

Your guide to Storage Facilities



# Applying for your Storage Facility

# Store your outfit on our UK Club Campsites

We have over 40 UK Club campsites with Storage Facilities, some of which have 24 hour CCTV in operation, controlled access and staff on site. You can choose from all-year, seasonal (i.e. for the main touring season) or temporary storage (i.e. a few weeks or a couple of months) to suit your needs.

Why not consider storing your outfit on or near your favourite Club campsite, or perhaps keep it closer to home? Storing your outfit on our UK Club campsites is affordable – prices are frozen for 2023/24 on selected campsites and start from just £1.08\* per day.

### **All Year Storage**

Store your outfit all year round at a number of campsites across the Club network. Please contact the relevant site directly with enquiries and to make a new booking. Members who currently take advantage of All Year Storage will be contacted about renewals in mid-November.

### Seasonal Storage

These are the most popular Storage Pitches, where you can store your outfit on site for the main touring season. Complete the attached booking form – see below for details.

### **Temporary Storage**

Store your outfit for a few weeks or a couple of months at a campsite that offers Storage Facilities. Contact the relevant campsite directly to make a booking.

### Prices Frozen for 2023/24

Great news – we've frozen the price per day at Bridlington, Exebridge Lakeside, Incleboro Fields, Battle, Cadeside and Cirencester Park for 2023/24. Look out for the PF icon.

## Online application form

In the last few years we've introduced a new online application form for anyone paying by Direct Debit. Please complete the form <u>here</u>.



### Store and Tow service from just £25

We'll once again be offering our Store and Tow service at four Club campsites in 2023; Carnon Downs, Looe, Ramslade and Treamble Valley. If you store your outfit on-site and subsequently book a touring pitch for a stay at the same location, we will make sure your holiday is hassle-free by towing your outfit on to your pitch prior to your arrival. After your stay, site staff will return your outfit to the storage area for you! For more information and FAQs see camc.com/storage

### Key booking details for Seasonal Storage

- Apply online or complete and post this application form to us using the address at the top of the form by Fri 23rd September 2022.
- To ensure the allocation of Seasonal Storage is fair to all members we operate a ballot system. Storage will be allocated by ballot from Wed 28th September and we'll let you know by Wed 3rd October 2022.
- Please check the Terms and Conditions (even if you've booked storage in previous years), as there have been changes for the 2023/24 season, including amendments to the cancellation policy.
- We take payment at the time of booking by Visa, MasterCard or cheque. If you would like to pay by Direct Debit, please complete our online application form.
- If storage is available, we'll send you confirmation by email (or by post if we don't have your email address) by Wed 3rd October 2022. If your chosen site is fully booked, we'll let you know as quickly as possible, and we'll hold your details on a waiting list. If storage becomes available at a later date due to a cancellation, and we have more than one application on the waiting list, we'll select a form at random, giving priority to any received on or before Wed 28th September 2022.
- We accept bookings after the start date shown, subject to availability. These will be charged on a pro-rata basis. In this case you can book your storage with a start date of up to 28 days ahead. Please call one of our Seasonal and Storage agents on 01342 336615 (08:45-17:30 Monday Friday) for up to date prices and availability. Your booking will be made once we receive your completed application form and payment details.

This leaflet was prepared in August 2022. From time to time there may be changes to Storage Facilities; please visit our website for the latest information – www.camc.com/storage

\*Based on an indicative price per day when booking seasonal storage at Lower Wensleydale Club Campsite from 10 March to 6 November 2023.

**Missed the deadline?** Don't worry! There is a ballot for initial enquiries but bookings can still be made any time throughout the year (subject to availability).

# **Storage Facilities 2023/24**

▲ Gold CaSSOA rated sites. ● Apply directly to site. ■ Not in compound. ◆ Weekly temporary storage may occasionally be offered at certain sites. Please check directly with the site for availability.

Club campsite	Dates	No of days	Price	Temp weekly charge+
•	Dates	uuys	THEC	charge
Middle England & East Anglia Carsington Water	10 Mar - 6 Nov 23	241	£430	
Incleboro Fields PF	10 Mar - 6 Nov 23	241	£345	
Thetford Forest	All Year	365	£470	
	All fedi	303	14/0	
Northern England  Bridlington • • PF	All Year	365	£530	
Durham Grange 🔺 •	All Year	365	£535	
Englethwaite Hall	10 Mar - 6 Nov 23	241	£265	
Lower Wensleydale	10 Mar - 6 Nov 23	241	£260	
White Water Park	All Year	365	£420	
Scotland & Northumberland	All Teal	303	1420	
Melrose Gibson Park	Per month		£85	
Melrose Gibson Park	Per week		£50	£50
New England Bay	10 Mar - 6 Nov 23	241	£305	130
New England Bay ■	10 Mar - 6 Nov 23	241	£270	
Strathclyde Country Park 🔺 •	All Year	365	£545	
South East England	All real	303	1343	
Abbey Wood •	All Year	365	£1,220	
Alderstead Heath	All Year	365	£795	
Ashridge Farm 🛦 •	All Year	365	£750	
Ashridge Farm • (covered area)	All Year	365	£1,170	
Battle PF	10 Mar - 6 Nov 23	241	£480	
Bearsted •	All Year	365	£815	
Black Horse Farm •	All Year	365	£755	
Commons Wood •	All Year	365	£795	
Daleacres	10 Mar - 6 Nov 23	241	£515	
Gatwick •	All Year	365	£800	
Northbrook Farm	10 Mar - 6 Nov 23	242	£515	
South West England				
Cadeside A • PF	All Year	365	£625	
Cadeside A • PF	Per month		£85	
Cadeside A • PF	Per week		£50	£50
Camelford •	All Year	365	£465	
Carnon Downs	All Year	365	£535	
Exebridge Lakeside • PF	All Year	365	£665	
Ilfracombe	30 Mar - 2 Oct 23	186	£325	
Ilminster	10 Mar - 2 Oct 23	206	£325	
Looe •	All Year	365	£520	
Ramslade 🛦 🔸	All Year	365	£705	
Treamble Valley	10 Mar - 6 Nov 23	241	£355	

Club campsite	Dates	No of days	Price	weekly charge•
Southern England				
Bourton on Water	10 Mar - 31 Oct 23	235	£295	
Burford	10 Mar - 6 Nov 23	241	£505	
Chapel Lane •	All Year	365	£925	
Chapel Lane ■	All Year	365	£825	
Cirencester Pk PF	3 Mar 23 - 3 Jan 24	306	£565	
Crossways •	All Year	365	£745	
Crossways	6 Nov 23-9 Mar 24	124	£275	
Rookesbury Park (bottom area)	10 Mar - 31 Oct 23	235	£500	
Rookesbury Park (top area)	10 Mar - 31 Oct 23	235	£590	
Southland •	All Year	365	£625	
Wales & West Midlands				
Brecon	10 Mar - 6 Nov 23	241	£315	
Gowerton •	All Year	365	£595	
Lady Margarets Park •	All Year	365	£625	
Malvern Hills •	All Year	365	£630	
Pembrey Country Park	10 Mar 23 - 3 Jan 24	299	£445	

PF frozen or decreased price per night.

# **Affiliated Sites Storage Facilities**

Please contact the site direct for further details including availability, prices and booking conditions.

Region	Storage Facilities		
Devon and Cornwall	Land's End, Trevedra Farm		
	Short term storage only / fully booked for long term storage with a waiting list		
	Devon, Dornafield		
	Woolacombe, Damage Barton		
Southern England	Dorset, Smedmore Caravan Site		
East Midlands	Grantham, Wagtail Country Park		
Wales & West Midlands	Shrewsbury, Love2Stay Salop Leisure		

The Club does not own or have responsibility for the day to day running of these Affiliated Sites.



# THIS SECTION MUST REMAIN WHOLE - PLEASE DO NOT CUT

# Application Form 2023/24



# **Storage Facilities on Club Campsites**

Please send this form to

Sites Admin, Caravan and Motorhome Club, East Grinstead House, East Grinstead, West Sussex, RH19 1UA

Address						
Postcode Telephone						
Tow car or motorhome registration						
End Date						
2023/24						
2023/24						
1) SINGLE PAYMENT BY CHEQUE  I enclose my cheque for the full amount of £made payable to Caravan and Motorhome Club						
Signature						
credit cards)						



### 1 DEFINITIONS

1.1 The following definitions shall apply in these Terms and Conditions of Storage and the Licence:

Agreement means the agreement entered into between you and the Club on the terms set out in the Licence and these Terms and Conditions of Storage, and includes (without limitation) any fresh agreement entered into as part of an annual renewal under clause 4.7;

**Annual Storage Licence** means a Licence that states it is annual.

Club means The Caravan Club Limited, whose registered number is 00646027, trading as the Caravan and Motorhome Club, and whose registered office is at East Grinstead House, East Grinstead, West Sussex RH19 1UA;

Club Bye-Laws means the document entitled 'Club Bye-Laws', as amended from time-to-time, which can be found in the latest edition of the Sites Directory & Handbook and on the Club website at www.camc.com;

### ${\color{red}\textbf{Club Terms and Conditions}}\ {\color{red}\textbf{means:}}$

- (i) these Terms and Conditions of Storage;
- (ii) the Club Bye-Laws;
- (iii) the Club Campsite Rules;

**Licence** means the storage licence entered into between the Club and you;

Licence Period means the storage period, from the start date specified in the Licence Agreement until the expiry date specified in the Licence Agreement (unless ended earlier in accordance with the Agreement), or in the case of an annual Licence that is renewed, the period from 1 January to 31 December (both dates inclusive) in the year of the renewal.

**Member** Means a Member of

Outfit means the caravan, trailer tent, motorhome, campervan, trailer or boat described in the

**Pitch** means a demarcated area of a Campsite, for the location of an Outfit for recreational purposes as permitted by the Club Terms and Conditions;

Campsite means a location for use as a Caravan Campsite operated by the Club which contains Storage Compounds or Storage Areas;

Campsite Rules means the document entitled 'Club Campsite Rules', which is published in the latest edition of the Sites Directory & Handbook and on the Club website at www.camc.com;

**Site Staff** means the Site Manager and Assistant Site Manager of a Campsite.

**Seasonal Storage Licence** means a Licence that states it is seasonal.

**Seasonal Storage Fee** means a Storage Fee for a Seasonal Storage Licence.

**Storage Area** means an area of a Campsite for the storage of Outfits; not within a Compound

**Storage Compound** means an enclosed area of a Campsite for the storage of Outfits;

Storage Fee means the storage fee set out in the Licence, or in the case of a renewal of an annual Licence, the renewal fee notified to you by the Club in accordance with

Storage Pitch means an area of a Storage Compound or Storage Area for the storage of an Outfit as set out in the Licence, or any substitute storage area provided by the Club at the Campsite;

Temporary Storage means a Licence that states it is temporary Terms and Conditions of Storage means these Terms and Conditions which may from time to time be updated by the Club;

**You** means the Member who enters into the Agreement with the Club

### 2 PURPOSE

2.1 Storage bookings are for the use of Members who wish to store their Outfit in a Storage Compound or Storage Area on a Campsite for the entirety of a specified period.

### 3 LICENCE AGREEMENTS

3.1 The Club Terms and Conditions apply to all Members who use a Storage Pitch.

- 3.2 Members wishing to store their Outfit are required to enter into the Club's form of Licence, which incorporates these Terms and Conditions of Storage. The Licence will state whether it is an annual, seasonal or temporary Licence.
- 3.3 Access to the Storage Pitch will not be given until a Licence is completed and signed and payment of the relevant fee has been made in accordance with clause 4 below.

### 4 STORAGE FEES

- 4.1 Payment of the Annual or Seasonal Storage Fee must be made in one of the four following ways:
- (a) in full by Visa or MasterCard
- (b) in full by cheque made payable to the Caravan and Motorhome Club
- (c) in full by one single payment by direct debit
- (d) by four consecutive equal monthly direct debit instalments (but see paragraphs 4.9 and 4.11). This option is not available for temporary storage.
- (e) Please note that vouchers will not be accepted as payment for any type of storage pitch and cash will only be accepted for temporary facilities (see clause 5.1)
- 4.2 The fees quoted include VAT at the prevailing rate at the time of initial payment. It is possible that the final payment may exceed the quoted price by a few pence, due to the way the cost is calculated when paying by instalments.

### Annual Storage - Renewals

- 4.3 If you have an annual Licence you will be invited to renew the Licence each year, subject to the Terms of the Agreement. Renewal invitations are normally sent out by the Club in November in the year the annual Licence is due to expire. The renewal invitation will set out the Storage Fee and the Terms and Conditions of Storage for the renewal.
- 4.4 If you wish to renew an annual Licence you must:
- (a) if paying by Direct Debit, submit to us your bank details, with your signed authority for us to collect

- payment from your bank, by 17 December 2022 and you must make the first payment no later than 31 January 2023; or
- (b) if opting to pay the renewal Storage Fee in a single payment by any method, pay the renewal Storage Fee no later than 31 December 2022:
- 4.5 If you do not provide the details and make the payment required in clause 4.4, your Licence Period will not renew and you must remove your Outfit from the Campsite in accordance with the terms of the Licence
- 4.6 If you do not wish to renew your annual Licence you must remove your Outfit from the Campsite on or before the expiry date of the current Licence Period, in accordance with the terms of the Licence. Please inform the Site Staff prior to the removal of your Outfit from the Campsite.
- 4.7 By paying the renewal Storage
  Fee, either in a single payment or
  by paying the first instalment, you
  enter into a fresh Agreement with
  the Club on the terms set out in
  the Licence and the Terms and
  Conditions of Storage (as provided
  with the renewal invitation). This
  fresh Agreement commences
  when you make that payment
  and the renewed Licence Period
  commences on 1 January following
  the expiry of the current Licence
  Period.

### Annual Storage - New Bookings

- 4.8 The Storage Fee for a new annual Licence is payable by the methods set out in clause 4.1 at the time of booking. The fee will be the Club's annual storage fee, adjusted pro rata from the start date to 31 December in the year the Licence is entered into.
- 4.9 Payment by direct debit instalments under clause 4.1 will not be accepted by the Club if any of the instalments would fall due after 1 August in the year the Licence is entered into. In this case, payment must be made by single direct debit, Visa, MasterCard or cheque.

### Seasonal Storage

- 4.10 If you have a Seasonal Storage Licence you will not be invited to renew, but you may apply for a new Seasonal Storage Licence. Applications can only be made by completing the Advance Booking Form 2023/2024. The Club is not obliged to offer you a new Seasonal Storage Licence.
- 4.11 The Seasonal Storage Fee is payable via the methods set out in clause 4.1, either as a single payment at the time of booking or in instalments beginning at the time of the booking. Payment by direct debit instalments will not be accepted by the Club if any of the instalments would fall due after the end date of the Licence. In this case payment must be made by single direct debit, Visa, MasterCard or cheque.

### TEMPORARY STORAGE

- 5.1 Fees are payable on arrival to the Site Staff, by the week, as a minimum. Available payment options are card or cash. Please also see clause 4.1.
- 5.2 Temporary Storage Pitches are bookable directly with the Site Staff, please contact the Campsite directly to check availability.
- 5.3 ID will be required on arrival.
- 5.4 Barrier cards/keys will not be issued to Temporary Storage Pitch Holders - Site Staff will assist with barrier entry and exit arrangements.

### NON PAYMENT OF SITE FEES

- 6.1 If you do not make a payment to the Club when it falls due the Club may terminate the Licence Period. If the Club does so you must remove the Outfit from the Campsite in accordance with the terms of the Licence.
- 6.2 Failure to pay when fees are due may also result in suspension of membership of the Caravan and Motorhome Club until such time as all outstanding fees are paid. The Caravan and Motorhome Club has a right of lien over the item stored until such times as the fees are paid. Failure to pay the fees may result in the disposal of the item stored to recover fees
- 6.3 Failure to pay storage fees may also result, following reasonable attempts to notify you, in the sale of your Outfit by the Club. Any proceeds from such a sale shall be put towards outstanding fees.

### STORAGE BOOKINGS AFTER START DATE

- 7.1 If an Annual Storage Pitch or Seasonal Storage Pitch is booked after the advertised start date of the pitch, the amount due will be calculated on a pro rata basis and payment will be taken at the time of the booking confirmation (or as soon as possible thereafter).
- 7.2 Bookings made for a Seasonal Storage Pitch after the start date can commence up to 28 days in future (but see paragraph 7.3 below).
- 7.3 Seasonal Storage Pitches cannot be booked if there are less than 28 days remaining until the advertised end date.

### **CANCELLING STORAGE AND REFUNDS**

If a Member cancels a Seasonal Storage Pitch before the start date

- or less than half way through the hire period, we will calculate the unused portion of the fees paid, and refund this amount less a £50 administration fee.
- 8.2 If you cancel a Seasonal Storage Pitch and it is halfway or more through the Licence Period, there will be no refund of any fees paid.
- 8.3 If you cancel an Annual Storage Pitch we will deduct a £50 administration fee, and refund the remainder of the unused portion of the fees.
- 8.4 If a Member wishes to transfer their existing Storage Pitch booking to an alternative Storage Campsite or Seasonal Pitch, we will refund the unused portion of the fees for the original booking, and payment will be required again for the new booking.
- 8.5 Members who do not intend to renew their Annual Storage Licence when it falls due on 1st January the following year are requested to advise the Club and Site Staff on receipt of their renewal notice, and will need to remove their Outfit from the storage pitch on or before 31st December of the current year. The relevant weekly temporary fees will be due for the storage of any Outfits not removed from the Campsite by this time.

### **CAMPSITE STAYS**

- 9.1 Whenever you wish to use the Outfit for overnight accommodation, the Outfit must be towed out of the Storage Compound or Storage Area to a suitable pitch, subject to availability and payment of the normal touring pitch fees.
- 9.2 You are responsible for transporting the Outfit to and from your Storage Pitch. Unless the Campsite provides a store and tow service.

### 10 CHANGE OF OUTFIT

10.1 The Agreement only permits you to store the Outfit described in the Licence, but if you wish to change the Outfit described in the Licence the Club may agree to this. You must notify the Site Staff of an intended change of Outfit (particularly where the size of the Outfit is to change). The Site Staff will notify you if the Club agrees that the new Outfit can be safely stored under the existing Licence. Please note, as space in the Storage Compound or Storage Area is limited there may be circumstances where larger Outfits cannot be accommodated.

### 11 MOVEMENT OF OUTFITS

- 11.1 On reasonable notice from the Site Staff, you may be asked occasionally to move your Outfit due to maintenance and/ or development requirements, including, if required by utility companies, to enable the ground under the Outfit to be 'aired', the grass to grow, grass cutting to take place and tree maintenance.
- 11.2 In the event of a hazard or emergency, such as fire, high winds, flooding or water logging, the Site Staff may need to move, or arrange for the Outfit to be moved immediately to another area or pitch on the same Campsite or off the Campsite. In such

- circumstances, the Site Staff will give you as much notice as possible.
- 11.3 Once the maintenance and/or development requirements have been satisfied or completed or there is no longer a hazard or emergency, you will be entitled to return the Outfit, where possible, to the original pitch. Where this is not possible, you will be required to move the Outfit to another pitch, as comparable to the original pitch as possible. Please see paragraph 8 in relation to cancellation and refunds.

### 12 CAMPSITE SPECIFIC RULES

12.1 Where specific rules apply to an individual Campsite you will be notified and you should also be aware that special fees may apply in certain cases. The Club will always notify you of these fees before you incur them. If you do not wish to incur these fees you may terminate the Licence Period and the Club will refund to you any portion of the Storage Fee relating to the period after the cancellation date that you have already paid.

### 13 GUEST RESTRICTIONS

13.1 In order to maintain the security and safety at all of our Campsites we do not allow anyone on a Campsite who has been convicted of, or received a police caution for, a sexual offence (listed in Schedule 3 of the Sexual Offences Act 2003) and have been made subject to the notification requirements under the sexual offenders register or a Sexual Harm Prevention Order. If we are made aware that either yourself or a member of your party are subject to these provisions then we reserve the right to terminate your storage pitch arrangement, and any touring pitch booking in advance or whilst on a Campsite during your stay, without refund.

### 14 DATA PROTECTION

14.1 The Club is collecting your personal data for the purpose of providing you with Storage Facilities for your Outfit, Full details of our Privacy Policy which outlines how we process your personal data can be located on our website at the following address: https://www.caravanclub.co.uk/ privacy-policy/

### THE FOLLOWING CLAUSES ARE DRAWN SPECIFICALLY TO THE ATTENTION OF MEMBERS BY THE CLUB:

### 15 LIABILITY

- 15.1 The Club is not liable for any loss or damage to an Outfit or the contents of such nor for any actions resulting in death or injury, other than arising from the Club's, or any of its employees' or agents' negligence or other breach of statutory duty. For the avoidance of doubt, the Club is under no obligation whatsoever to protect the Outfit or any of its contents. The Club does not provide any cover or insurance for the Outfit; vou must arrange vour own cover or insurance of the Outfit while it is located at the Storage Pitch.
- 15.2 In the event of being unable to access/remove/deposit/service your Outfit due to Government or Local Authority legislation or guidance, no refund will be given.

### 16 DISPUTE/COMPLAINT **PROCEDURE**

16.1 These Terms and Conditions are governed by English law and any dispute arising between the parties is subject to the exclusive jurisdiction of the courts of England and Wales (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable).

### IMPORTANT INFORMATION ABOUT STORAGE PITCHES

- The Storage Compound or Storage Area will be open from 8.00 am to 8.00 pm [each day] during the summer season (mid March - October) and from 9.00 am to 6.00 pm [each day] during the winter season (Novembermid March). We reserve the right to alter these hours as necessary. During the winter if the Campsite itself is closed you will need to arrange access to the Storage Compound or Storage Area and will need to give a minimum of 24 hours' notice. Please telephone the Campsite prior to your arrival to arrange a time with the staff on the Campsite.
- If the Outfit is collected by anyone other than the lead or joint Member, they must be present, or give written permission in advance to Site Staff, identifying the person who is coming to the Campsite, who will be required to show ID on arrival
- Boats must not be of a greater overall length than 20 feet/6.1 metres and must be firmly fixed to a suitable wheeled trailer.
- The Club does not accept commercial vehicles and only Outfits in a good state of repair. which are roadworthy, adequately maintained and clean, will be allowed into and to remain on the Campsite.
- To move a motor vehicle into or out of the Storage Compound/ Area, Members must have a full current driving licence suitable for the vehicle concerned, and the vehicle must be appropriately taxed and insured.
- No inflammable or combustible materials, which are not part of the Outfit, may be kept within the Outfit itself or in the Storage Compound or Storage Area.
- All gas supplies to the Outfit must be isolated by turning the valve of all storage cylinders to the off position before entering the Storage Compound or Storage Area. This valve must be left off until the Outfit has left the Storage Compound or Storage Area.
- No maintenance or repairs must be carried out on the Outfit in the Storage Compound or Storage Area without the express permission of the Site Staff.
- Nothing may be stored beneath or around the Outfit, including storage boxes.
- Icy Conditions: Please take extra care during icy conditions. If required, grit may be available from Site Staff, although we do not routinely grit the storage areas.