

2021 Warren Farm Information Sheet - Sunnyside En-Suite Seasonal Touring

PARK OPENS 26th MARCH AND CLOSSES 31st OCTOBER.

2021 PITCH PRICE Fees £2100.00 + Rates & Refuse £240.00 + WATER £60.00 + SEWERAGE £78.00 = £2478.00 (Inc VAT)

Welcome to another season at Sunnyside. Pitch fees are reviewed annually and adjusted according to the general index of retail prices, changes in operating costs and park improvements. **Full** payment is due by **7th March** to secure your pitch for the coming season. Payment can be made by credit/debit card over the phone, or via your online account on our website. Alternatively, please call in to Reception to pay by cash, card or cheque. Cheques posted to us should be made payable to **Warren Farm Holiday Centre Ltd. If you do not require your pitch please inform Reception immediately.** We want you to enjoy your season but ask you to observe the following conditions, which are for the safety and benefit of others and good management of the park.

CARAVAN SAFETY. All caravans must be fitted with a dry powder fire extinguisher 1kg in weight, a smoke alarm and carbon monoxide detector. Gas appliances **must** be serviced in accordance with 'gas safe' regulations. It is advisable to leave a spare key at Reception in case of emergencies. **Chinese Lanterns, Fireworks, BB guns, Drones and Unlicensed motor vehicles** can be dangerous on site and in the countryside generally and are therefore not allowed to be used on the park. Fire protection around the park is a combination of hose reels and water extinguishers. **Please note the location of your nearest fire point in case of emergency.** Customers must not erect any structure to obstruct the fire break between caravans.

INSURANCE. All caravans and property must be fully insured by the caravan owner at all times while on the park. Please call in to Reception for advice on recommended insurance companies. Touring caravans must not be anchored down so they are freely moveable at all times. All persons staying on or visiting the park use the facilities provided entirely at their own risk, Warren Farm cannot accept any liability for loss, damage or accident to persons or property.

OCCUPANCY. The length of season is detailed above and caravans may only be occupied for holidays between these dates. You can visit the caravan in the closed season but may not stay overnight. Caravans can be used by friends or relatives but may not be sub-let on a commercial basis. No teenagers are allowed on the park without suitable adult supervision. Please ensure anyone using the caravan is aware of these park rules and conditions. The park is for holiday use only, no business activities or working from the park is allowed. Commercial vehicles and vans are not permitted on the park.

SELLING OF CARAVANS. Due to a seasonal pitch waiting list, tourers cannot be sold on site with the pitch, but must come off site and either be sold to Warren Farm or taken home. Part year site rents are refundable net of VAT. Any unauthorised changes of ownership will breach your contract with Warren Farm.

GENERAL CONDUCT. Please respect other people on and around the park, keeping noise to a minimum especially after 10pm. Disorderly conduct will not be tolerated. Children must be accompanied by a suitable adult on the park and supervised at all times in licensed premises and around open water. All our shops and bars operate the **Under 25 policy**.

DOGS. All dogs must be kept on a lead and not allowed to foul the park or annoy others. Please use the exercise areas provided and put dog waste in the red bins. Please do not leave pets unattended. The management reserves the right to refuse admission or eject from the park any dog which it considers inappropriate as a family pet or a danger or annoyance to others.

SECURITY. All caravans will be numbered by Warren Farm for identification purposes. It is essential to fit a hitch lock or wheel clamp to your caravan while on site for insurance cover. If a caravan is taken off its pitch for any reason, please inform Reception before it leaves. Please help prevent theft from caravans by removing valuable items when the caravan is unoccupied. For night time assistance, please call or text our night warden on **07818 282950**.

PARK APPEARANCE. Items stored around the outside and underneath the caravan makes the park look untidy, therefore when caravans are not in use all items, including solar lights, bikes and furniture etc. must be put away in your store room. Storage boxes, bike tents, trailers and other forms of storage are not permitted in this area. No solid skirting is allowed around the base of caravans. Fences and tents are not permitted. Gas bottles must be stored inside the gas locker box. Wind breaks and dog pens must not be left up restricting access between caravans and always removed for grass cutting.

AWNINGS. We strongly advise that awnings are taken down when your caravan is not in use due to possible damage from high winds. Customers may use their discretion and leave awnings up at their own risk provided the grass is regularly cut around the edges and guide ropes. If your awning is damaged we will contact you to come down immediately to take it down. Please take care not to damage the rubber surface with large pegs, anchors or by driving on it. There have been some issues with a light oily residue coming off the rubber surface, please be careful when walking from the rubber to groundsheets and carpets. Only one awning is allowed per caravan.

CONDITION OF CARAVANS. Caravans must be kept clean, tidy and in a good state of repair. The locks, hitch, stabilisers and tyres maintained to a towing condition in case the caravan needs to be moved in an emergency. When replacing your caravan, you must check with Reception that the **age** and **make** is acceptable before purchase. Pitches are not suitable for continental caravans with the main door on the off side.

CLOTHES LINES. A small free-standing rotary style clothes line can be used on the gravel area next to your shower room pod, but must be taken down and stored when not in use. Lines must not be used anywhere on the grass areas.

REFUSE DISPOSAL. The dustbins provided are for household and domestic waste only. White goods and large items must not be left in our refuse compounds and either taken to a recycling centre or arrangements made with Reception for chargeable collection. Any garden waste can be placed in a black bag and left next to the bins but not in them. Please do not leave refuse sacks outside your caravan for seagulls to break open.

BALL GAMES. Due to damage to caravans, no ball games are allowed on the park. Please use the games field provided

SHOWER PODS. Pods remain the property of Warren Farm and are for your exclusive use while renting the pitch. Customers are responsible for all cleaning, running costs and keeping the property in good condition. Pods must be kept in hygienic condition and cleaned regularly including shower heads. With periodic use it is important to purge water thoroughly before use to prevent any build up of bacteria. Warren Farm will be responsible for any repairs and maintenance as landlord and may require access. A spare key will be kept at Reception in case of emergencies. Any acts of misuse or vandalism will be chargeable. Customers are not permitted to alter the structure in any way, this includes any alteration to the electrical and plumbing installation or the addition of shelves, mirrors, hooks, washing machines, dryers, fridges and freezers etc. Storage rooms are used at your own risk.

CAR PARKING. All vehicles must be parked on the side of the road at the back of your caravan. Driving or parking on the grass is not permitted at any time. Please ask for assistance if your caravan needs to be sited or taken off pitch.

ELECTRIC. Each pitch has a 16 amp smart meter which supplies your shower pod and caravan. Credit can be added to your smart-card at **Main Reception** as necessary through the season at 18 pence per unit including VAT. Always keep your card in credit for emergencies. Replacement cards are chargeable. We recommend turning off the supply after your stay in case of power failure while you are away.

WINTER STORAGE. Caravans are left on pitch for Winter storage for £115.00 including VAT. Please pay on or before your final visit. If you do not require storage please inform Reception before you take your caravan away and confirm if you require your pitch for next year. If you need to collect your caravan through the Winter please give us due notice so it can be de-sited and put on a car park ready to pick up. Make sure hitch locks and wheel clamps are properly secured at all times. Caravans must be packed down in case it needs to be temporarily moved for ground works and please make sure we have spare keys in Reception for emergencies.

DEVELOPMENT. Warren Farm is committed to long term improvements to the park and therefore construction work will be in progress during the Summer season adjacent to Sunnyside. We ask for your tolerance and understanding that this work is essential for the future and we will endeavour to keep any disruption to a minimum.

The above conditions form part of your contract with Warren Farm. In the event of any serious breach of these conditions, Warren Farm reserves the right to terminate the use of a season pitch.

We wish you a very pleasant season at Sunnyside.

Sunnyside is part of Warren Farm and customers are welcome to use any of its facilities.