



# Caravan Site Terms and Conditions 2023

**Access statement & Policy:** We seek to provide the very best service to all our guests and have a specially prepared access statement available which describes the facilities we have to offer on the site. This includes a copy of our Terms and Conditions in large print. If you would like a copy, or wish to discuss any other special needs, please make our staff aware.

**This contract:** This agreement is with Washingpool Farm and exists as soon as we issue a confirmation letter. Check it carefully to see that it reflects your wishes. Please inform us of any discrepancy as soon as you are able.

The terms contained in this contract do not affect your statutory rights.

**Adults only Site:** All guests staying on the site must be aged minimum sixteen years and over.

Please note a public footpath crosses the site and there are often children about on the farm.

**Booking & Prices:** Bookings can be made online (preferred option), by telephone, email or in person at the Farm Shop. The prices listed include VAT.

To secure your booking a non-refundable deposit of 50% per pitch per night is required. The balance is due 14 nights prior to arrival.

A pitch is only available for the length of stay booked and reserved when secured by a deposit **and** full payment made prior to arrival. The only variation is by special agreement with the management.

An extension to any booked period must be agreed with the management whose decision is final.

**Cancellation of the holiday by you:** Unfortunately, we cannot offer refunds except in exceptional circumstances and at the discretion of the management.

**Change or cancellation of the holiday by us:** If we are unable to provide the booked holiday and have had to cancel before the holiday is due to start, you are entitled to a full refund of any money you have paid, except where the cancellation or change arises from and unforeseeable or unusual occurrence outside our control. The pitch fee does not include cancellation protection. We strongly recommend that you take out travel insurance to cover any cancellations made.

**Arrival:** Guests will receive an email prior to arrival which will include check in procedures, a map of the site and entrances and any other information we feel is important.

Pitches are available from 12:00 and are clearly numbered – only park at the pitch stated on your booking confirmation. Please ask if you are unsure, if you are pitched on the wrong pitch you will be asked to move.

While we endeavour to allocate requested pitches, we reserve the right to vary this for managerial reasons.

Except by prior agreement, we ask that caravans are sited by 20:00 at the latest for the comfort of others on the site. If you arrive early, there is a car park in Bridport suitable for towed caravans and motorhomes <https://www.dorsetcouncil.gov.uk/parking/find-a-carpark/west-street-commercial-park-bridport.aspx>

**Departure:** All pitches must be vacated by 11:00 on the day of departure unless specifically agreed with the management. You are required to leave the pitch clean and tidy: all rubbish, waste water and chemical waste must be disposed of as directed by the site notices. Please ensure any awning pegs are removed from the grass as they may damage our mowing equipment.

**Dogs & other pets:** Pets are welcome, there are public footpaths on the farm. Please note the following

Pet/dog breeds included on the dangerous animal list are not permitted on the park.

Please keep your dog on a lead at all times.

There is no public access on the farm other than the public footpaths.

Clean up after your dog and dispose of all dog waste.

Do not leave your dog unattended at any time.

Dog noise – it is the owner's responsibility to ensure their pets noise does not cause disturbance to other guests.

We reserve the right to require that the owner removes their dog, or any other pet, from the site if it is a nuisance or danger to other guests/livestock.

**Sanitation, Waste Water and Rubbish:** The contents of chemical closets must be disposed of by emptying at the disposal points provided. Under no circumstances should blue waste be emptied in the grey waste disposal points.

To avoid possible damage to sewage treatment systems on site, only bio-degradable chemical fluids should be used that do not affect the natural bacterial balance within the system. If unsure, please seek advice from a member of staff.

Disposable wipes, sanitary products and similar bulky items must not be emptied into the chemical closet emptying points but must be wrapped in a bag and placed in the bin provided.

A suitable receptacle, which should not be allowed to overflow, must be used for the collection of waste water and emptied at the disposal points provided.

General and Recycling bins are situated by the farm shop store (see map). All rubbish should be recycled wherever possible. Please follow the marked walkway when accessing the refuse area.

Users of medical equipment, including hypodermic needles are responsible for providing their own safe means of disposal.

The washing of vehicles/caravans/boats is not permitted on the site.

**Electric Vehicle (EV) Charging:** We do not have on-site charging facilities and you must make your own arrangement for EV charging. See our EV Charging Policy below for more information.

**Fires and BBQs:** We do not allow firepits or ground level BBQs. All barbecues must be deemed safe by the management and in any case extinguished by 22:00. Please do not dispose of any ash in the waste bins for safety reasons.

**Awnings:** To minimize damage to grass, site users are asked to lift all groundsheets and/or side flaps of awnings, tents or annexes at frequent intervals or as required by a member of staff.

**Appliances:** The use of tumble dryers is not permitted under any circumstances.

**Wi-Fi:** The site has free, rural-strength wi-fi available to all guests. Provision of internet access by us is entirely discretionary and provided without guarantee. Failure of our internet connectivity, or failure to provide internet connectivity (or sufficient bandwidth for any specific use) does not constitute a breach of any contract to provide you with accommodation. We require guests to abide by our Acceptable Use Policy (see below).

**Holiday behaviour Standards & Termination:** By making a booking with us you have entered a contract in which you undertake, on behalf of yourself & the people in your party, to adopt the following standards of behaviour:

To act in a courteous & considerate manner towards us, our staff & guests.

You further agree that you will not:

Commit any criminal offence on site or undertake any criminal activity.

Commit any acts of vandalism or nuisance.

Keep or carry any firearm or any other weapon at the park.

Use unlawful drugs.

Create any antisocial noise or disturbance.

Carry on any trade or business on the Site.

**Health & Safety:** The proprietor and company cannot be held responsible for any accident or loss suffered by yourself or a member of your party whilst on the park. This also includes property belonging to yourself or a member of your party whilst on the park.

**Complaints:** If you have a complaint about anything during your holiday, please raise it with a member of our staff immediately and if you wish to pursue it following your departure please write to us within 28 days of your departure. However, we do suggest that you try and complete a report about the complaint while you are on holiday.

## Internet Acceptable Use Policy

### 1. Acceptable use

- 1.1. By accepting our terms and conditions and using this service, you acknowledge that you have read, understand and will abide by this policy.
- 1.2. We reserve the right to restrict the amount of bandwidth available to users without notice during busy periods to maintain good access for other users.
- 1.3. You must not use our internet connectivity services:
  - a) in any way that breaches any applicable local, national or international law or regulation;
  - b) in any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect;
  - c) for the purpose of harming or attempting to harm minors in any way;
  - d) to transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam);
  - e) to knowingly transmit any data, send, upload or download any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware;
  - f) to be defamatory of any individual;
  - g) to promote obscene, offensive, hateful or inflammatory material;
  - h) to discriminate (including based on race, sex, religion, nationality, disability, sexual orientation or age);
  - i) in any way which infringes copyright, database right or trade mark;
  - j) to deceive any person;
  - k) to breach any legal duty owed to a third party, such as a contractual duty or a duty of confidence;
  - l) to be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety;
  - m) to harass, upset, embarrass, alarm or annoy any other person;
  - n) to impersonate any person, or to misrepresent your identity or affiliation with any person;
  - o) to give the impression that you are economically linked to us;
  - p) to advocate, promote or assist any unlawful act such as (by way of example only) copyright infringement or computer misuse; or
  - q) to access without authority, interfere with, damage or disrupt any equipment or devices connected to a network owned, controlled or used by us or any third party.
- 1.4. The use of the internet by a minor is subject to this policy and the consent of their parent or guardian. We advise parents who permit their children to use the internet connectivity we provide

that it is important that they communicate with their children about their safety online, as moderation is not fool proof.

## **2. Suspension and termination**

- 2.1. We will determine, in our discretion, whether there has been a breach of this acceptable use policy through your use of our internet connectivity services. When a breach of this policy has occurred, we may take such action as we deem appropriate.
- 2.2. Failure to comply with this acceptable use policy constitutes a material breach and may result in our taking any or all of the following actions:
  - a) immediate, temporary or permanent withdrawal of your right to use our services;
  - b) issue of a warning to you;
  - c) legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach;
  - d) further legal action against you; and/or
  - e) disclosure of such information to law enforcement or other such authorities as we deem appropriate.

## **3. Limitations to our liability**

- 3.1. Neither a minimum speed, unrestricted bandwidth nor uninterrupted provision of access is guaranteed and we will not be liable for any form of compensation or expenses claimed by you in respect of the provision or quality of internet connectivity.
- 3.2. Provision of internet access by us is entirely discretionary and provided without guarantee. Failure of our internet connectivity, or failure to provide internet connectivity (or sufficient bandwidth for any specific use) does not constitute a breach of any contract to provide you with accommodation.
- 3.3. We exclude liability for actions taken in response to breaches of this acceptable use policy. The responses described in this policy are not limited, and we may take any other action we reasonably deem appropriate.
- 3.4. We exclude any liability for any direct, indirect or consequential loss or damage incurred by any user in connection with our internet connectivity services or in connection with the use, inability to use, or results of the use of our services including loss of or damage to; income or revenue, business, profits or contracts, anticipated savings, data, or goodwill, whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable, provided that this condition shall not prevent claims for loss of or damage to your tangible property or any other claims for direct financial loss that are not excluded by any of the categories set out above.
- 3.5. We will not be liable for any loss or damage caused by viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your access to the internet via our services.

## Electrical Vehicle Charging Policy

### 1. About this policy

- 1.1 This policy sets how Electric Vehicles (EV) should be recharged while at the Property and the responsibilities of EV owners in respect of safe charging.
- 1.2 Any reference to "Property" in this policy is a reference to the Property including any garden, grounds, outbuildings, garages or communal spaces.
- 1.3 This policy forms part of our contract with you. A breach of this policy will constitute a breach of the contract between us.

### 2. Who does this policy apply to?

- 2.1 This policy applies to all members of the Booking Party and such other visitors of the Property. It shall be the responsibility of the Lead Guest to inform all members of the Booking Party and any visitors of this policy.

### 3. What is an Electric Vehicle?

- 3.1 For the purpose of this policy an EV is any vehicle that uses electric motors, either fully or partially, to drive its wheels. It will derive some or all its power from rechargeable batteries which requires connection to the electricity grid (plug-in). This includes fully chargeable and plug-in hybrid cars, motorbikes, buggies, scooters, mopeds, bicycles, utility vehicles and tracked vehicles.

### 4. Domestic chargers are not permitted at the Property

- 4.1 Most EVs are supplied with a domestic charger, commonly known as a 'granny charger' or a 'trickle charger'. These cables recharge the EV using a domestic power source via a 3-pin wall socket.
- 4.2 Domestic chargers are not suitable for use in the Property and will create a fire hazard. **The use of domestic chargers is strictly forbidden.**
- 4.3 We retain the right to carry out reasonable inspection, on a without notice basis, to ensure that granny chargers are not in use in the Property.
- 4.4 You are solely liable for any damage or loss suffered by us as a result of your unauthorised use of domestic chargers.
- 4.5 We do not have on-site charging facilities at the Property and you must make your own arrangements for EV charging. The closest charge points to the Property are: East Street Car Park, Bridport and Bridport Leisure Centre.