



## **Camping New Forest Terms and Conditions for Seasonal Pitch Holders**

Camping in the New Forest Limited, trading as Camping New Forest (referred to as "CNF/we/our/us") sells seasonal pitches on Camping New Forest Sites (the "Site(s)/Campsite(s)"). Any person wishing to make a booking (referred to as "you/your") acknowledges that such booking is made subject to these Terms. Seasonal customers are subject to these seasonal Terms and Conditions in addition to the general Camping New Forest Terms and Conditions.

Unreserved acceptance of the following conditions is a requirement for participation in the scheme and the customer must fill out the application form. This scheme is open to recreational campers only. Camping New Forest reserve, the right to deny a seasonal pitch to any applicant without having to justify its reasons for doing so.

We reserve the right to modify or update these Terms and Conditions at any time. Any such changes will take effect immediately from the date at the end of the document and will be brought to your attention. It is your responsibility to review these Terms for changes and read the Terms each time you submit a Seasonal Booking Request. Any such request and/or continued use of our services after any modifications to these Terms shall signify that you have consented to the changes. A copy of the most recent set of Terms is available upon request.

### **Seasonal Pitches**

Full payment of a seasonal pitch is required 28 days before the start of the respective camping season.

The unit may be occupied on Site for recreational purposes only, subject to a maximum stay of 21 nights for any one visit. An interval of at least 3 nights must elapse before the next visit is undertaken.

Seasonal pitches are for recreational use only and under no circumstances can the Site become your main place of residence. Any breach of this condition may result in you being asked to leave Site and future bookings declined. The Site address should not be used as a postal address or used for the purpose of benefit claims. If for any reason you required a postal delivery whilst in residence, permission needs to be granted by the Site manager prior to delivery.

A seasonal pitch entitles the user to one tent, caravan, trailer-tent, or motorhome and one car or motorcycle. Only one car may be parked on a pitch with each unit. Additional cars and motorcycles will be charged a fee of £5 per vehicle per night or a one-off payment of £60 can be made to cover a specific vehicle for the duration of the seasonal pitch. Any other vehicles must be parked offsite.

Only a single awning is allowed on your seasonal pitch. A single awning is considered to be the length of the unit and not more than 3 metres deep. One annex is also permitted, but with pre-authorisation and payment and should not exceed the pitch boundary. A maximum of one windbreak (not exceeding the pitch boundaries) per seasonal pitch is permitted whilst the unit is occupied, subject to Site Manager's discretion and Site conditions.

Gazebos/Shelters are classed as an extra and priced at a cost of £10 per day and must be authorised and paid for at reception.

Seasonal pitch holders and their children/grandchildren up to the age of 18 years old are allowed to use the unit. The same applies to co-owners and their children/grandchildren up to the age of 18 years old. Longbeech is the only Site, which is strictly adults only, including visitors.

Camping New Forest · New Park · Brockenhurst · Hampshire · SO42 7QH

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The seasonal pitch holder may nominate up to a maximum of two co-owners. The cost for each additional co-owner is £200. If the owner and the co-owner are both in situ at the same time, then standard extra adult and child charges will be applied to the co-owner. The seasonal holder's unit can be used by other people that have not been nominated as co-owners, however they must book a pitch via the normal booking means.

Subletting to any other party is expressly forbidden.

There is a maximum number of six (6) occupants per pitch/unit.

All day visitors should report to the Site reception on arrival. Visitor cars are charged at £5 per day. We ask that all visitors leave the Site by 10.00pm.

Unit & Car Permits must be visible at all times and not given to other parties.

### **Dogs**

Dogs are welcome onsite but must be kept on a lead, within your pitch and under control at all times. A maximum of three dogs per pitch. No animals should be left unattended at any time. No dogs are allowed to stay on Ashurst and Denny Wood Campsites, *unless they are assistance dogs pre-authorized by management.*

### **The Use of Units on Site**

The unit must be sited on the pitch identified by the Site Manager. We reserve the right to allocate pitches for seasonal use. If a choice of pitch is not available for any reason, we may need to assign an alternative pitch for you.

Only units of good appearance and construction will be allowed on Site. All safety certificates should be readily available for inspection by the Campsite team. Failure to provide these will result in being asked to vacate the Site.

Any unit on a grass pitch must relocate to a new pitch as identified by the Campsite team every 21 days. Seasonals and the Campsite team must formally record these relocations, in a Campsite seasonal movement log, signed by both parties to comply with Forestry England directive.

Pup tents may only be used by up to two children from 9 years to 15 years and the tent must be erected in the boundary of the pitch of the accompanying unit. A pup tent can be in addition to a payable extra as long as all ancillary units fit within the pitch boundary.

Setthorns Campsite only - Ideally, all units must be reversed onto the pitches where it is practical and possible, so that in the event of an emergency the Site team can access the unit.

If you wish to take your unit off Site or out of storage during the season, please ensure you give the Site Manager 48 hours' notice of this and a date when you will be returning the unit to Site. In some cases, access maybe restricted. If you have any concerns, please speak to the Site team directly before making the booking.

If you go offsite for any period of more than 24 hours, it is advised the Campsite team are informed.

Returning to the same pitch may not be possible. A pitch can only be reserved by the Campsite team.

You must inform the Site and Head Office of any change to the unit or vehicle registration as well as any change to contact details.

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### **Maintenance of Pitch Area and Unit**

The personalisation of a seasonal pitch is not permitted in any way; the Site is to be used for recreational purposes only and must therefore retain the aspect of all other touring pitches. There can be no boundary fences, planting of flower boxes, birdfeeders, or installation of any flooring other than ground sheets. You must ensure that units and awnings are maintained and cleaned on a regular basis. The Site team have the right to remove or dismantle anything that remains out after you have left the Site.

Seasonal pitch units should be kept clean and presentable at all times. All units should be regularly maintained, ensuring at all times they are roadworthy and suitable for towing.

In addition, seasonal pitch holders are asked to be responsible for the tidy upkeep of the area in the immediate vicinity of their camping unit. Please be prepared to comply with any reasonable Site Management requests regarding the maintenance of the occupied pitch.

Groundsheets must be lifted at regular intervals to maintain the condition of the grass where possible breathable groundsheets should be used.

No equipment may be stored below the unit when it is not occupied.

### **Site Security**

The sites are constantly occupied or visited by members of staff, but there may be times when they are not manned. It is therefore important that you are responsible for the security of your unit and other possessions on the pitch. Where necessary, you must lock gates behind you and be vigilant to report suspicious behaviour. Camping New Forest holds no responsibility for damage, theft or injury caused whilst the site is unmanned.

### **Insurance**

Units on a seasonal pitch must be adequately insured for both material damage and public liabilities; a copy of the appropriate Certificate of Insurance must be provided to the Site before arrival can be permitted.

### **Dangerous Inflammable Goods and Gas Bottles**

Only gas bottles that fit in the caravan gas locker are permitted. No other goods of a dangerous or flammable nature may be left in or near an unoccupied unit. Where it is necessary to keep a gas cylinder outside of a unit's locker – for example where an old caravan does not have a purpose-built locker – the permitted maximum size is now limited to 15kg. The cylinder must be strapped securely to the unit and connected with a short proprietary hose in good condition and not be under any strain or vulnerable to strain.

The practice of using an external cylinder to feed into the caravan system via a barbeque outlet is not permitted irrespective of the size of cylinder.

### **Leaving Your Unit Unoccupied on a Seasonal Pitch**

When leaving your unit unoccupied at the end of each visit, please ensure that gas and electric supplies are disconnected, and the pitch is left in a neat and tidy condition.

Vehicles, trailers, additional units and gazebos/shelters are not permitted to be left on the pitch between visits.

Though it is strongly recommended that awnings are taken down between stays, and this may be insisted on in some instances, it may be possible at certain times to leave awnings erected between stays. This is subject to specific agreement by the Site Manager on each and every occasion and the pitch holder accepting responsibility for any consequential damage or loss. Please note, all decisions are Site specific and will take in to account many factors, including but

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not exclusive to, anticipated weather conditions and exposure to risk. Groundsheets should be lifted at regular intervals to maintain the condition of the grass. The Site Managers have the right to take down awnings if deemed necessary and Camping New Forest will accept no responsibility for any damage caused.

Do not leave food in your unit when it is unoccupied as it will attract unwanted attention from local wildlife.

Letting reception know you are leaving Site is advised. Please do make the Site team aware if at least three nights have passed between visits, so that unnecessary departures are not requested.

### **Visitors**

Visitors are bound to the general Site Terms and conditions and are under the responsibility of the seasonal pitch holder(s).

A maximum of 4 visitors per day. Any more visitors need to be agreed with the Campsites team in advance.

### **Barrier Codes**

Barrier access codes at Matley Wood & Longbeech Campsites will be changed on the 1<sup>st</sup> day of each month. Please contact the Campsite team for the new code every month. The Key code should never be disclosed. Disclosure of this code would be a breach of your contract.

### **Security Alarms and Smoke/Carbon Monoxide Alarms**

Please ensure you attend Site without delay if you are alerted about your alarm in any event within 24 hours. In the event of repeat false alarms the Campsite team have the right to ask that the alarm is turned off. Please ensure batteries are in good working order.

### **Protecting The Grass**

In the New Forest, units on grass pitches must move every 21 days as required by Natural England.

Any unit on a grass pitch must relocate to a completely new pitch as identified by the Campsite team every 21 days. Seasonals and the Campsite team must formally record this every 21 days in a Campsite seasonal movement log and signed by both parties to comply with Forestry England directive.

### **Wheel Clamps**

Where units are fitted with a device which prevents immediate removal, a fully labelled key must be left with the Site Manager in order that they can safely move your vehicle should the need arise.

### **Unauthorised Units**

Any unit left on Site for a period that exceeds the period that has been paid for will be removed and any costs incurred will be charged to the customer.

### **Behaviour**

The use of foul language, threatening behaviour, alcohol and drug misuse is not tolerated. Any offence of this nature will result in all members of a party being required to leave immediately. No refund will be given.

### **Liability**

Units pitched on Site are left entirely at the owners' risk. Camping New Forest is not liable for any loss or damage, whatsoever caused to the unit or its contents.

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Camping New Forest staff have the right to carry out their duties without risk of violence or abusive language; anyone undertaking any of these types of communication will be asked to leave the Site immediately. The seasonal pitch may be cancelled, and a refund will not be available.

All personal data supplied in relation to this seasonal booking will be dealt with in accordance with the Data Protection Act. Seasonal pitch holders are also governed by the Terms and conditions as listed online at [www.campinginthenewforest.com](http://www.campinginthenewforest.com).

### **Cancelling a Seasonal Pitch**

Should you wish to cancel your seasonal pitch, we require written notification at least 14 days' notice prior to the start of the season; notification of your wish to cancel must be sent to Head Office or emailed to [info@campinginthenewforest.com](mailto:info@campinginthenewforest.com). We will refund the fees you have paid less an administration fee of £50.

If you cancel your seasonal pitch giving less than 14 days' notice prior to the start of the season or during the season, a refund cannot be provided.

### **End of Season**

At the end of the season all equipment should be removed and the pitch left neat and tidy. Non – household waste should be taken off Site and NOT be disposed of in general/recycling bins on the Site. A fine of up to a £100 will be issued if this rule is breached and future seasonal pitches will be denied.

### **Campsite Seasons**

#### **Aldridge Hill**

Seasonal pitches are available at the Aldridge Hill Site.

Friday 17<sup>th</sup> May 2024 to Monday 27<sup>th</sup> May 2024

Friday 21<sup>st</sup> June 2024 to Monday 2<sup>nd</sup> September 2024

There is a full season or a half season available. Due to the unique opening arrangements at the Site, any customer booking a full seasonal pitch at Aldridge Hill will be entitled to move their unit to a standard non-electric pitch on any other New Forest Site for the period of Monday 27<sup>th</sup> May 2024 to Friday 21<sup>st</sup> June 2024 for no additional charge. If you wish to upgrade to a different pitch type for the closed period, this will be charged at the normal daily rate for that pitch.

If you choose not to move your unit to another Site for this period, you will still be required to remove the unit from Aldridge Hill until the Site reopens on Friday 21<sup>st</sup> June 2024.

<b>Ashurst -</b>	22 <sup>nd</sup> March 2024 to 30 <sup>th</sup> September 2024
<b>Denny Wood -</b>	22 <sup>nd</sup> March 2024 to 30 <sup>th</sup> September 2024
<b>Hollands Wood -</b>	22 <sup>nd</sup> March 2024 to 30 <sup>th</sup> September 2024
<b>Holmsley -</b>	22 <sup>nd</sup> March 2024 to 31 <sup>st</sup> October 2024
<b>Longbeech (Adults Only) -</b>	22 <sup>nd</sup> March 2024 to 30 <sup>th</sup> September 2024
<b>Matley Wood -</b>	22 <sup>nd</sup> March 2024 to 30 <sup>th</sup> September 2024
<b>Ocknell -</b>	22 <sup>nd</sup> March 2024 to 30 <sup>th</sup> September 2024
<b>Roundhill -</b>	22 <sup>nd</sup> March 2024 to 30 <sup>th</sup> September 2024
<b>Setthorns -</b>	Open all year.

We may exercise our discretion and cancel the contract for any Services and products at any time with immediate effect, including if you are in breach of the Site Policy.

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# CAMPING NEW FOREST

## New Forest Code

### Follow the New Forest code

The New Forest is a unique place with rare wildlife and free-roaming livestock.  
Thank you for helping us care for this special place by following the simple New Forest code:

Be Forest  
Friendly!



**Keep your distance from the animals – don't feed or touch them**



**Keep dogs under control. Don't let dogs approach or chase any animals**



**Stick to the permitted cycle tracks**



**Take home litter and dog waste**



**Park only in car parks**



**Drive with care – animals on the road!**



**No fires or barbecues**



**No wild camping**



**Help wildlife by keeping to the main tracks**



### Head Office

Camping New Forest  
The Showground  
New Park  
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*Seasonal Terms and Conditions - Amended February 2024*

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