



# Caravan Store and Stay Information 2018 (updated)

Park opening dates 2017 ~ 1st March to 19th Nov

## Benefits of Old Oaks Store and Stay

- The sheer convenience of having your van ready and waiting on your pitch whenever you fancy a visit (subject to availability / booking required)
- Exempt from 'pitch preference charge', ie no charge for requesting a pitch\*
- No towing = more time to relax = less stress
- Relax in the knowledge that your pride and joy is safe and sound in our secure, alarmed storage yard. Access to the yard is restricted to Old Oaks staff and management only.
- Our location in the heart of the beautiful, unspoilt Somerset countryside gives guests an abundance of wildlife, walking, stunning scenery, peace and quiet and many, many places to visit.
- Our very competitive price is a mere fraction of the vast cost of buying and insuring a large towing vehicle, not to mention the spiralling cost of fuel.

## Who can store and stay?

Our store and stay facility is available to existing guests of The Old Oaks who intend to spend **a minimum of 21 nights per year** on our Park. Old Oaks Loyalty Club members will be given priority when spaces become available. Gold card holders will have first option, followed by Silver members and then Bronze. When we have spaces available and no Loyalty Card holders are on the waiting list, they will be offered to guests who have stayed with us on previous occasions. Spaces may be let to new customers at the Park's discretion.

## How long can I store?

Our store and stay facility is available for 12 months at a time, with the period running 1st Jan to 31st Dec. It's worth noting that The Old Oaks is not currently open all year (1st March to 3rd week Nov) and so if you wish to use your van elsewhere during our closed period, we will tow your van out at no charge, if adequate notice is given.

## Do I receive a refund for the times my van is not in the store and stay facility?

There are no refunds for times when your van is not in the yard. Similarly, should you decide to permanently remove your van before the end of the 12 month period, for whatever reason, no refund can be given.

## Will I lose my space if I don't stay for 21 nights?

If the number of nights you stay within one store and stay period (1st Jan to 31st Dec) falls short of the 21 night minimum, you'll be given the option to pay a premium which will secure your store and stay space for the following year. This premium will be equivalent in value to the shortfall in nights, multiplied by the cost of a hard standing pitch at our lowest tariff. For example, if you stay for 15 nights, instead of the required 21, your shortfall premium will be 6 nights @ £21 (based on 2017 prices). This will be payable on 21st Nov to secure your space for the following 12 months and enables us to plan for any possible vacant spaces.

## What if I bring my van into storage part way through the year?

If your store and stay commences late in the year, for example after August, this will be taken into consideration when considering the number of nights it is reasonably possible to stay within the remaining period before the park closes mid November.

**Payment - please note that invoicing and payment for 2019 will be earlier than in previous years**

# Caravan Store & Stay Information 2018

## Prices for 2018 with incentive for early payment - please note earlier invoicing and payment dates

£539 (equivalent to £10.36 a week) if paid in full **before** 15/12/17

£579 if paid in full **after** 15/12, but before 31/12/17.

£600 if paid in 2 instalments of £300 (before 15/12 and before 15/6) – no instalment option for late payers.

## Security

- Vans are stored in our secure storage yard, away from the main Park. The alarmed gate is kept locked at all times and access is restricted to Park staff only.
- Old Oaks wardens and management are resident on site at all times for added security.
- Caravan owners are not permitted access to the storage area at any time, therefore customers wishing to clean their van or carry out any maintenance work, however small, will need to book a pitch (notice required) and will be charged the £6 towing out fee (unless staying for 2 or more nights) plus the full daily pitch fee. This service is not available during high season, where minimum night stays are in operation.

## Towing Charges

- There is no tow out charge if using the van on our Park for a minimum of 2 nights (3 in high season and bank holidays). 48 hours notice is required.
- A charge of £6.00 will be charged where the booking is for less than 2 nights or when the van is being taken off site.

## Conditions

- All persons using our store and stay facility will be required to complete and sign our Caravan Store and Stay Licence Agreement.
- **It may not always be possible for Old Oaks to have storage vans ready on the pitch by the published arrival time of 1pm. In circumstances, where there are a high number of storage arrivals and departures, customers may be required to wait up to one extra hour (2pm), to enable all vans to be put onto pitches.**
- Vans will only be accepted into storage (yearly or short term) with hitch locks and a **valid copy of an up to date insurance policy** (to be retained by the park).
- A vehicle inspection report will be completed and retained by the Park each time the van is brought into the storage yard.
- Touring caravans must be maintained in a fully mobile and roadworthy condition and be of a standard befitting a five star park.
- All gas supplies to the van must be isolated by turning the valve of all storage cylinders to the off position before entering the storage area.
- On each day of each departure (after your stay on site), your hitchlock should be fitted and reception should be informed so that your van may be returned to the secure yard as soon as possible. Please ensure your departure is before 6pm. After this time, your van cannot be returned to the storage yard and will be left on the pitch, at your own risk until the following morning. A spare hitchlock key will be retained by The Park.
- Customers with vans in storage do not have priority over non-storage guests when making bookings.
- All dates must be pre-booked with the required non-refundable deposit per week or part week.
- **\*Whilst we always do our very best to oblige requests - we cannot 100% guarantee particular pitches.**
- **Caravans are stored entirely at the owners' risk at all times and Old Oaks shall not be liable for any loss of, or damage to the caravan or the contents thereof, howsoever caused, nor be under any obligation to take any steps whatsoever to protect the caravan or the said contents. Old Oaks is NOT responsible for keeping stored vans clean.**

## Payment

- The 12 month fee (or pro rata amount dependent on date van is brought into storage) is payable either in full, prior to the first day of storage, or in 2 instalments, by agreement, dependent on the time of year the storage period starts.
- When paying in instalments, the payment dates are no later than 15th Dec and no later than 15th June.
- If you are bringing your van in for the first time **after** 1st July, payment for the remainder of the year is required in full prior to the first day of storage.
- If you are using our facility for less than 12 months (only when available), you will be charged, to the nearest month for the period of storage. For example, if you bring your van in on May 3rd, you will be charged for 8/12 of the total for the year.
- We reserve the right to levy a late payment penalty of £10 per week. In cases where fees are 2 or more months in arrears, the van will be placed in an area outside the secure storage facility at the owners own risk. The customer will be informed of this and should payment not be received within 7 days, the storage space will be relet to the next person on our storage waiting list.

## Late payment or non-payment of 'shortfall premium' fees

In the event that the required 21 night minimum has not been met and the shortfall premium has not been received by the 7th Dec, it will be assumed that the store and stay place is no longer required for the following year and will be offered to another guest. In this circumstance, the storer is required to remove the van by 14th December to ensure a space for the new storer. If the van remains uncollected, it may be removed from the secure storage yard and placed in the unsecure area. In the event that the van has not been collected within 1 month, we reserve the right to sell the van or dispose of it in an appropriate manner. In the event of the van being sold, any monies owing to The Old Oaks will be deducted, before passing any remaining funds to the customer.