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Overview

Firstly may we congratulate and thank you for requesting this document. We hope it answers all of your questions and encourages you to register your business with us.

We have been developing vacantpitch.co.uk for some time now and have tried to involve owners at each step of the way, we did this because we felt that your input was much more important than our assumptions and it is out of this feedback that the business has evolved. We hope that the end product meet's and surpasses your requirements and we look forward to developing our relationship with you.

Why register with vacantpitch.co.uk?

An empty pitch costs you money, looks bad and could be filled by vacantpitch.co.uk.

Your customers expect to reserve and book pitches online.

Your business will benefit from our active promotion policy and our special event facilities.

Instantly sell your vacant pitches

Receive instant notification of your bookings allowing vetting of bookings.

Optional electronic deposit or payment collection coming soon.

Reduce time consuming phone calls.

Your website actively promoted.

Less competition with no free listings

Easy to use password protected interface

Online owner/customer support.

No commission or monthly charge.

Advertise your seasonal pitches.

Value for money.

What we offer your customers.

Free to use.

Easy to use, simple user friendly navigation.

Quick to use, instant results.

Secure server for peace of mind.

Instant availability check.

Instant online provisional booking.

Instant e-mail confirmation.

In-depth property descriptions.

Quality photographs of your property.

Interactive mapping facility for directions to your property.

One stop portal for online booking.

Forums and other services.

Things to do in your area can be placed on your page.

Packages

Here at vacantpitch.co.uk we value your opinion and encourage your input, it is with your help and consultation that our packages have been designed. We have taken in to account that some owners already pay for an online booking service and wish too continue using their service; however they still feel that subscribing to vacantpitch.co.uk would benefit their business. We have also listened to your comments regarding price; it would seem that many owners have considered using an online booking system but haven't been able justify the initial outlay or the ongoing subscription.

With this in mind we have designed a package that offers something for everyone.

Our **Basic** package is free to join and aimed at site owners who want to promote their site without spending hundreds of pounds or paying commissions. This package sends you an email when a customer wants' to book a pitch or if you use an existing online booking facility this package allows you to direct booking enquires to your existing provider or booking page.

Our premium package has all of the above with the added advantage of real time online booking. Our calendar based system makes online booking easy and affordable. Customers can book online or your calendar can be set to enquire before accepting which allows you to vet each booking.

And there's more

As a result of your comments we are working on the following:

Real time integrated booking, which allows us to communicate directly with your site booking software system to process secure online payments.

Vacantpitch organised and sponsored rally weekends on individual sites.

Festival accommodation booking systems.

Site owner of the month competitions.

Loyalty scheme for site owners, campers and caravan owners.

Seasonal pitch promotion facility.

Caravan storage facility database.

And many more ideas that will be considered and rolled out in the future.

Package prices.

Basic free per annum- This package is for owners who want an affordable easy to use online booking system:

Stylish interactive property page
Extensive property descriptions and facilities guide
3 Property photographs
Directions facility
24hr password protected interface for updates
Active promotion

Premium £40 per annum- This package is for owners who want an affordable easy to use online booking system:

Stylish interactive property page
Extensive property descriptions and facilities guide
3 Property photographs
Real time online booking facility
Directions facility
24hr password protected interface for updates
Active promotion

Added extras on this package

Special event promotion facility i.e. Bonfire party, Summer BBQ, New years party includes separate web page, email promotion and home page link (price on request). Static Hire, seasonal pitch and caravan storage promotion.

How does the booking system work?

1. Customer searches for a site using search options
2. Database produces list of sites with availability
3. Customer views properties with vacancies and decides to book (basic package will send an email at this point, premium package continues through the next stages)
4. Customer checks dates and completes booking form
5. Customer views summary of booking and submits form
6. Customer receives confirmation of provisional or accepted booking
7. Site owner receives booking form
8. Site owner logs booking or if calendar set to enquire to site authorises or declines booking
9. Site owner updates calendar if necessary
10. Site owner sends booking confirmation/Decline email to customer
11. Site owner collects deposit or full payment.

Deposit and payment collection

When you receive a booking via email you will have three options:

Contact customer with your preferred payment methods.

Accept booking- Clicking this option will generate an automatic email to your customer confirming booking, then you can contact customer with your preferred payment methods.

Decline booking- Clicking this option will generate an automatic email to your customer. This email will apologise for declining the booking due to fully booked and welcome any alternative requests in the future.

How does the availability calendar work?

1. Site owner logs in to calendar.
2. Blocks out any fully booked dates.
3. Updates calendar when fully booked.
4. If your calendar is set to vacant pitches it will automatically accept bookings and send an email to the customer confirming the booking, you will also receive an email confirming the booking; you can then contact the customer with payment instructions.
5. If you set the calendar to enquire to site it will advise the customer that this booking needs to be authorised before it can be confirmed, this setting is advisable when you are down to your last few pitches or if vetting is preferred before accepting a bookings.
6. If your calendar is set to fully booked the customer will not be able to make a booking.

7. You can set your calendar to automatically decline bookings when you have filled your pitch quota. Our auto manage pitch facility allows you to specify how many pitches you have available to book and once that is exceeded it will decline any further bookings.

If set to **enquire to site** each booking must be confirmed or declined within 24hrs. Constant failure to meet this deadline will result in removal of your details as we must maintain excellent customer service standards and protect the good name of our subscribers.

Note: We expect site owners to be responsible for accurate vacant pitch details, we would recommend changing a date to **enquire to site** when you get down to the last couple of pitches on any given date, this will prevent double booking the same pitch. This procedure is advisable as you or we do not want to upset paying customers and you do not want an incident when people arrive to find they have no pitch.

Set up

To set up your property on vacantpitch.co.uk visit the owners page and register.

Part of the registration process requires choosing free option or payment which is processed online via our secure Paypal account, don't worry if you don't have a Paypal account it's free to use with a credit/debit card.

Once you have completed registration you will be redirected to a secure unique property page template where you can input your details.

Simply update your calendar, add descriptions, state onsite facilities, upload pictures and submit.

Full instructions are included at each step of the way making it easy to use and once your done you simply upload your web page to our server and you are ready to take bookings.

If you have any problems setting up your property; email vacantpitch and we will be glad to help.

Terms and Conditions

Vacantpitch.co.uk reserves the right to determine the final design, layout and functionality of the Vacantpitch.co.uk web site.

You will be referred to as the advertiser, subscriber or site/property owner in this document.

Personal details

Under no circumstances will Vacantpitch.co.uk share or sell any of your personal details with any third party. Your details will be stored on our encrypted secure server for the sole purposes of administration and promotions.

Under no circumstances are you allowed to share or sell information in relation to vacantpitch.co.uk, its employees or advertisers except where prior express written permission has been granted.

Your responsibilities

You are advertising on vacantpitch.co.uk for the sole purpose of renting out your property or part thereof. You are obliged to maintain a fully up-to-date calendar for the purpose of availability accuracy and are wholly responsible for any double/over booking and its rectification or compensation.

Vacantpitch.co.uk assumes no responsibility for the accuracy of your calendar or booking accept and including the information transferred via e-mail from our server to you.

Secure server

You are allowed to collect customer details from our server as per your booking. You are prohibited from interfering with or attempting to interfere with any functionality, software or operations of our server/website. Vacantpitch.co.uk will initiate legal action against any person or organisation that it feels has tried to undermine its security or smooth operation including intellectual property.

Contract

The contract is between you and your customer in relation to information, bookings and stay at your site. You are obliged to ensure all facilities and operations are correct and up to date in line with current legislation and you are wholly responsible for all claims relating to or arising from this contract. Vacantpitch.co.uk shall not be liable for any claim against you in relation to this contract or in anyway underwrites or guarantee's your liabilities in relation to this contract.

Property details

Vacantpitch.co.uk reserves the right to edit copy or amend the layouts or photographs supplied, should it be considered necessary.

Vacantpitch.co.uk reserves the right, at its discretion, to amend and edit copy entered into the Vacantpitch.co.uk database by advertisers.

Vacantpitch.co.uk cannot be held responsible for any loss or damage resulting from the design or positioning of the properties or changes made to the photographs and copy submitted by the advertiser.

Vacantpitch.co.uk cannot accept any legal responsibility for the accuracy of the advertisements, or any alleged breaches of contract on an advertiser's part and the advertiser indemnifies Vacantpitch.co.uk against all costs, expenses and losses arising out of a claim relating to the content of an advertisement.

Photographic materials

Vacantpitch.co.uk will make every effort to safeguard all materials supplied, and return them if required, but cannot be held responsible for any loss or damage, however caused, and for any loss or damage sustained.

Liability

Vacantpitch.co.uk does not warrant that the operation of the Vacantpitch.co.uk site will be uninterrupted or error-free.

In no event shall Vacantpitch.co.uk be liable to the advertiser for any special, consequential, incidental or indirect damages, including lost profits.

Hypertext links

Vacantpitch.co.uk reserves the right to refuse hypertext links to, or addresses of, other web sites from advertisers' pages, and to remove links or web addresses without notice at our sole discretion.

Cookies

Vacantpitch.co.uk uses cookies which is a simple text file that stays on your computer. This cookie simply allows your computer to interact with our server more quickly and will in no way harm your computer. Most modern computers have a cookie removal facility if you so wish and this will not prevent you from interacting with Vacantpitch.co.uk.

Advertising more than one property on one advertisement

Each advertisement on the Vacantpitch.co.uk site displays an individual property. Only one property can appear on each advertisement, unless it is a property with multiple rental pitches on the same site. Vacantpitch.co.uk

reserves the right to amend the copy or remove the advertisement, when more than one property is described in the advertisement.

Copyright

Vacantpitch.co.uk shall be entitled to reproduce part or whole of any photographic material supplied by the advertiser.

Vacantpitch.co.uk claims copyright to the electronic images of the photographic material supplied by advertisers.

It is the advertiser's responsibility to obtain reproduction permission for all photographic and other material used in their advertisements. The advertiser warrants that he is the owner of the copyright in such material or is authorised by the owner thereof to grant to Vacantpitch.co.uk the rights therein contained. Vacantpitch.co.uk cannot be held responsible for any infringement of copyright laws resulting from material supplied by the advertisers and the advertiser indemnifies Vacantpitch.co.uk against any action brought for breach of copyright or other rights from the use of such material supplied by the advertiser.

Vacantpitch.co.uk cannot be held responsible for any infringement of copyright laws resulting from material supplied by the advertisers.

Termination of advertising

If advertisers wish to have their advertisement removed from the Internet before the end of their subscription period, this will be done, but no refunds will be paid.

Vacantpitch.co.uk reserves the right to refuse any advertisement for the Vacantpitch web site, and will not be liable for any loss or expense in so doing.

If an advertiser attempts to enter unsuitable material into the Vacantpitch.co.uk on-line database, or persistently misuses the on-line systems, Vacantpitch.co.uk reserves the right to remove the property from the Vacantpitch.co.uk site. No refunds will be paid.

If Vacantpitch.co.uk receives a complaint from a person who has rented an advertiser's pitch which Vacantpitch.co.uk, acting reasonably, consider is justified, or an advertiser knowingly double-books a pitch, or engages in any unacceptable practices or is in breach of its obligations to Vacantpitch.co.uk, then Vacantpitch.co.uk reserves the right to remove the property from the Vacantpitch.co.uk web site without notice.

Legal jurisdiction

These terms and conditions are governed by English law and advertisers accept the exclusive jurisdiction of the English courts to rule on any disputes.

27/05/2008

Thank You

The Team at vacantpitch.co.uk.