

St Leonards Farm Caravan & Camping Park
Terms & Conditions 2017 ver **27.4.17 FINAL**

1. All customers staying on the Park must adhere to the Holiday Park Rules which are deemed to form part of these terms and conditions. The Holiday Park Rules are attached in the schedule to these terms and conditions.
2. All bookings are subject to our current price list which may be revised from time to time. Storage customers are also required to pay at the current price list. Our price list is deemed part of these terms and conditions and is available on request and on our website www.stleonardsfarmpark.com
3. If you bring a second vehicle on to the Park we do not guarantee that it will be parked on or next to your pitch if we do not have space and you may be required to park the vehicle in another designated area on site. If your main vehicle is large that too may have to be parked elsewhere if we direct.
4. All bookings should complete our booking form and provide full details as requested. In particular please advise us of the size of your tent or caravan to ensure that it will fit on to our pitches. If you do not do so we cannot guarantee that you will be permitted to site your unit on the Park. If your unit is bigger than can be safely accommodated on one pitch then you must either pay for two pitches, subject to there being availability, at the appropriate rate from time to time or you will be asked to vacate the Park.
5. If you are not happy with your pitch on arrival, then strictly subject to availability we will use reasonable endeavors to find an alternative pitch to your liking but we are not obligated to do so and in any event will only provide one alternative. This however will not constitute grounds for a refund and we shall not be obligated to do so.
6. If you extend your stay subject to availability there is no guarantee that you will be able to remain on the same pitch if that is booked to another customer and you may have to move.
7. Any incorrectly parked or pitched units will be asked to move and pitch correctly and you must abide by our decisions and directions on spacing and siting.
8. Please check with reception by phone or email the earliest time for arrival which may vary during high and low season however please note that unless agreed otherwise the deemed

departure time is 12pm midday. Arrangements may be agreed at our absolute discretion to extend your stay until 4pm at an additional charge as published on our office and website from time to time

9. The Park provides pitches solely for tents caravans and motorhomes for bona fide holiday makers only and customers are not permitted to use the Park as a permanent residence. We reserve the right to ask all customers for proof of address and acceptable ID.
10. We cater for couples, families and do not accept hen or stag parties or other non family groups and we reserve the right to refuse admission to any booking or person. If we see a group forming you will be asked to leave. If we refuse admission and you have paid any monies in advance you will be refunded.
11. We may accept at our total discretion rallies or other properly organized groups strictly subject to any special conditions or fees including a good behavior bond.
12. All advance bookings must pay a deposit in advance with the balance in full on arrival as per our current price list. All deposits are non refundable.
13. We only offer refunds for unused nights for serious illness, family bereavement, bona fide accident or emergency requiring treatment and will require written proof such as doctor's letter confirming the position. For this reason refunds will not necessarily be given on the date of departure but may be made by cheque or bank transfer provided the customer gives us full details and a contact number. We can also offer an alternative stay in lieu during our open season. If you wish to leave early for any other reason we may at our discretion offer you an alternative stay for the same number of unused nights during the open season.
14. We will use reasonable endeavors to let you have a particular pitch if you wish when booking in advance but please note we do not guarantee that you can reserve any specific pitches.
15. If you think you will arrive late please telephone the office in plenty of time and no later than 5pm on the day of arrival to advise reception and to make particular arrangements if in the circumstances it is reasonable for us to do so. If you arrive later than 8pm there is no guarantee that

you will be able to access the Park. In these circumstances no refund will be made.

16. Pitches will be reserved up until 8pm on the day of arrival and if you do not arrive by then or do not telephone us to confirm the reason for not turning up or why you are late, then the pitch and booking will be deemed cancelled and we may resell the same to another customer and you will not be entitled to any refund. If you are running late because of traffic or illness for example please telephone or email us to explain the delay and we can then hold the pitch for you if you are still coming subject to arrival at a reasonable time or the next day when reception opens.
17. On arrival you must also pay £10 cash deposit for the gate entry card which also forms a good behavior bond. The £10 will be returned to you on departure when you return the gate card and as long as we have not advised you that it is forfeit for a breach of the Park Rules for example because we have had to repeatedly warn you not to make excessive noise after 11pm or because of any aggressive, antisocial or rude behavior toward our staff or fellow visitors.
18. All prices are based on one unit per pitch, this means one tent, motor home or caravan only per pitch and any additional tents or vans may be charged as an extra pitch and must be sited on a separate pitch. We do not guarantee adjacent pitches on the Park. Maximum 6 persons per pitch (extra fees apply for over 2 persons as per price list current at time of booking).
19. Only paid customers may stay on the pitch and any visitors must pay the visitor daily rate applicable from time to time. Visitors may only stay on site between 9am and 9pm. The customer is liable for the daily visitor fee in default for any visitors to the pitch.
20. All children must be supervised at all times by a responsible adult from the customer's party so as not to cause a nuisance or danger to themselves or to other customers.
21. We reserve the right to ask customers to leave the Park for any breach of these terms and conditions or the Holiday Park Rules and we will not be held liable for any costs or other loss incurred by you as a result. Unless we have suffered any direct loss as a result of your breach of these terms and conditions and the Holiday Park Rules we will refund any unused nights to you from the date of termination that you have paid in advance. Such refund may be made by cheque or

electronic payment, including card refund at our discretion and will not be paid until such time as you have physically removed your unit from the Park. We are not obliged to pay any refund in cash. If we are unable to issue the refund at the time of actual departure we will arrange for it to be made with 21 days of departure provided you supply us with the correct and up to date payment information as necessary and it will be your responsibility to ensure that such information is correct.

22. Our electric hook-ups are 10amp. It is the customer's responsibility to ensure the plug, cable and associated sockets on their unit are safe and in good working order. We will not accept any liability or responsibility for any accident or loss arising from the use of unsuitable or unsafe electrical equipment connected to the our hook ups. In particular but without prejudice to the generality of the above, electric heaters should not be used in tents as they may damage the park infrastructure.
23. If you depart the Park and leave your unit or other items of value unclaimed for more than 30 days from the date you have paid up to, then we may sell, dispose or otherwise deal with the items as we see fit and will not be held liable for any loss to you. In these circumstances title and ownership will be deemed to pass to us to allow for such disposal or sale as appropriate and you will have no further claim against us.
24. These terms and conditions shall be deemed to form part of any storage or seasonal agreement in so far as they do not conflict with the terms of the same and any specific terms in the storage or seasonal agreement shall be deemed to override the conflicting terms herein.
25. All cars units and property of the customer are brought on site at the risk of the customer and we will not be held liable for any loss damage malicious or otherwise or injury to the same.
26. Your ticket issued to you on arrival is your receipt and must be displayed on your unit at all times.
27. If you have made a booking via Pitch Up, the deposit you have paid them is not held by us and does not form a deposit held by us as referred to in these terms and conditions. We are therefore not liable to refund to you any monies you have paid to Pitch Up and will not refund it. All bookings received via Pitch Up are subject to these terms and conditions.

28. We hereby give notice to you that we shall not be liable for any loss or damage to the property of or for personal injury to you, the members of your party or associates howsoever caused, including negligence of the proprietors their agents and servants and in particular give notice that no liability will be accepted for damage injury or loss whether personal or proprietary on account of you , the members of your party or your visitors failing to comply with these terms of conditions , the Holiday Park Rules, regulations and notices for the time being displayed on the Park or any part thereof.

The Holiday Park Rules

St Leonards Farm Park and Camping Park Rules West Moors, Dorset (Version 2. 2013)

The following rules are for the good management of St Leonards Farm Unit and Camping Park and the benefit of all who use it.

Unit: means the customer's touring caravan, tent, motorhome or other unit as applicable.

Park Owner: means us/W.E. Love & Son

Unit Owner/Customer: means you

1. No hiring or sub letting of the Unit is permitted and the Unit is strictly for holiday use by the Unit Owner between 1st April and 1st October in each year and must not be used as a permanent or main place of residence.
2. All customers must park or pitch the Unit on the designated pitch in accordance with the directions of the Park Owner. Failure to park or pitch correctly will mean you may be asked to move your Unit.
3. All customers must pay a £10 cash deposit (or such other sum as may be advised by the park owner from time to time) for the card entry system.
4. Customers must vacate their pitch by 12pm on the day of departure or such other period as may be advised from time to time according to availability.

5. Units must be kept in a sound and clean condition whilst on the Park.
6. The Unit Owner is responsible for the cleanliness of the pitch whilst on the Park.
7. The Unit may be used by the Unit Owner on the Park and members of his family that he has paid for only (and in any event for the use of such number of persons as shall not exceed the specified number of berths).
8. The Unit Owner is responsible for ensuring that electrical, gas and all installations and appliances are properly maintained and comply at all times with the requirements of the Institution of Electrical Engineers and/or other appropriate regulatory bodies and appropriate regulations. The Unit is supplied with a 10amp electricity supply where paid for and their usage must not exceed 10amp. No Generators are permitted on the Park.
9. The Unit Owner must not permit waste water to be discharged onto the ground and all waste water must be disposed using the appropriate disposal points around the Park.
10. The Unit Owner must place all refuse and recycling in the approved containers on the Park. No littering will be tolerated.
11. Musical instruments, stereo equipment, radios and other appliances and motor vehicles must not be used to cause nuisance to others on the Park especially between the hours of 10.30pm and 8am. Unit Owners and visitors to the Park must not disturb other holiday makers with anti social levels of noise and will comply with all directions of the Park Owner from time to time.
12. All vehicles must be driven carefully on the park, not exceeding the speed limit of 5 mph. Vehicles must be taxed and insured as required by law and drivers must hold a current driving licence and insurance. Disused vehicles must not be kept on the Park. The overhauling and repair and washing of motor vehicles is not permitted on the Park. The prior written

approval of the Owner must be obtained before parking commercial vehicles.

13. No storage containers are permitted on the pitch without express written consent of the Park Owner.
14. No paving slabs fences or other permanent or semi permanent structures may be laid around the Unit.
15. No gardens may be created and trees and shrubs may not be planted around the Unit. No fences shall be erected.
16. .All visitors must pay the appropriate daily visitor charging rates from time to time in force as advised in the reception or in the parks marketing material and terms of business. The obligation and liability for payment of visitors' fees rests with the customer and any default in such payment by the visitor shall be met by the customer if the visitor has not paid all monies due.
17. Pets must be kept under proper control and not allowed to despoil the Park. Dogs where permitted must be kept on a short lead at all times and their waste disposed of hygienically and not left on the ground. The Park Owner reserves the right to refuse admittance to visitors with pets at their discretion. Dogs are not allowed on the Park during the busy period of July and August. This rule applies to all storage and seasonal customers as well.
18. The Unit Owner is responsible for the conduct of children in his/her custody who must be supervised on all areas of the Park, including the Play Area at all times and of their visitors and must ensure that all comply with the Rules from time to time in force. Children must not be allowed to access the play area after dusk or to ride bikes scooters etc. after dusk. No dogs are permitted in the Play Area at any time and no footballs may be used in the Play Area, except in the designated football pitch with goal posts in the meadow.

19. The Unit Owner and his guests must not carry out any criminal activity on the Park and will not commit any acts of vandalism or damage to the property of the Park Owner or of other customers using the Park. In particular but without prejudice to the generality of the forgoing no swearing abusive or offensive behavior will be tolerated towards the Park Owner their staff or other customers.
20. It is forbidden to carry offensive weapons, or other objects likely to give offence on the Park, or to interfere with or disturb any flora or fauna on the Park.
21. Everyone using the Park is required to comply with the regulations of the Park Licence and any other statutory Authority.
22. Access is not permitted to the Farm or Residential Park. Building materials or other plant must be left undisturbed.
23. No commercial enterprise or business activities may take place on the park. Telephones may not be installed.
24. Overhead wires are not permitted.
25. The exterior finish of static caravans whether as to colour or construction of the Unit shall blend agreeably with its surroundings and in the event of change during the currency of the Agreement, the Park Owner's permission and approval shall first be obtained in writing.
26. The lighting of any fire outside the Unit and within the boundaries of the Park is forbidden. Barbecues must be raised at least 12" from the ground and used charcoal once cooled placed in dustbins provided. No disposable barbecues are permitted. For the avoidance of doubt fires include log burners, fire baskets, Chinese lanterns, awning heaters, patio heaters and any other similar items all of which are prohibited. Customers should familiarise themselves with the location of the fire extinguishers around the Park.
27. No garden hoses are to be installed.

28. Any Unit Owner, Customer visitor who breaches the Park Rules will be removed from the Park. The Park Owner reserves the right to refuse admission at their discretion.
29. No groups permitted.