



## **Camping New Forest Terms and Conditions Annex 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, although for any contradicting statements, this document takes precedence for seasonal bookings.

Unreserved acceptance of the following conditions is a requirement for participation in the scheme. This scheme is open to recreational campers only. Camping New Forest reserve the right to deny or offer relocation of 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 when posted on our website, in the brochure, at the Sites, or otherwise 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 on the Website and upon request.

### **Making a Booking:**

Prior to booking of a seasonal pitch, the customer must fill out the application form comprehensively, including accurate and truthful information. The customer can select three Campsites in order of preference. Although we endeavour to offer the first choice, it is sometimes necessary to confirm acceptance of the second or third choice, or suggest an alternative Site. Once accepted, the customer will be notified via the contact details provided and advised of the Campsite and the process to complete their booking.

A deposit of 50% of the total price, is due at the time of booking, with the remainder due 28 days before the start of the respective camping season.

As seasonal pitches are already discounted, a booking cannot be used in conjunction with any other offer or discount and the scheme may be withdrawn at any time.

### **Cancellation and Changes:**

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 amount paid less an administration fee of £100.

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 will not be provided.

If you wish to amend your booking, you must notify Camping New Forest as soon as possible. Subject to availability, amendments may be made prior to or during the season, although may incur additional costs.

Bookings cannot be transferred to another person or party.

Camping New Forest · New Park · Brockenhurst · Hampshire · SO42 7QH  
**E: [info@campinginthenewforest.com](mailto:info@campinginthenewforest.com) T: 01590 631641**  
**[www.campinginthenewforest.com](http://www.campinginthenewforest.com)**



### **Pitches and Units:**

The following can be contained within a seasonal pitch during occupancy, inclusive of the price paid:

- One unit – tent, trailer/roof tent, caravan, campervan (inc. conversions), motorhome, RV
- One car or motorcycle
- One awning – must be attached and no larger than the width or length of the unit
- One pup tent or small storage tent – maximum size 2m x 1.5m
- One toilet tent
- One A-frame trailer – used for towing a vehicle
- One windbreak

Seasonal pitch holders are classed as one or two adults within a household and their children/grandchildren up to the age of 18 years old. The same applies to co-owners and their children/grandchildren up to the age of 18 years old. There is a maximum number of six (6) occupants per pitch/unit at any one time. Longbeech is the only Site, which is strictly adults only, including visitors.

Single occupants may nominate a named person, outside of their household, who can visit at the same time as themselves, without charge. This person cannot visit without the main pitch holder in residence and cannot be changed after the booking start date. If an additional vehicle is used, this will be chargeable.

The seasonal pitch holder may nominate up to a maximum of two co-owners. The cost for each additional co-owner includes one vehicle. 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. This also applies for overnight visitors. 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, paying the nightly touring rate.

Subletting to any other party is expressly forbidden.

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.

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 arrangement of delivery.

Unit & car permits must be visible at all times and not given to other parties or traded between vehicles.

As one vehicle is included in the cost of the seasonal pitch, additional cars and motorcycles will be charged a fee per vehicle per night, or a one-off payment can be made to cover a specific vehicle for the duration of the season. Only two vehicles may be parked on a pitch at any one time, including visitors. Any other vehicles must be parked offsite or as directed by the Site team.

A single awning is permitted on your seasonal pitch at no cost and should not exceed the length of the unit, or be greater than three metres deep, and must not exceed the pitch

Camping New Forest · New Park · Brockenhurst · Hampshire · SO42 7QH  
**E: [info@campinginthenewforest.com](mailto:info@campinginthenewforest.com) T: 01590 631641**  
**[www.campinginthenewforest.com](http://www.campinginthenewforest.com)**



boundaries. A maximum of one windbreak per seasonal pitch is permitted whilst the unit is occupied, subject to Site conditions.

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.

### **Campsite Seasons:**

There are full, part, and winter seasonal pitches available, as per the information provided on our Website.

Due to the unique opening arrangements, 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 Camping New Forest Site for the period of closure, usually during May and June, 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.

### **Arrival:**

Earliest arrival dates and times will be advised prior to the season commencing. Although, you are welcome to make your first arrival on any day during your booking.

Upon arrival please report to the Site reception. All required 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 until they can be produced.

The unit must be sited on the pitch or area identified by the Site team. We reserve the right to allocate pitches for seasonal use. Although we endeavour to assign pitches selected by customers fairly, we cannot guarantee a choice of pitch will always be possible. If a choice of pitch is not available for any reason, we may need to assign an alternative pitch for you.

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.

### **Pitch and Unit Maintenance:**

Only units of good appearance and construction will be allowed on Site. Seasonal pitch units, including awnings, should be kept clean and presentable at all times. It is not permitted to drain wastewater through the forest floor, therefore it may be required and requested that a unit is taken off site for cleaning. All units should be regularly maintained, always kept in a roadworthy condition and suitable for towing.

Any unit on a grass pitch must relocate to a new pitch as indicated 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.

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

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.

Camping New Forest · New Park · Brockenhurst · Hampshire · SO42 7QH  
**E: [info@campinginthenewforest.com](mailto:info@campinginthenewforest.com) T: 01590 631641**  
**[www.campinginthenewforest.com](http://www.campinginthenewforest.com)**



To maintain standards for all, customers are not allowed to personalise their pitch in any way or store equipment beneath their units. The visual aspect of a seasonal pitch should be the same as any other tourer on site and kept as neat and tidy as possible. There can be no boundary fences, planting of flower boxes, birdfeeders, or installation of any flooring other than ground sheets. The Site team have the right to remove or dismantle anything that remains out whilst the unit is unoccupied.

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 may be restricted. If you have any concerns, please speak to the Site team directly before making the booking. Returning to the same pitch may not be possible. A pitch can only be reserved by the Campsite team; items should not be left if the unit has been removed.

#### **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 close and/or 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 with visible beginning and end dates must be provided to the Site before access can be permitted.

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

If a unit is over one year old, a certificate of gas safety will be required. This must be completed by an authorised technician and can be in the form of either a Gas Safe (landlord's) certificate, full service, standalone gas check, or check sheet at the point of sale. Checks must include a gas tightness/pressure test, appliance checks including flame failure devices, a regulator and hose age check, and a dispersal vents check. Evidence will need to be seen prior to, or on the day of arrival and must be within one year of the date the check took place. Although we recommend an annual inspection, we will not require to see proof of another gas check for three years from the evidenced completion date.

#### **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. Electric may be disconnected by the Site team if the unit is suspected to be unoccupied.

Vehicles, trailers, additional units, gazebos/shelters and windbreaks are not permitted to be left on the pitch between visits. Any ancillary items must be stored away out of sight if possible.

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 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

Camping New Forest · New Park · Brockenhurst · Hampshire · SO42 7QH  
**E: [info@campinginthenewforest.com](mailto:info@campinginthenewforest.com) T: 01590 631641**  
**[www.campinginthenewforest.com](http://www.campinginthenewforest.com)**



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.

We request that you let reception know you are leaving and returning to Site. Please do make the Site team aware if at least three nights have passed between visits, so departures are not unnecessarily requested.

**Visitors:**

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

All day visitors should report to the Site reception on arrival. Visitor vehicles are charged at a daily rate. We ask that all visitors ensure they leave the Site by the time gates are locked at 10pm.

**Barrier Codes:**

Barrier access codes at Matley Wood & Longbeech Campsites will be changed on the first day of each month. Please contact the Campsite team for the new code every month. The key codes should never be disclosed to anyone. Disclosure of a code would be a breach of your contract.

**Security, Smoke and 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.

**Keys:**

Where units are fitted with a device which prevents immediate removal, such as a wheel clamp or hitch lock, a fully labelled key can be left with the Site team so that we can safely move your vehicle should the need arise, although this is not guaranteed. Spare keys for units may also be left, but we hold no responsibility in the event of loss or damage.

**Departure:**

At the end of the season all equipment should be removed by 11am on the last day and the pitch left neat and tidy. Non-household waste should be taken off Site and not disposed of in general or recycling bins on the Site, nor left nearby. A fine of up to a £100 will be issued if this rule is breached and future seasonal pitches will be denied.

**Unauthorised Units:**

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

**Complaints:**

We encourage all guests to refer to our [Feedback and Complaints policy](#) to ensure that any queries or issues are addressed effectively. We value open communication and are committed to resolving concerns promptly. Please note that any defamatory or negative remarks, whether spoken or written, made without first allowing us the opportunity to rectify or respond to the situation, may result in the termination of your stay and the refusal of future bookings.

*Seasonal Terms and Conditions - Amended November 2025*

Camping New Forest · New Park · Brockenhurst · Hampshire · SO42 7QH  
**E: [info@campinginthenewforest.com](mailto:info@campinginthenewforest.com) T: 01590 631641**  
**[www.campinginthenewforest.com](http://www.campinginthenewforest.com)**