

Sandgreen Caravan Park – 2021 End of Season Newsletter

We can hardly believe that we are at the end of the 2021 season already! This has been an incredibly quick year and it has been lovely to have a more “normal” season with far less COVID restrictions. We just wanted to get in touch to give you an update on all things Sandgreen as we go into the winter months.

Drain Down & Reconnections

We are well under way with the winter drain downs. Please remember, if you would like us to carry out the drain down and reconnection service for you this year, we require as much notice as possible, at least one weeks’ notice, to book this into our very busy maintenance schedule.

We require written confirmation, in every instance, informing us that you wish us to complete this service and we will invoice you when we receive your request. Please note, **no work will be carried out until payment is received, in full, for this service.** The cost for this service is as follows:

NB – Prices quoted are inclusive of VAT and include drain down and reconnection	
Type of Unit / Service	Cost
Standard Caravan	£120.00
Caravan or Single Lodge with Central Heating	£198.00
Lodge or Twin Unit	£227.00
Mini Drain Down	Caravan/Single Lodge - £42.00 Lodge / Twin Unit - £76.00
Mini Reconnection	Caravan/Single Lodge - £21.00 Lodge / Twin Unit - £38.00
Late Notice Charge (Reconnections)	£55.00

Mini Drain Down Includes:

- Turning water off outside
- Opening all taps inside
- Emptying the toilet cisterns
- Opening the drain down taps
- Turning the water, gas and electricity off.

This does not 100% protect your holiday home from frost damage as there will still be water sitting in the pipes, but it will prevent your holiday home from being flooded out.

Full Drain Down Includes:

- Testing the antifreeze levels in the central heating system
- Disconnecting water
- Opening drain down taps for hot and cold water system

Opening boiler drain screw (water heater only)
Removing condensing trap and emptying the trap (combi boilers only)
Emptying kettle
Opening all hot and cold taps throughout
Flushing all toilets to empty cisterns
Disconnecting shower head, removing mixer tap from water feed and draining mixer tap
Blowing compressed air through water system
Sealing water connection to stop insects, etc going inside
Putting salt or similar into all sinks, shower traps, bath traps, toilet pans and cisterns
Turning off electricity and gas
Opening fridge and freezer doors
Covering boiler flue

We also offer an Opening Up Service for when you are returning to your holiday home. This includes turning the lights on, putting the heating on, and turning the water on for your arrival. The cost for this is £18 (inc VAT). If you would like to order this service at any time, please get in touch with Reception.

Holiday Home Numbering

As stated in our Park Rules, all holiday homes at Sandgreen must have their pitch number clearly displayed. If you do not yet have any number stickers on your holiday home, please do get in touch and we will arrange for this to be done over the winter months.



Glasgow Show – 3rd to 6th February 2022

The Scottish Caravan, Motorhome & Holiday Home Show returns to the SECC Glasgow from 3rd to 6th February 2022, 10am to 5pm. Elspeth and Jan will be heading off to the show in February and would love to see some familiar faces in the crowds.

The Glasgow Show is a great place to view new models and is also a great day out. It will be a rather different show this year than we are normally used to, as you all know by now, there are major delays in the manufacturing of holiday homes currently. It may be, unless we have already ordered the specific units for the 2022 season, that the units on display by the manufacturers at the show, will not be available for us to order as all production slots are already filled for next season.

The organisers of the show have now released a very limited number of “Early Bird” tickets for just £10. To get your discounted tickets, simply quote EARLYBIRD when booking at the following link: <https://caravanshowscotland.seetickets.com/timeslot/the-scottish-caravan-motorhome-holiday-home-show?outputStyle=Default&pageIndex=1&pageSize=30>. This offer ends on 11th November 2021 or when all tickets are sold out – whichever happens first – so please, if you are interested in visiting the show, book sooner rather than later.

Winter Closure

Please remember, as usual, unless you have opted for the Winter Extension, you will be unable to use or visit your caravan between 1st November 2021 and 1st March 2022. If you have opted for the Winter Extension, you are able to use your caravan up until 5th January 2022. For lodge customers, as usual, you can use your holiday home up to 31st January 2022.

The winter months are some of the busiest months of the year for our team and we would politely request that you adhere to the rules regarding no visits to your holiday home during the relevant closed periods.

If you have an emergency or are worried about your holiday home in any way, please just contact the reception and we will do our best to help you out. We do regular park inspections over the winter months so please rest assured, we will get in touch with you if there are any issues during the closed period.

Park Roads

We have arranged for an external company to come in and redo the surfacing on the main park road, from the park entrance down to the bottom beach entrance. Work will be commencing the week of 15th November 2021. We will try our very best, where possible, to keep any disruption through the park to a minimum, however, please be patient, use caution when coming onto the park, and please make sure that any children are supervised when out and about on the park during this time. Please note the speed bumps will be reinstalled as we are still experiencing many of our owners, and others, speeding through the park.



Residential Proof Update

Please ensure you provide us with an updated copy of your residential proof documents. As we are not a residential park, we require this to be provided to us on an annual basis so that if we happen to be spot checked by the Local Authorities, we are able to provide evidence that our customers are not using their holiday homes as their main residence. To remind you, the following documents are acceptable as proof of residential address:



- Utility bill issued within the last three months
- Local Authority Council Tax letter for the current tax year
- Current Driving Licence
- Bank, Building Society or Credit Union Statement or Passbook
- Original Mortgage Statement issued within the last 12 months

- Solicitors Letter confirming recent house purchase or land registry confirmation of address
- Inland Revenue self-assessment or tax demand

Copies or an electronic version of these documents will suffice.

Parcel Deliveries

Following our previous note about this, unfortunately we are still inundated with parcels coming to reception for customers. Quite simply, we do not have the room to hold lots of parcels and we cannot guarantee that they won't get damaged.

We would like to politely remind you that, if you **need** to get anything delivered to the park while you are here on holiday, please arrange for it to be delivered direct to your holiday home. We have a copy of the park map on our website which you can download and send to the courier company? If your parcel is getting delivered by Royal Mail, please note, they will not deliver to your holiday home as it is not a residential address or property and should not be receiving any mail.

Gas Price Increases

We have had two gas price increases in the last 6 weeks and we have absorbed these costs, however, as is the same all over the country, gas prices are increasing and we will have to change our prices accordingly. Unfortunately, this is totally outwith our control. We will be sending an email out to you all shortly advising of the price increases.



Winter Boat Storage

We are delighted to say that, if you have opted for the Winter Extension this year, you are able to keep your boat on the park for the extension period at no extra charge. We will also not be charging Winter Boat Storage fees this year, so you are able to store your boat on the park, free of charge, during January and February 2022.

Tuck Shop

Our new tuck shop in reception, which replaced the vending machines, has been a roaring success. We have run down all stocks for the winter but will replenish in full, in time for next season. There are still a few treats left if you call in.

Sales Update

It has been a very strange and difficult year trying to get sales stock on the park. We have now received delivery of all our 2021 stock units and have the following units available on the park now.

2019 ABI St David Exclusive	38ft x 12ft, 2 Bed - £36,990 (Pre-Owned with integrated deck)
2021 Victory Lochwood	38ft x 12ft, 2 Bed - £46,232
2021 Victory Stonewood	37ft x 12ft, 2 Bed - £41,950

We have ordered our 2022 stock units and have sold some of these already, however, we still have the following units available:

Caravans

2022 Pemberton Abingdon	38ft x 12ft, 2 Bed
2022 Pemberton Marlow	38ft x 12ft, 2 Bed
2022 Pemberton Marlow	40ft x 13ft, 2 Bed
2022 Pemberton Rivington	40ft x 12ft, 2 Bed
2022 ABI Wimbleton	38ft x 12ft, 2 Bed
2022 ABI Keswick	39ft x 12ft, 3 Bed
2022 ABI Windermere	40ft x 13ft, 2 Bed
2022 Swift Margaux	38ft x 12ft, 2 Bed

Lodges

Lodges are single or twin, canexel clad and built to residential spec. Lodges have 11 months season – 1st March to 31st January and have a license for 20 years.

2022 Pemberton Rivendale	44ft x 20ft, 2 Bed
2022 ABI Ambleside	40ft x 14ft, 2 Bed (Single Lodge)
2022 ABI Langdale	40ft x 13ft, 2 Bed (Single Lodge)

Unfortunately, due to the current situation, the manufacturers are unable to confirm final pricing for the 2022 models now. They are also unable to give us any indication on when these units will be delivered to us. The manufacturers, like many other companies in the UK, are facing major delays and shortages in their supply chain and suffering with staffing shortages, although we hope things will improve soon, we have no idea what the next 12 months will bring! We understand that it may seem strange to have ordered these units without having pricing details, however, to ensure we have any stock to sell next year, we have had to place orders on this basis. We are also being asked by the manufacturers to place orders now for 2023 which also seems madness – this is just the world we are living in at the moment!

As soon as we receive confirmation from the manufacturers on pricing, we will be able to advertise these models on social media and our website.

If you are thinking of upgrading your holiday home within the next few years, please do get in touch as it would be sensible to start this process now bearing in mind, we are placing orders now for 2023.

Dates for the Diary

We are hoping the weather improves over the next few weeks as it has been incredibly wet the last few days! We have made a little list, for those who are staying with us for the winter extension, of local activities and events coming up to keep the whole family entertained – no matter what the weather!

Date & Location	Time	Details
30th October 2021 Palnackie Harbour, Dumfries & Galloway, Quayside of La Malouine, DG7 1PQ	3pm to 6pm	Flag Parade at Palnackie Harbour Communities have come together to explore environmental issues and now their environmental flags are ready to fly, sending a message for all to see. The Tall Ship, La Malouine and the quayside host this celebratory art event. The community designed and made flags expressing and signalling their environmental concerns and future hopes, once hoisted into the ship's rigging in 'The Dressing of the Ship', will carry a spectacular and powerful environmental message. These flags will then travel to Glasgow COP26. Free Event. Live Music, Food and Art.
30th and 31st October 2021 Dumfries Ice Bowl, King Street, Dumfries, DG2 9AN	2pm to 3:30pm	Public skating sessions at Dumfries Ice Bowl. Call 01387 251300 to book your place.
31st October 2021 Barstobrick, Ringford, DG7 2AT	10am	Spooky Fun Halloween Dog Show Halloween themed dog show, which has breed and fun classes including one for the best fancy dress, an agility 'have a go' ring, trade stands, a tombola and a café which will be open for some lunch or a coffee and some cake. Show registration opens at 10am and it is £2 per class.
31st October 2021 Market Hill, Castle Douglas, DG7 1AE	2pm to 7pm	Castle Douglas Halloween Circus Carnival With a host of exciting activities for children, families, and adults across Halloween, there will be performers, producers, skill workshops, face painters, music and much more to keep everyone entertained and in the Halloween spirit! The event will start at 2pm on Market Hill with a Halloween Carnival with live performances, circus and craft workshops, walkabout performers and a variety of stalls. At 6pm there will be a mini parade down to Carlingwark Lochside Park for an exciting finale of performances from professionals and community groups.
2nd November 2021 Castle Douglas Parish Church Hall, Queen Street, Castle Douglas, DG7 1EG	7:30pm	Charity Fayre at Castle Douglas Parish Church Hall Coffee, tea, mince pies and shortbread. Entry by donation and all proceeds go to Castle Douglas Development Forum.
5th December 2021 High Street Car Park, Gatehouse of Fleet, DG7 2LQ	4pm	Gatehouse of Fleet Christmas Market Gifts, vendors, lights switch on, crafts, music and much more! Please call 07850 773181 for further information.
7th to 11th December 2021 Newton Stewart Cinema, 35 Victoria Street, Newton Stewart, DG8 6NL	2pm and 7pm	Pantomime - Snow White and the Seven Dwarfs Tickets can be booked by calling the cinema on 01671 403333. Tickets are £8 and £6 for concessions. Doors open at 6:30pm, Curtain at 7pm. Saturday matinee: Doors open at 1:30pm, Curtain at 2pm.

Staff Update

We are thrilled to announce Jan's promotion to Park Manager. Jan will be taking over much of the day-to-day management of the Park and staff. Jan is currently entering her third year of a degree course in Park Management and is well versed in how Sandgreen operates. Elspeth will still be involved with the overall business, however, will not be on the Park as often.

Unfortunately, Jemima, who took over from Caitlin, left us at the end of September. We are delighted to say that we have now recruited a new Receptionist, and Julie will be joining our team on 1st November 2021.



Finally, we would like to thank all of our customers who sent in treats these last few weeks and wish you all a safe and a very Merry Christmas when it comes, and we hope the winter treats you all well. We look forward to seeing you all again in the new season – it will be here in no time!

The Sandgreen Team



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