



Thorpe Farm Centre Rules and Regulations

Seasonal Park 2024/2025

We ask that you adhere to the following rules when visiting your caravan at Thorpe Farm Centre to ensure the safety and enjoyment of all guests.

Please be aware that Thorpe Farm is a working farm and all areas of the farmstead are strictly out of bounds to the public for your own safety.

Occupiers are responsible for their own conduct and the conduct of their children, who should be supervised at all times.

We expect everyone to have courtesy, respect and consideration at all times to all neighbours and caravan owners. Bad language, unruly and intimidating behaviour will not be tolerated.

1 – Fire

All caravans must be fitted with a fire extinguisher. In the event of fire:

1. Ensure the caravan is evacuated.
2. Raise the alarm.
3. Call the Fire Brigade.
4. Alert the park owners.

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2 – The Courtyard - Reception, Farm Shop and Restaurant

The Reception and Farm Shop are open 9.00am to 5.00pm Monday to Sunday. The Restaurant in the Courtyard is open 9am - 4.30pm. (Thorpe Farm reserves the right to change these times should it be necessary). During the summer months extended hours may be offered. Opening times will be published at the entrance to the premises.

Useful Telephone Numbers:

Owner – Paul Barkes – 07909 910255

Duty Mobile Number - 07780 693781

Barnard Castle Surgery Appointments – 01833 690408

Barnard Castle English Heritage – 01833 638212

Local tourist information is available at the Shop. For more information on the area, please do not hesitate to ask.

3 – Caravan Awnings

The use of Electric or Gas heaters in awnings is strictly forbidden. Do not leave valuables in your awning.

Awnings must be completely dismantled and stored away for the Winter storage period (1st November to 29th February). There are no exceptions to this rule. If any awnings remain assembled after 31st October the winter season charge will be applied.

4 – Insurance

Thorpe Farm Caravan Park accepts no responsibility for loss, damage or theft of any property, including vehicles, caravans, and contents thereof.

Customers must ensure that they have adequate insurance and their property is secured at all times.

Customers must provide a copy of their most up-to-date current Insurance, failure to do so will result in your fobs being **cancelled**. All documents must either be emailed to admin@thorpefarm.co.uk or brought into the reception and given to a member of staff.

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5 – Speed Limit

The speed limit on-site is **5mph**. As there are often young children playing, we ask you to take special care when driving on-site.

6 – Cars

Maximum of two vehicles are allowed per pitch and must be parked in the allocated place on the pitch. Extra cars must be parked in the car park. Cars must not be parked on the roads or obstructing any other pitch including entrances and exits.

7 – Commercial Vehicles

Parking of Commercial Vehicles on site must be discussed with the owner prior to arriving.

8 – Electric Vehicles

Electric vehicles must not be charged anywhere on site including your pitch electric point. Please use the nearest electric point at Greta Bridge.

9 – Generators

Generators are not allowed on site.

10 – Barbecues & Fire Pits

Barbecues and Fire Pits may be lit provided they are in enclosed containers and raised off the ground. Please ensure the smoke and fumes do not annoy other site users. Fires must be extinguished by 10:30pm.

11 – Dogs

Thorpe Farm is a dog-friendly caravan site. However, we request that dogs must be kept on a leash at all times whilst on-site. Please be courteous and always clean up after your dog. There is a maximum of two dogs per pitch. Make shift dog pens and/or fencing is allowed whilst you are here with your dogs, **but must be taken down when you return home at the end of each visit.**

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Our dog walking area is superb so please feel free to have a wander with your dogs, where they are able to run free but please remember to clean up after them, fines will be given if not cleaned up and respect other walkers who may not be as dog friendly!

12 – Fencing

Fencing on site is allowed when visiting however it must be approved by management and must be taken down when you finish your visit. Please note management reserves the right to remove these items left up on your pitch whilst you are off site and will not be held responsible for any damage or loss of your property as a result of taking the fencing or other structures down. Any form of digging, planting, building or erection of structures on or around your pitch is not permitted unless specific, written prior authorisation from Thorpe Farm Centre is given.

13 – Windbreakers

Windbreakers are allowed to be used whilst at your caravan so long as they are on your pitch, and they must be taken down when you finish your visit and stored away at the end of season. Please note management reserves the right to remove these items left up on your pitch whilst off site.

14 – Artificial Grass

Artificial grass is allowed so long as it lies within the border of your pitch, no artificial grass can cover any real grass on site.

15 – Pitch Presentation

When you are not at your caravan your pitch should be left with just your caravan and your awning visible, any tables, fencing, windbreakers, chairs, benches, BBQs, firepits and anything else you would use outside of your caravan, whilst visiting, should be stored in your awning. Management reserves the right to remove any items that are left outside. Please note that building deckings on or around your pitch is not permitted.

15a – Water Bottles and Waste Boxes

As well as the items mentioned in the previous rule we need you to take your water and waste containers into your caravan awning or ensure that they are fully under your caravan when you are not here. Again, we ask this from a maintenance perspective to reduce potential damage. Please note management reserves the right to remove these items left outside your caravan awning whilst off site.

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16 – Washing Lines

Washing lines and rotary airers are allowed however when they are not in use they need to be stored away in your awning or caravan.

17 – Gazebos

Any use of gazebos needs to be discussed with management prior to use.

18 – Site Fencing

The fencing around the park is not to be decorated or altered in any way, imitation fencing or coverings are not allowed to be attached to the fences. Management will remove all such items should they appear.

19 – Storage Boxes

Each pitch is allowed a maximum of **two** storage boxes, they must be located either at the back of your caravan or to the side where your awning is.

20 – Ornamentation around your caravan

We request that you refrain from having excess amounts of ornamentation around your caravan. The management reserves the right to remove ornamentation should it deem necessary. Please check with the management if you are unsure.

21 – Wildlife & Vegetation

Respect of the flora and fauna on the park is expected. Please do not allow children to climb, break or otherwise damage the trees, bushes, flower beds and rockeries. Trees must not be cut down by any one on site, please speak to management if there are any problems. Birds, rabbits and any other wildlife located on the park is not to be harmed or chased by anyone or any dogs while on park.

22 – Noise

Please keep noise to a level which will not disturb other site users. Quiet from 10.00pm around your caravan and awning and silence during the hours of 11pm until 7am. Common rooms need to be vacated by 11pm.

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23 – Bicycle and Motorized Toys

Cycling is permitted on site and on the adjoining bridleway. Any form of motorized toy must be discussed with management prior to bringing it to site.

24 – Cleanliness

We make every effort to keep the site facilities clean and tidy and ask for your assistance in maintaining this standard by using the refuse bins and chemical disposal points provided, and by leaving all facilities clean after use. Please adhere to all the signage around these points and in particular regarding any current Covid19 regulations. Please report any issues to reception.

25 – Rubbish Disposal

All rubbish and waste must be disposed of at the refuse area. Only dispose of domestic waste into the bins provided. Disposing of anything other than domestic waste will result in a fine of £100. If there are any issues with disposing of something yourself, please contact management for advice.

26 – Visitors

Visitors must come to the Courtyard to sign in and must fill out a visitation form. Visitors vehicle/s must be park in the main car park outside of The Courtyard. If visitors are coming outside of the opening hours of the Courtyard prior notice from the seasonal pitch holder will be required. (Must not arrive before 9am and leave the site by 9pm (No exceptions)

27 – Play Areas

The use of the play areas are entirely at the users risk and children under 10 must be supervised by an adult at all times. Please remind your children that respect for the equipment and others using the play area will be expected. This also includes all common rooms on site. If damages or breakages to equipment occur from misuse charges will be applied. Please inform the management should this occur.

Children must leave the play areas at dusk or 10.00pm at the latest.

28 – The Pond

Children must be accompanied at all times when near the pond. Paddling and bathing in the pond is dangerous and strictly prohibited. Buoyancy aids are located near the pond.

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Fishing does not require a license and is on the basis of catch and return, day tents are allowed however they need to be taken down and packed away before the fishing curfew of 10:00pm. Do not leave tents or rods unattended at any time during the day. Please pack up your equipment should you need to leave the pond area.

29 – End of Season/Leaving the Site

We expect your pitch to be left completely free from rubbish and waste. Inspections will be carried out upon your departure, charges will apply should we need to remove any rubbish or waste.

30 – Selling your Caravan

You must inform management if you are intending to sell your caravan, please note that all sales are to be conducted as off-park sales and your pitch is explicitly not part of your caravan sale. All new buyers will need to contact Thorpe Farm to discuss potential admittance to the park, there is no guarantee a pitch will be available.

31 – Pitch Movements

Any pitch movement request must be put to management in writing, the movements will then be carried out based on the date order of your written request.

32 – Removal of your Caravan

If you are removing your caravan from the Park during the season, please confirm leaving and return dates. We reserve the right to use your vacant pitch during your absence. If no return date is given your seasonal pitch may not be available on your return.

Should your caravan be left on pitch or anywhere on site without consent from the management, it will be removed and disposed of in an appropriate manner.

33 – COVID-19

Please take into consideration that COVID-19 is still around and that you should always abide by the most up to date government guidance on social distancing, hygiene, and safety.

34 – Drugs & Alcohol

Please drink responsibly, excessive drinking will not be tolerated and illegal substances are strictly prohibited on site. Management reserves the right to remove anyone caught partaking in any of these behaviours.

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35 – Electric Cables

Electric Cables must be unplugged and stored under your caravan when you are not staying on site.

Management reserves the right to unplug your electric cable should they believe you are not on site and will not be held responsible for any loss or damage of anything in your caravan as a result.

When you are plugged in, leave any excess cable in parallel rows (not tight coils) beside the caravan. This prevents any potential fire hazards that arise from coiled cable.

36 – Hosepipes

Hosepipes must be disconnected and stored under your caravan when you are not staying on site.

Management reserves the right to disconnect your hosepipe should they believe you are not on site. Thorpe Farm will not be held responsible for any loss or damage of anything in your caravan as a result of removing the hosepipe.

37 – Direct Debit

The direct debit scheme is offered for the summer fees only. There is an admin fee of £100 for the direct debit scheme. Failure to meet any of the scheduled payments will result in an additional charge of £10.

38 – Reputational Risk

As a seasonal pitch holder we expect that none of your actions lead to reputational risk for Thorpe Farm Centre. Anything that constitutes reputational risk will be reviewed by management and may lead to eviction.

39 – Photography

We take photos and videos for promotions and sometimes allow third-party filming. If you don't want to appear in any promotional material please get in touch with the office team. No photography is allowed in the children's play area, wash blocks and reception/shop. Please respect other people's privacy.

40 – Security Cameras

Combining the principles of GDPR and the Protection of Freedoms Act, the following guidelines apply to videoing in commercial areas:

1. **Signage:** Clear and visible signage must inform individuals that video recording is taking place. This signage should include information about the purpose of the recording, the data controller's contact details, and where individuals can find more information (e.g., a website with a privacy policy).

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2. **Purpose Limitation:** Video recording should be done for specific, legitimate purposes (e.g., security, crime prevention).
3. **Direct Cameras Appropriately:** Ensure cameras only capture your own property.
4. **Data Minimization:** Only video footage that is necessary for the specified purpose should be captured. This means avoiding over-coverage and ensuring cameras do not record areas unnecessarily.
5. **Access and Rights:** Individuals have the right to access footage that contains their personal data. Procedures must be in place to handle such requests, as well as requests for data rectification or erasure.
6. **Data Security:** Recorded footage must be stored securely to prevent unauthorised access, loss, or damage. This includes using encryption and other security measures.
7. **Retention:** Personal data, including video footage, should not be retained longer than necessary.

41 – Refund Policy

At Thorpe Farm Holiday Park, we strive to ensure that all our seasonal pitch holders have a pleasant and enjoyable experience. However, we understand that unforeseen circumstances may arise, leading to the need for a cancellation and refund. Below is our refund policy for seasonal pitch holders, in accordance with the Consumer Rights Act.

Refund Schedule:

- **March:**
If you cancel your seasonal pitch before the end of March, you are entitled to a refund of **£1,050**.
- **April:**
If you cancel your seasonal pitch before the end of April, you are entitled to a refund of **£945**.
- **May:**
If you cancel your seasonal pitch before the end of May, you are entitled to a refund of **£840**.
- **June:**
If you cancel your seasonal pitch before the end of June, you are entitled to a refund of **£735**.

Refund Conditions:

1. **Cancellation Notice:**
 - All cancellations must be made in writing and submitted to the sales office via email or mail. The cancellation date will be considered the date on which the seasonal pitch holder intends on removing their caravan.
2. **Refund Issuance:**
 - Refunds will be processed within 10 working from the date of the caravan removal.

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3. No Refunds After July:

- No refunds will be issued for cancellations made after June 30th. By this date, the full amount of the seasonal pitch fee is considered non-refundable.

Final Notes:

We encourage all our seasonal pitch holders to carefully consider their plans before committing to a seasonal pitch to avoid any potential inconvenience. We appreciate your understanding and cooperation in adhering to this refund policy.

Should you have any questions or concerns regarding this policy, please do not hesitate to contact our team. We are here to help and ensure your stay with us is as enjoyable as possible.

42 – Loss of Electric Meter Card

The electric meter card is the pitch owner's responsibility and not Thorpe Farm's, there will be no refund for any credit on any lost cards. Replacement cards will cost £2.00 and can only be programmed in the Courtyard.

43 – Tampering with Electric

All electric infrastructure on Thorpe Farm is owned and maintained by Thorpe Farm staff and certified contractors. All seasonal pitches are supplied with 10 amps and a three pin socket outlet. If there is any sign of tampering with the electrics on a pitch, management reserves the right to immediately remove the pitch holder from site without any refunds.

44 - Flying of Drones

Flying of drones is not permitted at anytime or anywhere whilst at Thorpe Farm.

45 – Liability

We accept no liability for any injury, loss, or damage to property, people, or pets on our site due to events beyond our control. This includes subsequent injury, loss, or damage resulting from such events. Events beyond our control include, but are not limited to:

- Fire
- Adverse weather (flood, storm, hail)
- Explosions
- Break-ins, theft, or criminal damage
- Riots or industrial action

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- Natural disasters
- Epidemics or pandemics

46 – Terms and Conditions

The management reserves the right to exclude customers for breach of our terms and conditions.

The management reserves the right to remove any person or property who in its opinion is not suitable to use the Park, or whose behaviour is considered by the management to be detrimental to the interests of other guests.

The management reserves the right to change and amend these rules and regulations at any time, should it deem necessary.

Failure to comply with the park rules will lead to eviction from the park. In these circumstances the company shall not be under any liability to the persons involved and shall be discharged from further performance of its obligations. No refunds will be given for early departure from your pitch. All paid deposits are non refundable.

Selling your allocated pitch to another person at any time is strictly prohibited. Management must be informed if you vacate your pitch during the season.

By staying at Thorpe Farm Caravan site you will have agreed to comply with our site rules.

By reading and signing you are agreeing to these rules and guidance.

Print Name..... **Plot No**

Signature **Date**

Acknowledgement Customer Signature