



September 2014

Dear Customer,

**Seasonal Touring Pitch 2015
Upper Carr Caravan Park, Malton Road, Pickering, YO18 7JP**

We are pleased to invite bookings for seasonal touring pitches at Upper Carr Caravan Park.

If you wish to book for the coming year, please read our terms and conditions carefully to ensure you agree to our offer for 2015. These terms exist for the benefit and enjoyment of all our customers, and we hope you will support us in achieving them.

We intend to amend the pitches to include a metered electricity supply which means you will purchase your electricity by card as you use it. This ensures fair consumption rates for all. The average touring caravan uses approximately £50 per year. Awning fees are inclusive.

We ask that you fill in, sign and return the enclosed application form. Booking to be arranged through the park office – please call enquire about vacancies, Tel: 01751 473115.

Winter storage is available to all owners who book and pay the deposit for next year. See booking form for costs.

The dates for 2015 for you to enjoy using your caravan on the Park are:-

Friday 6th March, 9am - Sunday 1st November, 3pm

May I take this opportunity to wish you a very happy, enjoyable and hopefully sunny 2015 Season.

With kind regards

J. Atkinson

Joanne Atkinson

Seasonal Touring Pitch Reservation Form 2015

Prices are inclusive of Rates, Water Rates and VAT at 20%

SEASON TICKETS MUST BE DISPLAYED IN TOURING CARAVAN WINDOW

**UPPER CARR £1,950 (metered electric)
FRIDAY 6TH MARCH – SUNDAY 1ST NOV 2015
(TOURING PARK CLOSES 3pm 1.11.15)**

Please reserve me the following:

Electric Pitch (pre-payment meters on all pitches) (inclusive of awning) <input type="checkbox"/>	<i>Office Use Only</i>
NB: awnings left erected at owner's risk	

NAME	DATE	
ADDRESS		
POST CODE		
PHONE NUMBER	CAR REGISTRATION	
CARAVAN MAKE	CARAVAN MODEL	
SHIPPING LENGTH	CARAVAN REGISTRATION	
YEAR OF CARAVAN	DOG YES <input type="checkbox"/> NO <input type="checkbox"/> No'.....	BREED OF DOG(S)

Please carefully read and tick the following before signing your application:

1	I have read, and agree, on behalf of all members of my party, to the terms and conditions as detailed in the “Our Agreement with you” Document	<input type="checkbox"/>
2	I understand that no reservation exists until I have received a confirmation and numbered receipt	<input type="checkbox"/>
3	I have enclosed a deposit of £200.00 (cheques made payable to Flower of May Holiday Parks Limited)	<input type="checkbox"/>
4	I will pay the balance payment in two equal instalments, on 1st March and 1st June 2015 . (Customers may still pay the full Balance payment on 1 st March if they wish to do so)	<input type="checkbox"/>

Signature:		Date:	
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WINTER STORAGE

I confirm that I require winter storage for 2014 / 2015 at a cost of £200.00

Signature:		Date:	
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PLEASE ENCLOSE PAYMENT OF £400.00 WITH THIS FORM AND PROOF OF INSURANCE BY MONDAY 13TH OCTOBER 2014 (SEND DIRECT TO UPPER CARR)

Our agreement with You – Please consider the following prior to Reserving a Pitch

Our agreement with you binds you, the person named on the reservation form, and all members of your party, including children and any day visitors. You must ensure that all members of your party are aware of, and accept all of this agreement. It starts from the day the reservation is made and continues until the last member of your party has left the park on 1st November 2015.

The Management reserve the right to decline any application for a seasonal touring pitch. We have the right to cancel your reservation, or to instruct you or your party to leave the Park immediately, without compensation or refund, should you or any of your party not comply with this agreement, particularly relating to the terms where behaviour and conduct have not been complied with, or where you or any member of your party has been asked to leave any of our Parks on a previous occasion.

All touring caravans must be fully insured - Proof of insurance must be supplied. Please note caravans are stored at owner's risk. Customers booking winter storage will be asked to move their own caravan to the storage area. **Anyone requiring assistance to move their caravan either with or without a vehicle will be asked to pay an advance charge of £50.00 and produce a receipt for such to the warden before any assistance can be given.**

A seasonal touring pitch is strictly for owners and their immediate family (mother, father, son, daughter, grandchildren etc) and not extended family members (aunts, uncles, brothers, friends etc.)

There must be no sub-letting under any circumstances. Failure to abide by this rule will result in the owner and caravan being asked to leave the park.

Caravans are not to be rented or hired and are to be used for holiday / leisure only. Use of the caravan on the Park is recreational only, and not residential. The caravan may be occupied on the Park to a maximum of 26 nights in any one visit. After any visit of 26 successive nights there must be an interval of 2 nights prior to a return visit.

Single sex parties of 3 or more persons & unaccompanied young parties are not accepted. You must be over 21 to make a booking and there must be at least one capable and responsible adult over the age of 21 in any seasonal touring caravan at any time.

Only one car is permitted to be parked at the side of your caravan. Excuses will not be accepted for a greater number of vehicles.

Commercial vehicles / vehicles displaying advertising by arrangement only. Customers must not carry out any trade or business whilst on the Park.

Please note that we allocate pitches against the Touring Caravan Make, Model and Dimensions which you specify on your Reservation Form. If you change your Caravan prior to the commencement of or mid way through the season we cannot guarantee to be able to accommodate you.

Seasonal pitches are non-transferable. i.e. if you sell your caravan the remainder of the season is not included, the caravan must leave the pitch.

Relinquishing a seasonal pitch – four weeks' notice is required prior to the relinquishment of a pitch. A pro-rata monthly refund will be given of the amount paid, for the remaining full months after the end of the notice period. Refunds will not be considered for any caravan removed from the Park after 30th June.

Owners are expected to keep the park clean, in particular the ground under and adjacent to their caravan. No items / litter to be stored under the caravan. Caravans are to be kept in a clean and tidy condition whilst on the Park. Caravans or cars must not be washed whilst on the Park

The proprietor reserves the right to refuse admission to the park to any person, and to terminate the seasonal contract if in our opinion you or your party are deemed to be behaving unreasonably or inappropriately, causing damage to property, annoyance to others or making excessive noise after midnight.

Storage Boxes are strictly not allowed. Cables must be disconnected when the caravan is unoccupied. Integrated rotary dryers / window dryers are permitted, however no freestanding drying implements are permitted. Aerials / satellite dishes must not be attached to any Park property.

No caravan is to have a greater number of occupants than the specified number of berths. New applications for continental caravans will not be accepted. Caravans over 15 years old will not be accepted, i.e. pre 2000.

Caravans are provisionally accepted, and are subject to individual inspection on arrival. Pitch allocation will not be finalised until day of arrival. Once allocated, the pitch is not transferable.

Deposits are non-refundable. Unpaid cheques charged at £20-00 each.

Our aim is to provide a relaxed holiday Park suitable for families - Please note the Following:

Full facilities may not be available early and late season – please telephone for further details.

Please note Flower of May / Fir Tree Leisure Complex is chargeable on a pay-as-you-use basis

If you require more specific information regarding our facilities, leisure or entertainment programmes, do not hesitate to contact our booking office and we will be only too happy to provide further information

Behaviour and Compliance with this Agreement – your behaviour should not be excessive, noisy or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated. We may ask you or any member of your party to leave immediately if your conduct is considered by us to be inappropriate, likely to cause harm, or impair the enjoyment, comfort or safety of other customers, staff or the general public, or is likely in our belief, to breach any of our agreement with you. No refunds or compensation will be given in these circumstances.

Children's Supervision & Parental Responsibility – you are responsible for the supervision of all members of your party under the age of 21. You must supervise your children and babies at all times. Children under 8 must be accompanied at all times on the Park by an adult.

All young children must be accompanied to all facilities (including playgrounds, bars and leisure complex). It is impractical for them to use the facilities by themselves.

In order to provide a relaxing family environment, all young children must be supervised, and older children must behave accordingly when on the Park. This includes using play equipment correctly, adhering to rules of the road when on bikes / scooters etc, respecting the facilities and behaving in a manner conducive to a family location.

Play areas must not be used after dark.

Please ensure that Children adhere to the 'Rules of the Road' when using bikes / rollerblades / skateboards etc on the Park. All bikes must have lights on during the hours of darkness.

Legislation & licensed Premises- we reserve the right to refuse to serve or sell alcohol to anyone who:

- Is under the age of 18, or
- Appears to us to be under 18 (and cannot prove otherwise), or
- We, in our sole discretion, consider to have been drinking excessively

You may not bring or use any shotgun, knife, firearm, archery equipment, fireworks (including sparklers), illegal substances or similar to any Park under any circumstances.

Dogs - No animals, other than dogs, may occupy caravans. Dogs must be kept on a short lead at all times. Dogs must be exercised off the Park or on a designated dog exercise area. Dogs must not foul the public areas.

Owners must clear up after their pets at all times. Dogs are not allowed in any building or play areas. Dogs must not be left unaccompanied in cars or caravans. If you already have the maximum number of dogs permitted, visitors must not bring pets onto the Park.

Photography

Please note: still, digital or video photography is not allowed in any changing area or swimming pool. We occasionally take photographs for advertising purposes, if you do not wish to appear in any such material please inform us where you see this happening.

CHARGABLE EXTRAS

Annexe Awnings	£4 per night	Yellow ticket must be obtained from reception in advance. Awning must not be erected if the caravan is unoccupied
Seasonal awning	Upper Carr FOC for 2015	Awning can be left erected if the caravan is unoccupied at owners own risk. Awning must be lifted occasionally to air ground. Surrounding ground to be kept tidy by caravan owner.
Extra Cars (overnight)	£5 per night	Yellow ticket must be obtained from reception (<i>all parks</i>) and parked in overnight car park – (<i>Flower of May only</i>) ONLY ONE EXTRA CAR IS PERMITTED
Extra Cars (Day Visitor)	Enquire at Reception	Yellow ticket must be obtained from reception (<i>all parks</i>) and parked in designated car park

DOGS

Flower of May	1 Dog	Please carefully note the above conditions
Fir Tree Park	1 Dog	Please carefully note the above conditions
Riverside Meadows	2 Dogs	Please carefully note the above conditions.
Upper Carr	2 Dogs	Please carefully note the above conditions