



## Sandgreen Hire Fleet FAQ's 2022

We have prepared the following answers to frequently asked questions to ensure you get the very best from your holiday. If there is something that we have not covered, please do not hesitate to get in touch.

Due to the recent COVID-19 Pandemic, we have had to make significant changes to the way we operate and subsequently, have had to make some changes to our booking Terms and Conditions – a copy of our updated T&Cs can be found here: <https://www.sandgreencaravanpark.co.uk/terms-conditions>

For your reassurance and information we have set a page up on our website which details all the additional measures we have taken to protect everyone during their visit to Sandgreen and also explains our policies which we ask you adhere to throughout your stay. This page will also give you information on our new pre-arrival, check-in and check-out procedures as well as some guidance for during your stay. A copy of our COVID-19 Fact Page can be found by following this link: <https://www.sandgreencaravanpark.co.uk/covid-19-fact-page>

### What is included in the cost of my holiday?

Free gas, electric and water is included. Following the recent COVID-19 pandemic, in order to minimise risk both to our own staff and to our valued customers, we will no longer be supplying towels or bed linen in our hire fleet units. Please arrange to bring your own towels and bed linen with you for your stay with us.

### Do you have washing and drying facilities?

Yes, we have an onsite laundrette with commercial washers and dryers. Please don't forget to bring detergent. **Please check our COVID-19 Fact Page to check the status of this shared facility -** <https://www.sandgreencaravanpark.co.uk/covid-19-fact-page>

### What time is check in/check out?

Check-in is from 3pm and check out is 10am.

### Do you have an onsite club?

No, one of the beauties of Sandgreen is the calm and tranquil atmosphere that's not disturbed by having an onsite club.

### Does my holiday home have a TV and DVD player?

Yes, all our hire units have a TV with a free sat box and a DVD player.

### Does my holiday home have a fridge and freezer?

Yes, all holiday homes have a fridge and freezer.

### Can I have a BBQ?

Yes, all holiday homes have a brick base suitable to sit disposable BBQs on.

### Can I bring my dog?

Yes, up to 3 well behaved dogs are welcome per holiday home, these are charged at £30 each, we ask that all dogs remain on the lead whilst in the park but between 9pm and 8am well behaved dogs are free to run on the beach without their leads, please ensure that all poops are scooped.

### **Can I have groceries delivered to my holiday home?**

Yes of course, Tesco, Asda and Morrisons deliver to Sandgreen, but you will need to book delivery well in advance due to our rural location. Any deliveries to Sandgreen will need to be arranged for when you are on site as we will not be able to take delivery for you or enter your holiday home to take delivery.

### **Is there WiFi available?**

Yes, WiFi is included free of charge and is provided by LPIS.

### **Can I smoke in my holiday home?**

No, there is no smoking in any of our holiday homes, please smoke outside and dispose of your 'butts' responsibly.

### **Can I park my car next to my holiday home?**

Yes, there is ample parking right next to your holiday home.

### **Is Sandgreen wheelchair friendly?**

No, due to the natural and rough terrain and the gradient of the land we do not recommend the use of wheelchairs at Sandgreen.

### **Am I allowed a fire?**

No, sorry, no fires on the park or the beach please.

### **Where is the nearest shop?**

Gatehouse of Fleet has a Spar shop and a Premier store it also has a Boots Pharmacy and doctor's surgery. Gatehouse is 3.5 miles away from Sandgreen.

### **Where is the nearest pub/restaurant?**

Gatehouse of Fleet has a very good selection of pubs and restaurants.

### **Can I bring my boat/kayak/canoe with me?**

Yes of course, boat launching is free for holiday hire customers, but we do need to see evidence that your craft is insured.