

UK CLUB SITES TERMS AND CONDITIONS



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

How to book

Application forms should be returned to Club HQ as soon as they are received in *Your Big Sites Book* or downloaded from the website.

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.

Seasonal pitch second instalments are due 28 days prior to the start of the booking date to Greenfields House, card payments will be taken automatically. Under no circumstances can Storage or a Seasonal pitch be occupied before the full payment is received.

With effect from Site opening date, applications can also be processed on the Site offering the facility.

Note: It is advisable to send application forms by recorded delivery (or similar) as the Club cannot take responsibility for any forms delayed by the postal service.

Please be aware that due to the high volume of applications received it is not always possible to confirm receipt of singular application forms, in addition confirmation of your booking may take longer when bookings first commence.

Storage and Seasonal dates

Site opening and closing dates are published in the Club's annual guide *Your Place in the Country*.

Note: some sites have different Storage and Seasonal dates; please refer to both the annual guide and the grid provided for further information.

Storage

Leave your unit in storage for the Summer Season or on selected sites all year round. Milarrochy Bay exclusively offer Boat Storage and Boat Mooring which have the same terms and conditions as Storage. Please see the attached grid for details.

Unit movements

Storage – Units can be removed from storage with 24hrs notice (48 hours for Tavistock) between the hours of 7AM and 6PM. Units should be returned no later than 6PM. If you need to return your unit later than 6PM, this can only be done up to 8PM and must be by prior arrangement with the site.

All Storage in the area is to be under the direction of the Holiday Site Manager. Towing Service, where offered, is subject to staff availability and should be discussed with the Holiday Site Managers in advance to ensure the

service can be provided. Weight restrictions may apply. Please note: Due to access restrictions units in storage at Tavistock can only be moved by the site team.

Use of the stored unit for accommodation

A unit may not be used for accommodation in any way whatsoever whilst in the storage area.

Display of vehicle registration

A unit in the storage area must display the correct vehicle registration mark and this must correspond to the entry on the application form.

Seasonal Pitches

Leave your unit pitched on a Club Service Pitch throughout the season. The pitch will be identified by the Holiday Site Manager on arrival, and the fee includes the hire of electric-hook up and the hire of hardstanding.

Note: Specific pitches cannot be reserved by staff at HQ or by site before the booking begins.

If you have a special request, please make this clear on the application form and it will be included on your booking. Though The Holiday Site Manager will endeavour to meet your needs, The Camping and Caravanning Club cannot guarantee that all requests can be accommodated.

The use of units on Site

The Holiday Site Manager requires a minimum of 24 hours advance notice each time you are planning to occupy your Seasonal Pitch. For safety and security reasons, please report to the Holiday Site Manager upon arrival each time you visit.

The unit may be occupied on Site for recreational purposes only, subject to a maximum of 21 nights for any one visit. An interval of at least 3 nights must elapse before a return visit to the unit situated on the pitch.

Maintenance of pitch area

Personalisation of a Seasonal Pitch is not permitted. This includes boundary fences, the planting of flower boxes, etc. The storage of any equipment beneath the units whilst the unit is not occupied is prohibited. The visual aspect of a Seasonal Pitch should be the same as any other tourist on Site and kept as neat and tidy as possible at all times.

Awnings and Groundsheets

Awnings will be permitted and they may be erected on hardstanding (preferred) or grassed areas, but they must be dismantled when the unit is vacated at the end of every visit. Grounsheets should be lifted at regular intervals to maintain the condition of the grass.

Leaving your unit unoccupied on a Seasonal Pitch

When leaving your unit unoccupied, please ensure that awnings are dismantled, the electric and gas supplies

are disconnected and the pitch left tidy. Any keys to security locks must be left with the Holiday Site Manager; however neither they nor the Club take responsibility for your unit. Keys will only be used in case of emergencies and will be kept securely.

Seasonal Pitches; Storage

Sub-letting

Sub-letting to any other party or parties whether for financial gain or otherwise is expressly forbidden. Either of the joint members within the membership of the booking, together with their children up to the age of 18 are allowed to use the unit.

Other members of the owner's family and guests can only use the unit when the owner is present, and must pay the appropriate fees per person. All visitors must report to the Holiday Site Manager on arrival.

Note: If the unit is in Storage it is permitted for it to be removed for the use of others with the relevant express permission from the unit's owner and on payment of the correct pitch fees if camping on Club Sites.

Vehicles

Only one vehicle may be parked on the Pitch in conjunction with the use of a unit. Other vehicles may be parked elsewhere on the site, subject to the Holiday Site Managers discretion and availability of space.

Changes of unit, vehicle or personal details

The Holiday Site Manager must be informed of any change of unit or vehicle registration number shown on the unit. Changes of a members address or contact number must also be given to the Holiday Site Manager and Greenfields House.

Note: Please inform the Holiday Site Manager prior to removing your unit from a Seasonal Pitch. It is also important that you advise of your anticipated return date, otherwise your pitch may not be available. If the site is busy, your vacant Seasonal Pitch may be used in your absence.

Repairs to units

Essential repairs to units that are not roadworthy may be carried out in the Storage Area but permission must first be obtained from the Holiday Site Manager.

Audible alarms and wheel clamps

Audible warning alarms – Must not be activated when left unoccupied.

Wheel Clamps – where these or immobilising devices are fitted, a key must be left with the Holiday Site Manager in case of emergency.

Please note due to the soft ground within the Tavistock Storage area, wheel clamps cannot be used; however hitch locks are permitted.

General Terms and Conditions

Club Liability

A members unit is left on the Site entirely at the

members own risk at all times. The Camping and Caravanning Club is not to be liable in respect of loss and or damage however caused to the unit or its contents, nor under any obligation to take any steps whatsoever to protect the outfit or the said contents.

Where the depositor is not the owner, then the depositor is deemed to be the legal agent of the owner thereof.

Insurance

Units, as part of any scheme, should be adequately insured and a copy of the appropriate Certificate of Insurance must be given to the Holiday Site Manager upon arrival at the Site.

Dangerous inflammable goods or Gas Bottles

No goods of a dangerous or inflammable nature may be left in or on a unit whilst it is unoccupied.

To add to this, for safety reasons, when the member is away from the Site only gas bottles that fit within the unit gas locker will be permitted.

Unauthorised Units

If a unit is left on a Club Site without permission, i.e. exceeding the period for which the fee was paid, the Club shall be entitled to make such arrangements as it may deem fit for the removal or storage of the unit.

The expense of such removal or storage will be for the owners account and, in the event of the owner failing to pay such an amount within 14 days of it being rendered, the owner is deemed to have authorised the Club to make such further arrangements as it may deem fit to dispose of the unit to reimburse itself for any out of pocket expenses and recover any unpaid fees due.

The Club reserves its right to store such a unit and charge the owner a commercial rate for the storage. In all cases, the Camping and Caravanning Club will write to the owner to advise them of the above procedure.

Cancelling a Seasonal or Storage Pitch

If you cancel your Storage or a Seasonal Pitch giving more than 14 days' notice before the start of the booking, we will refund the fees you have paid, less an administration charge of £35.00.

If you cancel your Storage or Seasonal Pitch giving less than 14 days' notice before the start of the booking, or it is cancelled once the season is underway, a refund cannot be provided.

Note: All cancellations for Storage and Seasonal pitches are required in writing and can be sent as an email to storage@thefriendlyclub.co.uk or posted to the HQ address listed on the form.