



Outdoor Caravan Storage
Terms & Conditions and Contract

How long can I store?

- Our store and stay facility is available for 12 months at a time, with the period running from inception (when the caravan is delivered to site) to 364 days later. It's worth noting that *The Dorset Hideaway* is currently open all year, should you wish to use your caravan elsewhere we still require a minimum of 48 hours notice and the tow on/off fee still applies.

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 storage facility or if 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 contract to notify the campsite of your termination so that the storage bay can be offered to someone else.

What happens if I don't stay for all 21 nights?

- If the number of nights you stay within one store and stay period falls short of the 21 night minimum, your account will be debited with the applicable low season nightly tariff for each night not used. This balance needs to be cleared prior to the start of the new season ahead & is still due even if you have given notice and must be cleared before caravans can be removed from storage.

Security:

- Whilst *The Dorset Hideaway* will do their utmost to provide security and care for the caravans/motorhomes stored with them, it is impossible to completely eliminate the risk of theft or damage. Therefore, we cannot stress highly enough the importance of all owners having the appropriate insurance against such risks but also to check carefully any limitations or special requirements imposed by the insurance provided. However, since we are not accepting liability for the loss or damage of a caravan or motorhome, other than loss or damage caused by our negligence, it is essential that all caravan/motorhome owners make appropriate insurance arrangements so they are protected against such loss. It is a requirement of storing with us to have in place adequate insurance and that this has public liability set to a minimum of £2,000,000.
- Caravans are stored in our CaSSOA Gold secure storage facility, 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. The yard and storage facility and surrounding areas and access are all under CCTV on a cloud based system. All gateways have beam alarms.
- We do not fit wheel locks only hitch locks – if you wish or your insurance specifies that both are to be fitted then we will charge a minimum of £15 for the extra time need to fit these devices.
- In order to comply with The Regulatory Reform (Fire Safety) Order 2005 all gas bottles to be switched off when the caravan/motorhome is in the storage area. No other noxious, hazardous or explosive substances or preparations are allowed on site. Gas bottles should be removed if the caravan/motorhome is stored inside.
- Batteries should be removed from smoke/CO₂ alarms when in the storage area.
- Leisure batteries should be removed for charging off site and water systems drained when in winter storage.
- *The Dorset Hideaway* wardens and management are resident on site at all times for added security.
- Under our insurance conditions 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 the normal tow fee of £15 plus £10 for pitch use. This service is not available during high season, where minimum night stays are in operation and pitches are at a premium. 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 and that we can give them your keys and allow access to your caravan.

Towing Charges:

- A minimum of 48 hours notice is required at all times & a charge of £15 per occasion is due for each booking where the caravan is towed from the storage yard to the pre-booked pitch on the campsite.
- Towing fees are also applicable if you are towing the caravan off site

The Caravan:

- WE DO NOT ACCEPT CARAVANS OVER 15 YEARS OF AGE INTO STORAGE OR ONTO SITE

- Your caravan will be sited and ready for you by 2pm on the day of arrival. Pitches need to be vacated as normal by 11am. We will do our best to honour pitch preferences but these cannot always be guaranteed especially in high season or due to existing bookings.
- 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 caravan inspection report will be completed and retained 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 but this will not detract from the minimum 21 day use rule.
- Owners of caravans with a minimum residual value of £1000 or less will be required to pay a caution deposit of £200 against the van being abandoned at the end of the storage contract, this is fully refunded at the end of the storage term once the caravan is removed from site and all outstanding fees have been paid up to date.
- 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 caravan owner.
- On each day of each departure (after your stay on site) reception should be informed that the caravan is ready to be towed back to the storage area, so that your caravan may be returned to the security of the storage area 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 site.
- Caravans must be left with handbrake applied, jockey wheel down, all corner steadies raised up under the chassis, all windows/door and lockers secured, aerials stowed ready to be towed off pitch. Failure to carry out these checks and preparation will incur extra tow costs for the time taken to ready the caravan for towing back to the storage yard.
- *The Dorset Hideaway* excludes all liability caused by Vermin Infestation, a recognised vermin control regime is in place and is monitored regularly. Owners must remove food sources from caravans during storage periods.

General:

- All persons using our store and stay facility will be required to complete and sign this contract.
- Customers with caravans in storage 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 site as soon as possible.
- At the end of the storage contract all keys must be collected on day of departure & if this is out of hours or in our low season you must make arrangements for this provision, no keys will be kept or forwarded afterwards.

Payment:

- The 12 month storage bay rental fee is payable in full, prior to the first day of storage - currently £400 under 6m and £500 under 7m and £600 under 8m & £700 over 8m (shipping lengths).
- 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.
- 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 caravan will be removed from storage and left at the owner's risk in the unsecure area. In the event of the caravan that the caravan has not been collected within one month, we reserve the right to sell the caravan or dispose of it in the appropriate manner. Any monies owing to *The Dorset Hideaway* will be deducted from the sale amount, 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.

<i>Customer name</i>		<i>Log no</i>	
<i>Address</i>		<i>Mobile Tel No</i>	
		<i>Landline Tel No</i>	
		<i>Email</i>	
<i>Caravan make</i>		<i>Caravan model</i>	
<i>CRIS No</i>		<i>Service Doc</i>	Y N <i>Date:</i>
<i>Locks</i>	<i>Hitch</i>	<i>Wheel</i>	<i>Keys</i> Gas Van Locks
<i>Alarm</i>	Y	N	Mover Y N
<i>Insurance End Date</i>		<i>Insurance Company</i>	
<i>Public Liability £</i>			
<i>Payment method</i>		<i>Payment amount/date</i>	
<i>Start Date</i>		<i>End Date</i>	

<i>Date of booking</i>	<i>No of nights</i>
<i>Total:</i>	<i>21</i>
<i>No of nights actually used</i>	
<i>No of nights not used:</i>	
<i>Low season nightly tariff x no of unused nights</i>	<i>£ x nights = £ total outstanding</i>

<i>Caravan Owner</i>	<i>Signature:</i>	<i>Date:</i>
The Dorset Hideaway	<i>Signature:</i>	<i>Date:</i>

