



Caravan Store and Stay Information for the
2016 - 2017 Season

The campsite is open almost 365 days a year but out of the high season it is often not fully manned and not all facilities are available.

Benefits of our Store and Stay facility:

- The sheer convenience of having your caravan ready and waiting on your pitch whenever you fancy a visit (booking required). Pay a little extra and we'll even set it up for you (ie: legs down, level, step out, water full, waste connected, lights & heating on) truly arrive and settle in after your journey.
- No towing = more time to relax = less stress
- Relax in the knowledge that your pride and joy is safe and sound in our secure, alarmed storage yard.
- Access to the storage yard is restricted to our staff and management only.
- Our location in the heart of the beautiful unspoilt Dorset countryside giving guests an abundance of wildlife, walking, stunning scenery, peace and quiet and many places to visit, along with our on site SPA, art classes, food vans and small fishing pond.
- Our very competitive price is a mere fraction of the vast cost of buying and insuring a large towing vehicle, not to mention the spiralling cost of fuel and the wear and tear on the tow vehicle.

Who can store and stay?

Our store and stay facility is available to guests of our site, past, present and future, who intend to spend a minimum of 21 nights per year on our campsite.

How long can I store?

Our store and stay facility is available for 12 months at a time, with the period running from inception to 364 days later. It's worth noting that The Dorset Hideaway is currently open all year should this change and you wish to use your caravan elsewhere during our possible closed period, we will tow your caravan out at no charge, if adequate notice is given.

Do I receive a refund for the times my caravan is not in the store and stay facility?

There are no refunds for times when your caravan is not in the yard. Similarly, should you decide to permanently remove your caravan before the end of the 12 month period, for whatever reason, no refund can be given. Two full calendar months notice should be given before the end of the currently running agreement/contract to notify the campsite of your termination so that the bay can be offered to someone else.

Will I lose my space if I don't stay for 21 nights?

If the number of nights you stay within one store and stay period falls short of the 21 night minimum, you'll be given the option to pay a premium which will secure your store and stay space for the following year. This premium will be equivalent in value to the shortfall in nights, multiplied by the cost of a hard standing pitch at our lowest tariff. For example, if you stay for 15 nights, instead of the required 21, your shortfall premium will be 6 nights @ £18 (based on 2015 prices). This will be payable 1 month prior to the end of the contract to secure your space for the following 12 months and enables us to plan for any possible vacant spaces.

What if I bring my caravan into storage part way through the year?

If your store and stay commences late in the year, for example after August, this will be taken into consideration when considering the number of nights the end of the year or before any possible closure.

Security:

- Caravans are stored in our secure storage yard, away from the main campsite. The alarmed gate is kept locked at all times and access is restricted to site staff only. The entrance is under PIR motion detector lighting. This area is under constant supervision from our home opposite.
- Dorset Hideaway wardens and management are resident on site at all times for added security.
- Caravan owners are not permitted access to the storage area at any time, therefore customers wishing to clean their caravan or carry out any maintenance work, however small, will need to book a pitch (notice required) and will be charged a one off £10 fee plus the full daily pitch fee. This service is not available during high season, where minimum night stays are in operation. If you wish a third party to either service/repair the caravan without you being present the campsite will require written notice in advance that you are happy for this to take place in your absence.

Towing Charges:

- A minimum of 48 hours notice is required.
- A charge of £12.00 per occasion is due for each booking where the caravan is towed from the storage yard to the pre-booked pitch on the campsite. (e.g: every time you book a pitch add £12 to the total booking cost – simple) .

The Caravan:

- Caravans are stored entirely at the owners' risk at all times and The Dorset Hideaway shall not be liable for any loss of, or damage to the caravan or the contents thereof, howsoever caused, nor be under any obligation to take any steps whatsoever to protect the caravan or the said contents. Please ensure you have adequate insurance.
- Caravans will only be accepted into storage (yearly or short term) with appropriate locks and keys (in full working order), a valid copy of an up to date insurance policy (to be retained by the park), a full service carried out in the last 12 months complete with gas & electrical safety certificates.
- A vehicle inspection report will be completed and retained by the Park when the caravan is brought onto the storage yard, this will be agreed with the owner and then will be carried out each time the caravan is brought back into the storage yard – in case any damage is incurred whilst staying on the pitch which would then be noted on the paperwork for all parties to see and agree.
- Touring caravans must be maintained in a fully mobile and roadworthy condition so as not to damage our tow vehicle and maintain the standards of the campsite. If this is not done it may not be possible to tow the caravan onto your pitch on the campsite.
- All gas supplies to the caravan must be isolated by turning the valve of all storage cylinders to the off position before entering the storage area – please check this when you are departing the caravan and site.
- All doors and windows to be closed and secured whilst the unit is in storage, this is the responsibility of the vehicle owner.
- On each day of each departure (after your stay on site), your lock/s should be fitted and reception should be informed so that your caravan may be returned to the secure yard as soon as possible. Please ensure your departure is after 9am & before 6pm. Outside these times, your caravan cannot be returned to the storage yard and will be left on the pitch, at your own risk until the following morning. Spare lock key/s will be retained by The Park.

General:

- All persons using our store and stay facility will be required to complete and sign our Caravan Store and Stay Licence Agreement.
- Customers with caravans in storage do not have priority over non-storage guests when making bookings.
- All dates must be pre-booked with the required non-refundable deposit per week or part week.
- Whilst we always do our very best to oblige requests - we cannot guarantee particular pitches.
- Any changes of address, ownership or insurer need to be notified to the park as soon as possible.



Payment:

- The 12 month storage bay rental fee is payable in full, prior to the first day of storage - currently £380 single axle and £480 twin axle. The contract is from inception until 364 days later.
- Payment for the following year falls due 2 months before the end of the current agreement.
- We reserve the right to levy a late payment penalty of £10 per week. In cases where fees are 2 or more months in arrears, the caravan will be placed in an area outside the secure storage facility at the owners own risk. The customer will be informed of this and should payment not be received within 7 days, the storage space will be relet to the next person on our storage waiting list.
- Late payment or non-payment of 'shortfall premium' fees
- In the event that the required 21 night minimum has not been met and the shortfall premium has not been received by the final month of the contract period, it will be assumed that the store and stay place is no longer required for the following year and will be offered to another guest. In this circumstance, the storer is required to remove the caravan by the last day of the contract end date to ensure a space for the new storer. If the caravan remains uncollected, it will be removed from the secure storage yard and placed in the unsecure area. In the event that the caravan has not been collected within 1 month, we reserve the right to sell the caravan or dispose of it in an appropriate manner. In the event of the caravan being sold, any monies owing to The Dorset Hideaway will be deducted, before passing any remaining funds to the customer.

The Dorset Hideaway reserves the right to update the terms and conditions of this contract and any updates will be published on the website.

By signing these terms and conditions you are confirming you have read and understood them and agreeing to abide by them during the term of the contract.

Signed:Caravan Owner

Date:

