Winter Storage must be received no later than 30th September 2019.

Payment of such pitch fee must be made in one of the following ways:

- In full by providing credit card details by telephone before 29th February 2020.
- In full by completing the Payment Form on your Holiday Confirmation with credit card details or enclosing a cheque and returning such to the Sales Centre to be received before 29th February 2020.
- We will be happy to accept payments in instalments prior to the 29th February 2020.

If the fee has not been received in full or arrangement made for it to be paid by Credit Card, the Holiday Park will be entitled to terminate the hire of the Seasonal Pitch and the tourer must be removed from the Holiday Park immediately. Please note payment will be taken immediately, unless indicated otherwise on the payment form. If the full balance is not received by 11:59pm on 29th February 2020 an administration charge of £20 will automatically be applied.

For those booking Winter Storage payment must be received no later than 30th September 2019. Please note we are limited in space for Winter Storage so early booking is strongly advised.

General

Summer Storage bookings are intended for the use of Guests who wish to store their Tourer in a secured compound for the entirety of the specified period. Whilst the tourer is in Summer or Winter Storage there will be no accessibility by any guest or third party, to enter this area.

Liability for Accident or Injury

The caravan must be fully insured by the customer and accepts that Woolacombe Bay Holiday Parks will not be responsible for any damage that may occur to the unit however caused. Woolacombe Bay Holiday Parks will require a photocopy of the insurance policy document prior to booking. A Guest's tourer is stored on the site entirely at the owners risk at all times and the Holiday Park shall not be liable for any loss of or damage to the Tourer or the contents thereof, howsoever caused, nor is under any obligation to take any steps whatsoever to protect the tourer or the said contents.

Summer Storage

Whenever a Guest wishes to use their Tourer on the Holiday Park it may be transferred from the compound to a suitable pitch, subject to availability, when the normal Park fees have been paid with at least 48 hours' notice.

Change of Tourer

Space in the storage compounds is limited. The Warden must be advised of an intended change of Tourer (particularly where the size is to change) as there may be circumstances where larger outfits cannot be accommodated.

Termination of Pitch Hire

Breach of Terms and Conditions

This contract is between you the customer and us, Woolacombe Bay Holiday Park Ltd. By entering into this agreement you undertake for yourself and people who occupy the tourer as your guests (including children and pets) to adopt the following standards of behaviour.

1. To act in a courteous and considerate manner towards us and other customers of ours.
2. To supervise children properly so that they are not a nuisance or danger to themselves or others.
3. You further agree that you will not:
 - Commit any criminal offence at the Park or use the caravan for furtherance of any criminal activity.
 - Commit any acts of vandalism or nuisance.
 - Keep or carry any firearm or other weapon at the Park, with or without licences.
 - Use any unlawful drugs.
 - Create noise or disturbance.
4. To use and maintain the pitch in full compliance with the paragraph 'Pitch use & Maintenance'.

And that you accept that breach of ANY of these behavioural standards may bring about the termination of your contract. In the event of a serious breach of the Terms and Conditions by a guest (other than in relation to a failure to pay the relevant fees when due or failure to tow off for the required periods or at the required time), the Holiday Park will be entitled to terminate the hire of the Seasonal Pitch on giving 15 days' notice in writing and require the Guest to remove the Caravan from the Site at the end of the 15 days. A refund will not be available in the event of termination of the hire of a Seasonal Pitch for serious breach by the Guests.

Cancellation

By notifying the Sales Centre in writing of such, Guests have the right, for a period of 7 working days after booking Seasonal Pitch, to cancel the hire of such Seasonal Pitch. Any payment made by the Guest in respect of a booking which is then cancelled in accordance with this paragraph will be refunded in full.

In the event that the period of hire of the Seasonal Pitch starts within 7 working days of booking the Seasonal Pitch, Guests have the right until the date before the day on which the period of hire of the Seasonal Pitch starts to cancel the hire of a Seasonal Pitch. Any payment made by the Guest in respect of a booking which is then cancelled in accordance with this paragraph will be refunded excluding the non-refundable deposit of £100.00.

Guests will not be entitled to receive a refund in respect of any cancellation made on or at any time after the date on which the period of hire of the Seasonal Pitch starts.

Changes of Caravan, Car or Personal Particulars

To ensure Park security and assist with administration of the Holiday Park generally, Guests must inform the Warden as soon as possible of any change of Caravan or vehicle registration number shown on the Caravan and any changes of Guests address or telephone number(s).

Data Protection

All personal data relating to or received pursuant to these Seasonal Pitches Terms and Conditions will be dealt with in accordance with Woolacombe Bay Holiday Parks' Data Protection Policy.

Liability

The Holiday Parks are not liable for any loss of or damage to a Tourer or the contents of such, nor for any actions resulting in death or injury, other than arising from The Holiday Park's, or any of its employees' or agents', negligence or other breach of duty.

Notices

Notices shall be in writing and shall be sent by one party to the other at the postal address, in respect of the Holiday Parks, set out above and in respect of the Guest, the last address notified to the Sales Centre by the Guest. Notices may also be sent by email to goodtimes@woolacombe.com. Correctly addressed notices hand delivered shall be deemed to have been given on the day on which the notice was left at the address; if sent by post, they shall be deemed to have been given on the day on which the notice was posted; and if sent by email, shall be deemed to be given on the day on which the email was sent.

Dispute/Complaint Procedure

Any disputes or complaints should be dealt with in accordance with the Woolacombe Bay Holiday Parks Site Rules. These Seasonal Pitches Terms and Conditions 2019 shall be governed by and construed in accordance with English law. No third party shall have any rights under the Contracts (Rights of Third Parties) Act 1999 in connection with these Seasonal Pitches Terms and Conditions 2020.

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