

Gate Farm CAMC Certificated Location

TERMS AND CONDITIONS OF BOOKING AND PRIVACY STATEMENT – November 2021

This agreement is with Harvey Partners as operators of Gate Farm Certificated Location (the **CL**) and references to '**we**', '**us**' and '**our**' in these terms and conditions refer to the owners, staff and operators of the site.

References to '**you**' and '**your**' in these terms and conditions are to you, the person making this booking and where applicable, to any visitors and every member of your party.

Acceptance of Terms - by placing your request to book with us you are also confirming that you have read and accept all terms and conditions described in this agreement.

You must be a current member of the Caravan & Motorhome Club to book a pitch with us and provide your membership number when booking. We may also ask to see your Club Membership Card on arrival.

Advance booking is required - please [visit our booking page](#). In case of difficulty you can also telephone 01676 532187 or email ([see address at foot of page](#)).

Pitch fee - the pitch fee is £20 per night. There is a single night supplementary fee of £2. We reserve the right to amend or adjust the pitch fee or these Terms and Conditions from time to time at our discretion.

At periods of peak demand for pitches we will require full payment in advance to secure your pitch. This also applies to group bookings which must be booked individually for each outfit.

Bank Holiday Weekends and 2022 Commonwealth Games - minimum booking is for 3 nights.

Payment – a non-refundable deposit of £22 (single night) is required at the time of booking. The balance of your payment is due 4 weeks before your arrival date except where detailed below. We may cancel your booking if you fail to pay the balance of the fee on time.

If your booking dates include **peak demand periods** we will require your full payment to confirm your booking. This applies to NEC Caravan Shows, Crufts and multiple pitch bookings.

Cancellation

Cancellation notified to us more than 14 days* before arrival (excluding peak demand periods) - the pitch fee already paid will be refunded less the non-refundable deposit.

Cancellation notified to us less than 14 days* before arrival - the pitch fee will only be refundable in respect of nights that we are able to re-let the pitch to another member at our discretion, and less the non-refundable deposit as above.

Peak demand periods * - for periods where we require full payment at the time of booking the cancellation threshold date is 28 days before arrival. This applies to NEC Caravan Shows, Crufts and multiple pitch bookings.

We will not be liable for any event or occurrence which may result in your delayed arrival, curtailment or late cancellation of your stay, including but not limited to vehicle breakdown, unavailability, illness or inclement weather and we will not refund any fees you have paid under these circumstances. We strongly recommend that you seek appropriate travel insurance.

Amendment of booking

Amendment notified to us more than 14 days* before arrival (excluding peak demand periods) - the pitch fee already paid will be carried over to a revised booking date within 12 months.

Amendment notified to us less than 14 days* before arrival: the pitch fee will only be refundable in respect of nights that we are able to re-let the pitch to another member at our discretion, less the non-refundable deposit as above.

Peak demand periods * - for periods where we require full payment at the time of booking the amendment threshold is 28 days before arrival. This applies to NEC Caravan Shows, Crufts and multiple pitch bookings.

Government travel restrictions - in the event of a lockdown affecting your ability to travel or our ability to host you would receive a full refund of your CL fee without deduction of the cancellation charge.

Hardstanding pitches will each accommodate a caravan or a motorhome plus one car. Cars must be parked on the hardstanding alongside your caravan or on the external parking area and must not obstruct the roadway or access to other pitches.

Additional cars are strictly by prior arrangement with us and are subject to an additional fee of £3 per night. Additional cars must only be parked on the external parking area outside the CL.

Long outfits - the maximum length **Motorhome** we can accept is 8.5 metres due to manoeuvring space on the CL.

Dogs – we allow up to two dogs per pitch. Additional dogs are **only considered by prior agreement** with us. **Dogs must be kept on a lead and under close control at all times** on the farm premises, including on the CL. Dog enclosures must only be positioned on the hardstanding, not on the grass.

We provide a map of local footpaths suitable for dog walking. You must immediately pick up all excrement left by your pet, both when on the farm and on footpaths, and only dispose of it in the bin provided..

Children must be supervised by a responsible adult at all times, and must not be allowed to enter farm buildings or approach machinery, animals or other hazardous areas.

Breathable groundsheets are required on grass areas.

Electric hook-up is included up to 12 units (KWh) per night booked, and use of electricity is strictly subject to fair use for **internal** caravan purposes only. **This means we do not allow electric heating in awnings**, any other electric appliances outside the caravan or motorhome, or the charging of **electric motor vehicles**. We reserve the right to disconnect electricity if you fail to abide by these terms.

Any additional electricity (KWh) used by the end of your stay is separately charged at the cost to us, in line with Ofgem requirements, and is payable on your departure. We advise you to read the meter on your pitch both on arrival and departure, and make a note of these readings for reference.

Arrival and departure times - arrival must be after and departure before 12 noon, except by prior arrangement with us. An additional fee may be required for a later departure time.

You will need to use your own toilet and shower facilities.

Rubbish - we will only dispose of your everyday domestic rubbish and recyclables in the bins provided. You must not leave broken items (e.g. chairs etc) or large packaging (e.g. cardboard boxes, etc.) as we are unable to dispose of them for you.

You must sort your rubbish in accordance with the signs on the bins provided. Recyclables must NOT be bagged and food containers and tins rinsed out before placing loose in the recycling bin.

All food waste must be bagged securely and placed in the 'other rubbish' bin.

Security - the main entrance to the farm is secured at night by automatic gates, which are operated by a smart fob after 7pm. You should remember to take the fob with you even if you go out without your car in the evening. Please return the fob at the end of your stay in the box provided by the main entrance gate.

Farm safety – resident children and animals are frequently on the farm drive to the CL and a **strict 5 mph (walking speed) limit** must be observed at all times.

You must observe warning notices around the farm and keep to the drive when going out for walks.

Your conduct on the CL – You must be considerate to other members and residents on the premises and not cause any nuisance to them, including by noise, smoke, external lights and decorations, antisocial or threatening behaviour. We will refuse acceptance or terminate the visit of any person whose conduct we consider is detrimental to us or to our other visitors.

Loss or damage - we will not be held responsible for any loss or damage to your property or vehicles or any injury to you whilst staying on our CL.

Under present circumstances we do not allow visitors to members staying on the CL. This is to protect other members and residents who may be vulnerable. Please arrange to meet up elsewhere.

Hobby activities – we do not allow metal detecting or flying of drones by visitors on the farm premises.

PRIVACY STATEMENT

We will only collect personal information from you to the extent that is needed to provide our service to you. This information will be kept securely and may be kept using a variety of media as appropriate, which may include paper, computer and on-line storage documents, images and recorded CCTV images.

We will not disclose your personal information to any third party unless required to do so by law enforcement, legal requirement or to enable a service that you have requested us to provide. We may retain your personal information for an appropriate period where required for accounting and taxation purposes.

We may use your contact details to inform you about events and changes affecting the CL or CAMC members and you may opt out of such communications from us at any time. You cannot opt out of receiving communications relating to your booking(s) with us.

Our website may contain links to other websites of interest to our visitors. If you use these links to leave our site we cannot be held responsible for the protection or privacy of any information which you provide whilst visiting other sites, and such sites are not governed by this privacy statement. This includes any links to service providers such as Google and Facebook which may collect information about you, and their privacy policy will apply to your use of any such services.

If you would like to review, access, amend or update your information please contact:

Susie Hammett
Harvey Partners
Gate Farm, Fen End, Kenilworth CV8 1NW

Email: caravan@gatefarm.org
Telephone: 01676 532187