

Fen Farm Caravan Site Policies for Seasonal Pitch Holders

These Policies are in place for the good management of the site and the benefit of all who use it. The expression you/your means the caravan owner and the expression we/us/our refers to the proprietors

- The agreement to rent a Seasonal Pitch is between the proprietors and one named person or a couple (as per Pitch Holder Contact Details) and is not transferable. The site fee entitles you to rent a Seasonal Pitch as per your Licence Agreement. If you remove the caravan from your allotted pitch at any time during the season, we cannot guarantee the same pitch will be available on your return
- The Seasonal Pitch price includes one awning and one electric hook-up. Electric is for use in your caravan only, not for car charging. There is an electric car charging point located near the office. Any additional awnings/tents/gazebos/windbreaks etc. must be agreed with the office each season before placement and additional charges may be made. Additional Extras must be removed when the caravan is unoccupied unless agreed by the office. Please note, not all Pitches are suitable for extras
- A key to your caravan and/or any locks/wheelclamps may be left in the office if you wish
- Awnings may be left up at all times at your own risk and we advise they are firmly secured with storm straps. Decking in awnings must not have plastic beneath them. Please do not store food in your awning.
- A copy of your caravan insurance certificate must be left in the office showing Public Liability Insurance for your Caravan
- We shall be responsible for maintaining any electricity, water or other services supplied by us to the pitch (If any damage has been caused maliciously a charge may be made)
- For most pitches the electricity supply is 10amps to your caravan. (For Pitch no's S01- S03 the supply is 16 amps). Please do not overload the system. No Generators or Transformers on site
- We shall maintain in a clean and tidy condition those parts of the site, including access ways and site boundaries, which are not the responsibility of any caravan owner
- Fen Farm Caravan Site cannot be registered as your main address. Proof of Home address may be requested at any time
- We do not permit traders or salesmen access to the site except with our prior consent
- It is your responsibility to ensure that your visitors and occupiers of your caravan adhere to the park rules
- It is your responsibility to ensure that visitors using the caravan in your absence know how to use the gas, water etc.
- If you change your Caravan, we must be informed before a different caravan is brought onto your Seasonal Pitch. Please note if you increase the size of your caravan, your pitch may no longer be suitable, and you may have to be moved
- Name cards given to you by the office must be clearly displayed in your caravan at all times

- Admin charges may be made if we have to contact you regarding failure to abide by our Policies
- All your visitors must obtain our permission before entering the site. They must report to the office if arriving during office hours, leave a car registration and obtain a parking tag. If you have visitors arriving outside office hours please let the office know in advance. They should park in the car park outside the office. If your visitors have young children, are elderly, or disabled, arrangements can be made out of office hours for them to enter the site. We reserve the right to block barrier cards if we feel they are being mis-used

**UNDER NO CIRCUMSTANCES SHOULD VISITORS BE
GIVEN ACCESS TO THE SITE WITHOUT INFORMING US – THIS INCLUDES LETTING YOUR
VISITORS THROUGH THE BARRIER WITH YOUR OWN CARD**

**FEN FARM IS PRIVATE PROPERTY THEREFORE IF YOUR VISITORS ARE NOT REGISTERED
WITH THE OFFICE THEY ARE TRESPASSING**

- Fridges, batteries and general scrap must not be left on the park. The skip is for waste from the site only, no mattresses. Domestic/Commercial waste must not be brought on site and deposited in the skip.
- You may not access Fen Farm Caravan Site in the closed season unless there is a valid reason, in which case at least 72 hours notice is required
- We are entitled to eject anyone from the site who persistently acts in a manner likely to upset or annoy other users of the park or our staff or who is guilty of a criminal offence
- No alterations may be made to the surrounding area of your pitch without prior consultation with us. The area around the caravan should also be kept tidy and the grass cut regularly. Your caravan must be kept clean at all times. Please remove washing lines when not in use
- Seasonal Pitches may have one storage box of a type and size approved by us if the pitch is suitable
- You are solely responsible for securing the caravan and must ensure that the caravan and its contents are adequately insured throughout the year. We are not responsible for any theft or damage to your personal possessions while they are on our property
- Gas must be switched off when the caravan is not occupied
- No leads are to be left in the electricity hook-up points when the caravan is unoccupied – unless previously agreed with the office. Additional charges may be made if leads remain plugged in, and the lead must be dug into the ground and the grass around it kept tidy. We cannot be held responsible for any damage to electric cables
- If you experience any problem with the site's electrical or water system please contact us. You must not attempt to work on the site's electrical or water system yourself. We shall do everything we can reasonably to provide and keep the services available to your caravan. However we are not responsible for any temporary failure or lack of facilities and services if this is caused by something out of our control, or losses due to power cuts
- You must not cut any trees or hedges on the site. If you find any tree or hedge a nuisance please inform us

- Please note that there are CCTV cameras in some areas of the site for security purposes
- A maximum of one car may be parked by each caravan. Any extra cars must be parked in a car park with the Seasonal Pitch holders name clearly displayed
- No powered equipment to be used after 12 noon on Sundays
- Refuse must not be left or deposited outside your caravan. Please use the bins provided. Please recycle refuse where possible
- If applicable, barrier cards give access to the site from 6am until 12 midnight. Anyone arriving outside these hours should leave their car in the car park. If you have a valid reason for access out of these hours, please discuss with us
- To comply with the law, only people with a current driving licence and full insurance may drive a vehicle on Fen Farm Caravan & Camping site. You are not permitted to give anyone driving lessons on the site
- A crash helmet must be worn when riding a motorcycle on the site
- Children are not permitted to ride in the back of open trucks or boats being towed. Children must not sit at the steering wheel of any vehicle
- All off road vehicles and powerboats must be insured and a valid copy of the insurance certificate must be left in the office. These must be agreed with the office before they come on site and removed at the end of the season unless otherwise agreed. There may be a charge to store these by your caravan. No Jet Skis allowed on site
- Small boats may be kept on site but must be removed by the end of the season unless otherwise agreed.
- The beach gate must be closed when not in use
- No engine driven i.e. electric or petrol ride on toys on site – pedal power only. No Drones.
- Driving/Parking on the grass is not permitted when the ground is soft
- Cars are permitted onto the park for access to caravans only and they must not be driven around the park. Speed should be kept to below 10mph everywhere on site and pedestrians and cyclists given priority. Normal highway laws apply on all of Fen Farm
- The toilet blocks are not play areas, please make your children aware of this. Young children must be accompanied when visiting the toilets. Cards for the Family room will only be issued to Families with young children. No dogs are allowed in the toilet blocks
- Unless your pitch has its own water supply, your caravan must not be plumbed in. Hosepipes may not be used except in the boat washing area unless prior permission has been given. Plants may be hand watered only. No Paddling Pools. Hoses must not be permanently attached to any communal water taps
- No responsibility is accepted for any caravan owner's or visitor's property at any time
- Gas or Charcoal BBQ's only. No Wood or Fire Pits. BBQ's must be off the ground. Never take a BBQ inside

- To respect the privacy of other caravan owners, we must insist on quiet after 11pm
- There is no public access to the workshop or store yard. Please be aware of moving vehicles around the workshop area
- We advise that bikes ridden after dark have sufficient lights to be seen
- Play areas are not supervised by Fen Farm staff and no responsibility is accepted for the safety of children. Children are not allowed in the play area before 8.30am or after 9.30pm or dusk whichever is earlier. You are responsible for the conduct of children in your custody. This includes visitor's children. Please ensure they respect the privacy and tranquillity of others. Children should not be without proper, responsible parental or guardian supervision after 10pm. Please give consideration to people around the parks early in the morning. For safety reasons, do not allow children near the workshop area, or to play around the barrier
- Dogs must be kept on a lead in Owls Retreat, Moorhens Rest, Travers and Berry Field and under control at all times in other areas of the site. All fouling must be removed immediately. If we consider a pet to be a nuisance or to be affecting the comfort of others we reserve the right to ask the owner to remove it. Dogs are not allowed in the toilet blocks. There is an outside shower suitable for dogs in the top toilet block. Do not leave your dog unattended on the site at any time.
- Nothing may be stored under caravans
- All information left with us is held securely on our computer system and dealt with in accordance with the Data Protection Act
- You should use the site safely and should not cause danger to others
- Children must be supervised when near the ponds
- Office opening hours are 9am to 5pm, Monday to Saturday and 9am to 1pm on Sunday during the open season. Office hours maybe longer in peak times. In the closed season the opening hours are 9am to 1pm, Monday to Saturday only. At all other times messages may be left on the answer phone. A contact number for emergencies occurring on the park is displayed in the office window along with other useful contact numbers. We also have Wardens on site during the open season
Please respect our privacy and do not go to 'Lanes End' or the Farm house with general enquires
- Please report any problems, maintenance or repair requests to the office and do not approach ground staff or any staff out of their working hours
- Nothing is to be left on site during the closed season unless agreed with the office beforehand
- Requests to move pitch can be made at any time during the year and must be made in writing. Pitches will be allocated on a first come first served basis. Please be advised we already have a waiting list for some pitches
- We reserve the right to amend these rules at any time. Any changes will be notified in writing to your home address held on file in the office

- Please report any problems to the office – if we don't know about it, we can't do anything about it!

Winter Storage

- No caravans will be moved into winter storage with a cover on
- Keys for wheel clamps and hitch locks must be left with the office before the end of the season
- All caravans must be in good repair before they are taken into winter storage. Please check that locks, wheel clamps, jockey wheels and legs are in working order, and tyres are pumped up. There may be extra charges if any of these cause a problem and we cannot be held responsible for any damage incurred due to your neglect. Please do not leave anything underneath your caravan.

Unacceptable, antisocial behaviour will not be tolerated from adults or children

**Anyone unable to comply with these rules will be asked
to leave the site immediately**

**By paying your pitch fees you agree to the Seasonal Agreement for a touring caravan at
Fen Farm Caravan Site 2019**

96 years of Camping and Caravanning