



## Sandgreen Caravan Park – Autumn/End of Season Newsletter

Welcome to our End of Season Newsletter, jam packed with information and reminders to help you, our owners, prepare for winter.

Firstly, we would like to thank all of our customers for making 2023 another great year at Sandgreen. Sandgreen would not be the special place it is without you. We hope you have all thoroughly enjoyed your 2023 season.

### Extended Season

Don't forget, if you would like to take advantage of our Extended Season this year, enabling you to enjoy your holiday home from 1st November 2023 right through to 5th January 2024, please let us know as soon as possible. The fee for our 2023 Extended Season is £494.35 (inc VAT) and this is payable by 15th October 2023.



Sandgreen really is quite a spectacle over the winter with the landscape and beach totally changing. It does tend to be quieter on the park November through January, so if you enjoy extra peace and quiet, opting into the Winter Extension is definitely something to consider.

### David Bellamy Blooming Marvellous Pledge for Nature

As you know, we have been taking part in the David Bellamy Blooming Marvellous Pledge for Nature and accepted the "Home Sweet Home" Challenge for 2023. We are delighted to announce, after lots of hard work throughout the season, we have completed our challenge and earned ourselves our "Home Sweet Home" badge!

Throughout the season we have continued to manage our greenspaces and long grass areas; installed bird, bat, insect, bee and hedgehog houses throughout the park; installed bird feeding stations; and lots more! For further information on our work for the David Bellamy Pledge, please visit our Green Credentials Blog page on our website - <https://www.sandgreencaravanpark.co.uk/blog>



We would like to thank all of our customers who took part in this, creating your own bug hotels and feeding stations, and sponsoring a bird or bat box.

We are very proud of the abundance of wildlife we host at Sandgreen and know it is one of the many reasons our owners love visiting the park. You can still get involved by sponsoring your very own bird/bat box – get in touch and we can explain how it works.

### Drain Down & Reconnections

We have recently sent out a separate email with a copy of our 2023 Drain Down and Reconnection Order Form. If you would like us to carry out the drain down and reconnection on your holiday home, please let us know as soon as possible to ensure we can get this booked into our work 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 the 2023 drain down and reconnection services are as follows:

Type of Unit / Service	NET	VAT	TOTAL
Standard Caravan with Water Heater (includes Drain Down & Reconnection)	£100.00	£20.00	£120.00
Caravan or Single Lodge with Central Heating (includes Drain Down & Reconnection)	£172.50	£34.50	£207.00
Twin Unit Lodge (includes Drain Down & Reconnection)	£195.83	£39.17	£235.00
Mini Drain Down – Caravan/Single Lodge	£35.00	£7.00	£42.00
Mini Drain Down – Twin Unit Lodge	£63.33	£12.67	£76.00
Mini Reconnection – Caravan/Single Lodge	£17.50	£3.50	£21.00
Mini Reconnection – Twin Unit Lodge	£31.67	£6.33	£38.00
Late Notice Charge (Reconnections)	£45.83	£9.17	£55.00

We also have additional “add-on” maintenance services which you can book along with your drain down and reconnection.

	Start of Season Maintenance Packages	NET	VAT	TOTAL
Silver	Gutter Clean & Deck Power Wash	£125.00	£25.00	£150.00
Gold	Gutter Clean, Deck Power Wash & Exterior Caravan Wash	£233.33	£46.67	£280.00

This fee would be added to your drain down and reconnection invoice and work would be carried out at reconnection ready for your return next season.

If you would like a printed version of our order form, please call into Reception.

### 2024 Pitch Fee Review

We have now sent out the annual Pitch Fee Review information with a copy of the 2024 Annual Costs and 2024 Park Rules. Please ensure you thoroughly read through these documents and retain for referring to throughout next year.

Please also ensure you return your updated contact information sheet to our office, either in person or by email. It is so important that we have accurate and current information for our customers. We will be contacting any customers who have not returned this information to us by mid-December 2023.

### Maintenance Packages & Seasonal Services

You will see from our 2024 Annual Costs that we have introduced some new maintenance packages as well as offering value seasonal services to help improve our offering to you and help with any maintenance needs you have throughout the year.

Our new services include:

Additional Services / Maintenance Packages			
Seasonal Grass Cutting Service (1 cut per month from April – September)	£160.00	£32.00	£192.00
Tap Cover/Box	£39.17	£7.83	£47.00
Installing Shed Shelving – Option A (One Shelf at 1.8m x9’)	£41.25	£8.25	£49.50
Installing Shed Shelving - Option B (Two Shelves at 1.8m x9’)	£70.77	£14.15	£84.92
Installing Shed Shelving - Option C (Three Shelves at 1.8m x9’)	£100.43	£20.09	£120.52
Gutter Clean	£45.00	£9.00	£54.00
Deck Treatment with Anti-Algae Solution	£65.00	£13.00	£78.00
Deck Power Wash	£90.00	£18.00	£108.00

### Gas Safety Tests

If you have instructed our Gas Engineer to carry out your Gas Safety Test, he will try his best to get this done before you drain down your holiday home for winter. Once your holiday home has been drained down, he will be unable to carry out the Gas Safety Test until your holiday home has been reconnected.

If you complete the drain down yourself, please do let us know when this has been done and again, when you have reconnected next year. We can then pass this over to our engineer to carry out the test after your holiday home has been reconnected.

Please note, it is your responsibility to ensure your holiday home is tested each year and indeed forms part of your Licence Agreement with us. It is not always practical for us to keep chasing owners to get their holiday home tested.

### Upcoming Invoices

We will shortly be reading the electricity and bulk gas meters. The meters will be read and invoices sent out within the first two weeks of October.

The 2024 Pitch Fee Invoices will be emailed out around the start of November, as usual, and are payable by **31<sup>st</sup> December 2023**.

Please remember, the Rates & Environmental Charges invoices are due to be paid by **30<sup>th</sup> September 2023**.

Please ensure payment of your invoices are made by the Payment Due Date to avoid an automatic Late Payment Charge being added to your account.

Please also ensure, if paying by Bank Transfer, to include your Pitch and Invoice Number in the Reference to help us allocate your payment.



### Sandgreen Tuck Shop

Our little Tuck Shop in Reception has been a roaring success again this year and it would seem ice creams are a firm favourite, no matter the weather! We are now winding down the stock for the end of the season, but the Tuck Shop will be back again at the start of next season.

### Customer Laundry

Please remember, we have a customer laundry which is situated at the side of our Reception building. We have two washers and two dryers available for customers to use – they are industrial size machines so you can fit lots in one load.

Tokens for the laundry can be purchased from Reception.

As our machines have the extra-large drum, they are ideal for getting your pillows, duvet covers, curtains, cushion covers, etc all clean and fresh, ready to be packed away until the start of the season. Get ahead of the game this year and make your life a little easier come March!



### **Sales Open Weekend**

We are holding a Sales Open Weekend over Saturday 30<sup>th</sup> September and Sunday 1<sup>st</sup> October 2023. There will be lots of great discounts and offers available over this weekend!!

If you are thinking of upgrading your holiday home, there is no better time to come and have a chat with us about this, have a look at the holiday homes for sale, and take advantage of our offers! We hope to see you there!



### **Tips for a Winter at Sandgreen**

We all know the weather at Sandgreen can turn on a dime and therefore, it is always best to be prepared!!

#### **Fridges & Freezers**

As we come into the winter months, we can have quite frequent power cuts. The holiday homes run off a 16amp supply (32amp for twin units) which is more prone to tripping out. We also have no control over when Scottish Power's main supply goes off which can be often in this rural location and often affected by the weather.

Because of this, we would like to remind all customers that we strongly advise you do not leave anything at all in your fridges and freezers when you are not at your holiday home. Power cuts at Sandgreen can be isolated to certain areas of the park or happen during the night meaning we may not even know that there has been a power cut. Equally, if we have a park wide power cut, we cannot go around each and every holiday home on the park checking and resetting the trip switches inside and outside.

To avoid coming back to a horrid smell in your kitchen, it is best to leave your fridges and freezers empty when you are not at Sandgreen.

In light of the extreme rise in electricity costs, we also recommend you turn off all appliances in your caravan after each visit, it is surprising how much energy these can use.

#### **Boats & Kayaks**

Due to some very high tides we have experienced at Sandgreen this year, for safety and protection, we advise that all boats and kayaks should be moved off the beach and back up to your holiday homes, and secured safely at your pitch. If any boats are left down on the beach, at any time of year, we cannot be responsible for any damage, or if any crafts go missing.

#### **Securing Outdoor Items**

We have experienced in the past decking tables and chairs, BBQs, storage boxes, and sheds being blown about by the winds at Sandgreen over the winter. This can, and has, caused quite a bit of damage over the years; from smashed patio doors, dented caravan panels, and ruined outdoor items; it is not worth taking the risk of leaving these items unsecured over the winter. Please ensure all items outside are tied down and secured appropriately.



### Winter Closed Period

Please remember, you cannot visit your holiday home at any point out with your season. These next few months are some of the busiest of the year for our team and we respectfully ask that you adhere to the rules regarding this. Regular park inspections will be carried out and, rest assured, if there are any issues or problems with your holiday home, we will contact you.

### Christmas Opening Hours

As usual, we will be closed on the following dates:

### Christmas Day / Boxing Day / 1<sup>st</sup> January / 2<sup>nd</sup> January

Please note, there will be no staff on the park or on duty during these dates and therefore we will be unable to assist with any issues you may have. In the event of an emergency, you should contact the emergency services.



Finally, thank you for your continued support and please do get in touch if you have any queries - we are, as always, here to help. We wish you all a happy and healthy winter and hope the weather is kind to us all!

*The Sandgreen Team*



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