

Hello Storers,

Thank you for your custom to date.

Thank you also to those of you who continue to adhere to the basic requirements expected whilst using this facility, it is much appreciated.

However, sadly some seem to think they are optional ?

These have always been the requirements, so to remind you, if you have forgotten:-

1. NOTICE OF VISITING

A call/text/voicemail/email is expected at least 24hrs/a day prior to entry.

Occasional late notice for emergencies or plan changes and sometimes forgetting an item is expected and quite acceptable as long as I am still informed. But/you cannot just please yourself coming and going as you wish on a regular basis with late or no notice as I should not have to guess who you are.

2. LOCKING THE GATE

Letting anyone at all in with you is an absolute NO NO!! You are trusted to keep this yard secure and are allowed to visit unsupervised.

You are expected to follow the verbal instructions/written guide you were given as to correct procedures.

ALWAYS, ALWAYS latch the gate immediately behind you, anyone following is to **USE THEIR OWN CARD**, enter, then lock the padlocks behind them !!!

The gate has signs to this effect too !! This process takes but a few seconds to perform and ensures no strangers gain entry.

3. PARKING

Please think of your neighbours, look at the lines and adjust your unit appropriately. You are the only person who moves your unit. Do NOT 'abandon' it where it happens to end up, it may be left vulnerable to possible damage. Accurate parking is an absolute necessity and care needs to be taken so as not to obstruct your neighbour, reduce roadway widths or turning circles. Once one parks too far to one side this has a knock-on effect causing the next to as well and so on..... it causes chaos, eventually squashing someone out completely – you are paying for ONE space only, so please don't be greedy!!

1 ALL should all be parked **just behind the front** line (the hitch of the trailer or caravan, motorhome (normally reversed in) nose/bonnet, but NOT too far back especially if a banking behind.

2 ALL should be parked midway between the lines either side.

This will normally allow doors to be opened sufficiently to pop in and check the unit (but cannot be guaranteed as newer vans are a little wider). For loading they will probably need pulling out to allow better access and to ensure no neighbours are damaged.

4. MOVEMENT CARDS

Please remember a time on your card when your unit exits/returns.

If you are not clear about any of the above then please give me a call for clarification.

Please print pages 2 & 3 and return with:-

- your payment
- a current copy of your insurance (if not recently provided)

To be received before 30th September.

Thank you,

Angie & Tony

Pitch Renewal Form 1st October 2018 - 30th September 2019

Pitch No

Access Card No

Please READ carefully - Please call if you have a query.

I wish to retain my pitch for a further year.

Please complete with your current details and return with the full payment BEFORE 30th September. If you wish to pay by BACS please ask for the details, if you wish to pay cash then please to arrange a meeting date/time. Thank you

Name Mr/Mrs/Dr/.....		Home tel
Address		Mobile tel\
		Mobile tel
		Work tel
Postcode	Email **	

** This enables notifications to get to everyone quickly, more effectively and saves on costs, therefore allowing us to hold prices.

My pitch is occupied by a :- Caravan/Trailer/Trailer-tent/Motorhome or Camper/Boat on trailer		
Caravan serial number or Motorhome Reg		Year of Manufacture
Make	Model	

Insurance is with	Policy No
Policy date	

My towing vehicle or other vehicles which I may visit the site with are as follows		
1) Make	Model	Reg No
2) Make	Model	Reg No
3) Make	Model	Reg No

Annual Storage 1 st Oct 2018-30 th Sept 2019 1.5% increase or less	Up to 20ft pitch (single axle only) £ 343-368	Up to 24ft pitch (single axle only) £ 419-449	Up to 26/7ft pitch (all Twin axles) £ 479-509	Up to 30 ft pitch £ 549
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Please make cheque's payable to A Maris or Brookside Caravan Storage Refunds will NOT be given at any time for any reason on any period paid for if cancelled or vacated early. See T&C	Your fee is £
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Terms & Conditions 1st October 2018 - 30th September 2019

Terms & Conditions

Security of the site is our first concern, the rules are to make is secure, your co-operation will keep it secure. The objectives of the CCTV is to guard against the theft of your caravan/motorhome/boat from the yard area through the main gate (to date this has not been an issue.) Deterrents are in place to obstruct and attempt to stop intruders into the yard although malicious vandalism and theft by intruders is impossible to guarantee.

- All units must be fully insured for third party liability, please forward a copy of your renewal.
- Site Owners accept no responsibility for any damage whatsoever incurred by any event whatsoever whilst parked. Details of neighbours may be passed on for discussion.
- All units should be checked on a regular basis, therefore a **visit at least once a month** is recommended to check it status.
- All units are to be **parked correctly**, please do not obstruct you neighbour's access. There are a number of white lines indicating your pitch boundary. Your unit should be parked just beyond the front line and centrally between the ones down the side. Poor parking has a detrimental effect along the whole row. If you are not competent at manoeuvring -courses are available or you ought to have someone with you to help.
- Access is by use of a key, which is securely coded and cannot be cut, plus an electronic card, this is fully programmable and can be deleted from the system in the event of theft, loss or non payment etc....
- Access** is allowed 365 days a year. For security and maintenance reasons we must insist on being notified at least 1 day/24 hours prior to you requiring access to the site. (If your plans change and you do not come, this is not a problem). This is a mandatory requirement and is NOT optional and never has been.
- 'Free for all' visiting is not allowed.** Monitoring, keeping records, scheduling work for instance white line painting and hedge cutting is impossible if you are not prepared to co-operate. Emergencies excepted-forgot medication, food in fridge, wallet, glasses etc.... But persistent late notification will not be tolerated.

8. Mobile service vehicles, eg for servicing, tyres, breakdown are accepted visitors, but you must remain with them whilst they are in the yard.
9. Telephone call or texts during normal office hours only please ie. 0800-1800 hrs in winter, 0700-2100 in summer (this is 70-105 hours per week !!) NOT 2300, 0100 hrs etc.... I am not available 24 hrs a day! Texts, telephone, voicemail messages and email are all quite acceptable to notify your intentions prior to entry.
10. **Movement cards** IN/OUT as issued are to be left confirming your pitch is occupied/empty as per your prior instruction. These are a very important part of the security procedure, please ensure they are used or the notepad provided, date and times are filled in.
11. Access is allowed - **1st April to 31st October 0700-2100 hrs, 1st November to 31st March 0900-1700 hrs**. The electronic access control system automatically locks the gates. NB This cannot be over-riden, you cannot get in early. As long as your entry is prior to the closing time - you will be able to exit after this time and will NOT get locked in. ie 1700 hrs in winter and 2100 hrs in summer.
12. The **padlocking of the main gate** is entirely the responsibility of each keyholder, please ensure the gate is securely padlocked both when you enter and exit the site - immediately behind you!! **DO NOT leave it open for any reason and go to your pitch without locking it**. There are two padlocks, one on the gate and one on a hanging chain - secure them BOTH fully! The electronic lock is automatic when the gate is pushed to and held a second. **DO NOT throw the padlocks on the floor**, they are a very expensive item.
13. To ensure the security of the site **do not allow anyone either in or out with you**. If they have authority to be there, they too have a key and a functioning access card. **Do not 'tailgate' the person in front of you**. If a queue builds, latch the gate without doing up the padlocks, the next person must **always use their own card** to enter or exit.
14. If a key or access card is lost/stolen/damaged/stops working your deposit is forfeited (£20 for a key, £20 for a card) and you will be required to repay it to gain a replacement. It is important that the key and card are kept separately and their location not advertised on them, for security I do not supply a 'Brookside Storage' key ring!!! Keep the access card away from magnetic equipment and mobile phones so as not to interfere with its programming.
15. The site office (shipping container) is not manned and a daily basis.
16. It is essential that we are notified of any changes immediately, ie. Change of towing vehicle, address, telephone, caravan etc....
17. The site has its own post box (green box on right of gate as you enter), mail items to the above address or hand post it whilst you are there.
18. When your insurance is renewed please forward a copy immediately.
19. In the event you no longer wish to retain your pitch, one months notice is required in writing to the yard address or by email, proof of sending is not proof of receipt. To qualify for your deposit refund the key/card must be **placed in the mail box at the yard (NOT posted)** within your months notice or by the end of your term ie. 30th September and must be in full working order and a clean condition. Keys/cards received after this period, in a dirty condition or not functioning properly will not be subject to a refund. Any deductions may be taken from the deposit and the balance forwarded within 30 days.
20. We reserve the right to give you immediate notice to vacate your pitch and return your key/access card without reason at anytime. This will be preferably by email or in writing and is non-negotiable.
21. We operate a NO REFUND policy. **Refunds will NOT be given at any point**, for any reason, on any period of storage already paid for, ie. You change your mind, you sell you unit, you move away, you are ill etc. Please do not ask, as we do not wish to offend by refusing.
22. In the event that you encounter a problem entering or exiting, this is usually easily resolved with a telephone call, eg. Your are experiencing difficulty with your key or card, immediate replacement is a possibility). The key in particular can appear notchy if you are not familiar with high security padlocks as per the original demonstration (there is a helpful note attached to the gate as a reminder if you have forgotten and also in your brochure). If you do require manual assistance, with reluctance I will do a call out, at a charge of £75 (only one instance in 17 years has resulted in a padlock replacement, others have all been unfortunately USER error - losing temper, rushing, forcing it etc...I have to be available during the opening hours for 365 days a year so please be prepared for anything between a 30 minute and 3 hours response, approximately but this is not guaranteed, I will endeavor to accommodate you at the earliest convenience. No recompense whatsoever will be offered for delays in access resulting in delayed/cancelled travel expenses.
23. All gas bottles should ideally be removed where possible from you unit and no other noxious, dangerous, hazardous or explosive goods are permitted.
24. By entering into this agreement the Plot (key) holder warrants that he/she has both ownership and legal title to the stored goods.
25. The Site Owner excludes all liability caused by vermin infestation.
26. Dogs are accepted, but please keep them under control at all times and clean up after them.
27. Please remove all of your litter (including dog waste) when you leave, there is no refuse collection.
28. No trading is permitted from the site.
29. I understand that my data is kept in this paper format and on a phone only. None of your details will knowingly be passed onto any other organisation for any purpose other than possibly your telephone number onto your close neighbour and visa versa in the event of any onsite accidents which you may or may not be involved in for discussions after a full accounting year after vacation your paperwork will be stored for HMRC for the required time, being destroyed thereafter. Your details will be immediately deleted from mobile phones after vacating.
30. Units offered for sale whilst they are stored on site MUST be removed for viewing's. Strangers other than service vehicles eg AA, RAC, Green Flag, tyre fitters are not to be brought to the yard as it may compromise security.
31. In the event of you selling your unit, the title of the pitch does NOT automatically transfer to the new owners. The key/card are NOT to be passed on. A new contract must be taken up by them and signed first and they are to be met in the same fashion as you were originally.
32. A renewal reminder will be available on the webpage early August with a reply slip for return before 31st August giving one months notice to vacate or completion and returned with payment by 30th September. All renewals must be paid for in full prior to 1st October.
33. In the interests of security we request that all valuables are removed whilst your unit is left in storage and that you have adequate security to protect your unit and keep it secure, high security door locks, alarm, wheel clamp, hitchlock, tracker, cover etc Signs are around the yard indicating no valuables are left in units.
34. Pitches may be occupied by an alternate vehicle eg your car in the case of a motorhome, when the unit is absent. Prior agreement must be obtained if this is to be a commercial vehicle.
35. Any units on site whose pitch becomes overdue for payment will have their access card blocked. A charge of £25 will be payable for re-instatement in addition to the required annual storage fee or a 10% handling charge if not yet vacated. Once payment has cleared then the card will be unblocked. In the event of non payment by 14th October a Legal Lien will be attached to the unit, and will remain in force until the arrears are settled in full or the Lien is otherwise discharged. In the event of a negative response to notification of the Lien, legal action will be taken to sell the unit via The Torts Interturrence with Goods Act 1977. The outstanding arrears will be deducted from the proceeds of the sale less any costs. Any remaining balance will be retained to await collection. The Site Owner warrants to seek to obtain the best price available on current market values.
36. We reserve the right to amend/delete/add any aspect of these terms if deemed necessary at any time

I HAVE READ THE TERMS & CONDITIONS AND FULLY UNDERSTAND THEM

Pitch No	Access card No
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I/we confirm that **Third Party Insurance** is in place **copy certificate is enclosed** / (to follow)

Signed Name Date