



Higher Mosserley Farm
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Terms & Conditions (V 8)

Please take some time to review the Terms and Conditions and email acknowledgement and acceptance to mosserley@gmail.com

- 1) Payment **must** be made prior to arriving on site with a unit.
 - 2) **Fees**—The Annual **Option 1**, fee will commence on the date of invoice and payment for the next period will commence on or before the same date, on the following year.
 - 2a) If Option 2 is taken for payment for 6 months storage, it is **non-refundable**. The remaining amount, will be payable 6 months on or before the date of the initial invoice.
 - 2b) This payment option may also be subject to any price increases that may occur within the six month period.
 - 2c) Confirmation signature is required for this format to be put in place, **NON** electronic. Please print off the attached Option 2 confirmation and send the Higher Mosserley Farm.
 - 2d) No refund will be given for cancellation for Storage Option 2.
 - 2e) A reasonable '**Late Payment Fee**' (as per gov.uk guidelines), will be applied at the current Gov.uk rate + BofE base rate. The unit will also be secured by HMF until full payment is received.
 - 3) A Tow Hitch Lock, must be secured to the caravan/unit with one key issued to HMF.
 - 4) The unit must be safe to tow and **insured**. Confirmation of insurance must be given to HMF, by email.
 - 5) **All gas bottles must be disconnected each time, in readiness for storage. This is now a necessity directed by our own insurers and must be adhered to. Gas bottles do not need to be removed, just detached.**
 - 6) Storage of unit is at customers risk and Higher Mosserley Farm will take no responsibility for loss or damage of caravan or contents or for death or injury or damage to persons on property arising from storage or of the unit or whilst staying on the farm.
 - 7) At least 48 hours must be given to enable access to units and prior to 'pick-up' or placement on a pitch at HMF, failure to do so may not guarantee a placement on site. This is because there maybe other units to move and access maybe restricted.
 - 8) Caravans/Units will be collected and returned to designated area on site.
 - 9) Where customers have requested to stay on site, pitches will be available to access from 3:00 pm on the day of arrival and must be pre-booked, paid for and confirmed in advance. Access outside of these times can be made by prior arrangement with HMF.
 - 10) Toilet and wash hand-basin facilities available. Bookable privacy tent with sola shower available for £8.00 on request. Chemical toilet emptying facilities available. Water stand pipes in situ. Although the line is regularly sterilised, it is recommended to provide you own drinking water. EHU available for those who store with us is priority.
 - 11) The dustbins provided must be used for waste, please **do not** use the neighbour's bins, at the corner of @Parlick View.
 - 12) This is a quiet site, with a noise restriction between 10:00 pm and 8:00 am.
 - 13) 'Reasonable Notice' must be given by both parties if a guest/HMF need to cancel a storage space. A period of 1 months notice is required prior to removal of the unit. If a refund is requested this will be considered where circumstances are genuinely beyond the control of a guest. In the case of a request for a re-fund where a space cannot be filled, a cancellation fee will be applied. In the unlikely event of HMF cancelling storage, again under circumstances beyond our control a refund will be given calculating the period of remaining stay on site. **Storage charge Option 2**, does not carry a refund.
 - 14) 'Reasonable Notice' must be given by both parties if a guest/HMF need to **Cancel a Stay**. This will fall up to 14 days prior to arrival. Alternative dates for stay will be offered. If a refund is requested this will be considered where circumstances are genuinely beyond the control of a guest. In the case of a request for a re-fund where a space cannot be filled, a cancellation fee will be applied. In the unlikely event of HMF cancelling a stay, again under circumstances beyond our control alternative dates will be offered. A full refund will be given prior to arrival, if alternative dates cannot be agreed. If a stay has to be cut short by HMF the remaining fees will be re-imbursed.
 - 15) Dogs welcome, but **must be kept away from the farm yard**. Any dogs causing distress to other campers and their dogs will be required to be secured whilst on the site. All dog litter must be collected and placed in the bins provided.
- **We ask that you email acceptance of these Terms and Conditions please. Failure to do so will be taken as acceptance.**