

Sandgreen Caravan Park

2024 New Season Newsletter

Happy New Year to you all – we hope you had a lovely time over the festive season. It's been another busy winter for us all here at Sandgreen; completing all the general maintenance and upkeep of the park together with a few improvements; developing pitches and siting some beautiful new caravans; and managing the fallout from the various storms we have experienced this winter. Better weather isn't too far away, and we're delighted to see the daffodils and snowdrops springing up around Sandgreen already!



As the countdown is on to the start of the 2024 season, we wanted to get in touch before we welcome you all back with a little update of the goings on over the winter period and with a few reminders for the new season.

David Bellamy “Blooming Marvellous” Pledge for Nature

After completing our “Home Sweet Home” challenge last year, our little animal hides and boxes, and feeding stations have all survived the wild winter weather and our Sandgreen wildlife are thriving. Our bird feeding stations have never been busier and it is great to see!



Play It Green – Our Progress During 2023

Since our partnership with Play It Green; helping us lower our carbon footprint, make our workforce Climate Positive, and supporting Sandgreen's sustainability; we are delighted to share our achievements for 2023.



1697
Trees

CO₂e 124.4
TONNES



£67.00
to Good Causes



20 Months
Reducing Carbon Footprints

So far, we have planted 1,697 trees, helped reduce CO2 emissions by 124.4 tonnes, and have donated £67.00 to our chosen charity, Sea Shepherd UK. For reference, 124.4 tonnes of CO2 emission is equal to either removing 91 cars from the road; 1,036 short haul aeroplane seats; or 38 homes annual energy use!

We are also very pleased to have completed our 2023 mission to plant 60 new trees on Sandgreen.

To keep up to date with our progress through Play it Green, you can check out our Forest Garden on this link at any time : [Sandgreen Caravan Park Forest Garden](#)

Reconnections

Just a little reminder if you have requested that we carry out your reconnection, please give us as much notice as possible of your return date to Sandgreen. We need at least one weeks' notice if you want to be guaranteed to be reconnected before your arrival. We are extremely busy with reconnections this year, so the sooner you let us know your return date, the better. We will send you an email once your reconnection has been completed to confirm this has been done.

I am afraid we are already fully booked up to and including the 3rd March, so the earliest dates we have left available for reconnection are from 4th March 2024.

If you are reconnecting your own holiday home, please do take extra care. If you have a problem during reconnection when you return, please do let the office know and we will come and have a look at this as soon as we possibly can. As ever, we recommend, at least until the warmer spring weather starts to come in, that you drain down your holiday home after each visit to help avoid any damage. As we all know, the March weather can be rather unpredictable!

Don't forget it's not too late to give your holiday home the best start possible for the 2024 season by booking one of our discounted maintenance packages.

	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 work would be carried out at reconnection ready for your return to Sandgreen, and if you would like us to carry out any of these services, please contact the office as soon as possible to allow us to schedule this work.

Park WiFi & LPIS

As many of you will be aware, the WiFi supplied to Sandgreen by Leisure Park Internet Solutions has been rather intermittent over the last couple of years. Despite our and LPIS's best efforts to get this resolved and improved, it would seem that LPIS are unable to offer us any additional support or ideas in which to sensibly achieve this. As we are all aware, the beauty of Sandgreen is its natural appearance and very rural location. Unfortunately, by having our beautiful park like this, it makes it very difficult to achieve WiFi services across the park using LPIS's equipment set up.

We are looking into options moving forward, and it may be that WiFi dongles or something similar may be the best approach for our customers at Sandgreen. We know that many of you have already made the switch from LPIS WiFi to dongles, and the feedback we have been hearing from customers who have done this seems positive.

We will keep you updated going forward and if any of our customers would like to get in touch with details of the WiFi set up in their holiday home, that being different from LPIS, and think this could be an option to suggest to other customers, please feel free to get in touch with our Reception.

Warm Welcome

Do you sometimes worry about arriving at your holiday home at the start of the season and it's still dark and a little chilly? Well, worry no longer and let us offer you a warm welcome! Please contact Reception to book.

Warm Welcome Offer

We would like to offer a free opening up service, to any of our customers who our team have drained down and reconnected.

This includes lights on, heating on, water on - all ready for you to just walk in and enjoy.

Just let us know the date and time (roughly) you will be arriving and we can arrange the rest

Subject to availability on specified dates

Boat Registration

A gentle reminder that all boats must be registered with us before you bring them on to Sandgreen. We require a completed Boat Registration Form, copy of your current boat insurance and payment of the registration fee before a copy of the new beach gate key and sticker can be given out. You should also ensure your pitch number is on your boat – stickers are available at Reception.

There should be no boats on Sandgreen that are unregistered so please ensure you do this as soon as possible. We do carry out regular park inspections and if we find any boats that are unregistered on pitches, we will automatically invoice you.

If you are bringing a kayak, canoe, or small craft up to and including 10ft onto the park, there is no registration fee payable, however, we do still ask that you complete a registration form and collect a craft sticker and pitch number sticker for safety reasons.

Sandgreen's Boat Owners Loyalty Club

We understand given the current economic climate that some of our owners at Sandgreen have recently had to make the sad decision to sell their boat at Sandgreen. To help as much as we can, and to hopefully keep our lovely beach a hive of fun and activity throughout the season, we have introduced Sandgreen's Boat Owners Loyalty Club!

This exclusive Loyalty Club is for any of our owners who have registered their boat with us for the last 3 seasons here at Sandgreen, and comes with plenty of VIP benefits for you to use throughout the season. For further information on our Loyalty Club, or if you think you may be eligible to join and you have not already been contacted by our team regarding this, please get in touch with our Reception.

Advice on Legionella following the Winter Closed Season

As all of your holiday homes have been vacant for the past few weeks/months, it is really important you protect against Legionella in your holiday home. There is a risk of infection from Legionella from standing water if your holiday home has been empty for a period of



time. See below the measures you should be taking on your return to Sandgreen this spring to protect against Legionella.

- Flush the whole water system for two minutes or more.
- First flush your toilet.
- Let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold-water pass through.
- Flush the shower through if your shower has not been used for two weeks or more.
- Disinfect the showerhead.
- The showerhead must be removed, and the shower run for two minutes. The shower head should be disinfected before being re-fitted by immersing for at least one hour in any soluble designed for cleaning baby feeding bottles (e.g. Milton). **Showerheads should be regularly disinfected about four times a year.**
- Finally, let any other taps run for two minutes.

Sandgreen Merchandise



New for 2024, the Sandgreen Keyring! With your keys on one of these, you'll never be far from your "Happy Place".

To purchase, please just pop into Reception. Each keyring is £3.00. For an extra £2.00 we can personalise with your pitch number on the reverse.

The Sandgreen Team

We wanted to let you know of a few changes to our team at Sandgreen this season.

We have two new team members, Andy and Sally who will be joining our team this month as Seasonal Park Wardens. Andy and Sally both have a wealth of experience in the holiday park industry and we hope will feel right at home here at Sandgreen! Make sure to say "hi" whilst they learn the ropes from Jan and Pete and become acquainted with the Park.

As you know, we were delighted to host Yana, Alina and Miroslava from Ukraine last season and we were overwhelmed by the warm welcome they received from everyone at Sandgreen. It didn't take them long to become part of the Sandgreen family, especially by helping the maintenance and housekeeping teams throughout the year. After much deliberation, Yana and the girls were pleased to accept the opportunity of a family home nearby, offering more opportunities, better transport links and access to shops and schools. They have now moved on and by all accounts have settled in well with Miroslava enjoying her new school.

2024 Hire Fleet

Due to overwhelming demand, we're thrilled to announce we are adding two extra Luxury 3 Bedroom caravans to our hire fleet this year. Both caravans will be strategically positioned at the pinnacle of the park, overlooking Boreland of Girthon farmland. Our team are busy getting everything ready and set up for them opening on 29th March 2024.

Remember, your friends and family can come and enjoy a stay in our hire units and get a 5% discount. All they need to do is call us up to book their holiday and quote your name and pitch number as a reference.

2024 Pre-Season Sale – Running until 29th February 2024!

Until 29th February, we are running fantastic offers on our brand new caravans and lodges, and also our pre-owned caravans. If you are in the market for a new holiday home, or fancy upgrading early, now really is the time to do it and take advantage of our Pre-Season Sale prices!!

Get in touch with our office if you would like to discuss any of our units for sale, or upgrading your holiday.

New Caravans				
Year	Make & Model	Size	Price	Location
2023	Carnaby Silverdale	39ft x 12ft, 2 Bed	£57,868 NOW £52,081	Pitch 89
2023	ABI Coworth Deluxe	36ft x 12ft, 2 Bed	£47,658 NOW £42,892	Showground

Pre-Owned Caravans				
Year	Make & Model	Size	Price	Location
2022	Willerby Malton	37ft x 12ft, 3 Bed	£43,950 NOW £41,752	Pitch 133B
2019	Carnaby Oakdale	37ft x 12ft, 2 Bed	£35,920 NOW £34,124	Showground
2015	BK Bluebird Caprice	35ft x 12.5ft, 2 Bed	£24,194 NOW £23,668	Pitch 173
2018	ABI Sunningdale	38ft x 12ft, 2 Bed	£25,990	Pitch 77A

Lodges				
Year	Make & Model	Size	Price	Location
2022	Regal Charmouth (Single Lodge)	42ft x 13ft, 2 Bed	£125,000 NOW £112,500	Pitch 9

Introduce A Friend

Even if you are not in the market to purchase a holiday home yourself, remember our "Introduce a Friend" scheme. This works on the principal that if you introduce somebody to Sandgreen and they then proceed to purchase a holiday home from our stock you will get a credit to your account as follows; £150 for any pre-owned caravan, £300 for any new caravan and £500 for any lodge.



2024 Park Rules

The start of the season is always a great time to refresh yourself, family members and all visitors with our Park Rules. Our 2024 Park Rules are either available from Reception or you can view and download them from our website:

<https://www.sandgreencaravanpark.co.uk/park-rules>



Gas and Electricity Invoices

Please note, the next batch of meter reads will be taken at the end of March 2024 and invoiced out at the start of April 2024.

Fire Safety

As ever, at the start of a new season, we ask that you refresh your memory about the nearest fire point in relation to your holiday home. We also strongly recommend that you test your smoke and CO2 alarms to ensure they are fully working. If you require any advice on fire safety, please call into the office and we would be more than happy to help.

Gas Safety Test

Please ensure you check your Gas Safety Certificate expiry date and contact us to get you booked in nearer the time. As soon as your gas safety test has been completed, and we receive the Certificate from the engineer, this will be posted out to you along with your invoice.

If you prefer to arrange your gas test with an external provider, please just let us know and we can make a note of this on our system. Please remember to send us a copy of your certificate if you do choose to arrange this through an external contractor.



If you are carrying out your own reconnection this year and are on the gas engineer's list for him to carry out your gas safety test, please do let us know when your holiday home has been reconnected and we can let the engineer know – he is unable to carry out any gas tests while the holiday homes are drained down.

2024 Maintenance Packages and Additional Services

Don't forget, this year we have put together some additional maintenance services and packages for our customers to order. All details for these maintenance services are below and if you would be interested in ordering any of these, please do let our Reception know.

Additional Services / Maintenance Packages	NET	VAT	TOTAL
Caravan Washing	£ 125.00	£ 25.00	£ 150.00
Grass Cutting (per cut)	£ 32.00	£ 6.40	£ 38.40
Grass Cutting - Over 70's (per cut)	£ 16.00	£ 3.20	£ 19.20
Seasonal Grass Cutting Service (1 cut per month from April - September)	£ 160.00	£ 32.00	£ 192.00
Wasp Nest Removal	£ 45.00	£ 9.00	£ 54.00
Open Up Service (lights on, heating on, water checked)	£ 16.67	£ 3.33	£ 20.00
Tap Cover	£ 39.17	£ 7.83	£ 47.00
Install Shed Shelving - Option A (One Shelf at 1.8m x 9")	£ 41.25	£ 8.25	£ 49.50
Install Shed Shelving - Option B (Two Shelves at 1.8m x 9" each)	£ 70.77	£ 14.15	£ 84.92
Install Shed Shelving - Option C (Three Shelves at 1.8m x 9" each)	£ 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

Holiday Home Insurance

We would like to remind all of our customers to check when their holiday home insurance is due for renewal and to please remember to send us a copy of your new policy to retain on our system. The two insurance companies we work with who provide excellent insurance cover and competitive prices to our customers are AJ Gallagher and Leisuredays. Their details are below for any customers who wish to contact them for a renewal quote when the time comes this year.



AJ Gallagher Insurance – provide specialist and tailored insurance cover for holiday home owners, helping you protect your holiday caravan or lodge and its contents. To get a quote for your holiday home insurance, please call the Gallagher Team on 01452 801700.



Leisuredays Insurance – provide the reassurance of extensive cover backed by a leading UK insurer meaning you can relax and enjoy your static caravan or lodge. To get a quote for your holiday home insurance, please call the Leisuredays Team on 01422 396772 or visit their website

<https://www.leisuredays.co.uk/static-caravan-insurance/>

Proof of Residential Address

We contacted you all towards the end of last year asking for the yearly Residential Proof Documents to be provided to us. This is an annual check that we need to do. One of the conditions of your Licence Agreement is that you do not use your holiday home as your main residence. As an operator, we have to prove that we have nobody living on the park at any time, and if we are “spot checked” by the Local Authority, we need to provide them with this evidence. We require a copy of any of the following:

- ❖ Utility Bill issued within the last three months
- ❖ Local Authority Council Tax Letter for current year
- ❖ Current Driving Licence
- ❖ Bank or Building Society Statement issued within the last three months
- ❖ Inland Revenue self-assessment or Tax Demand

If you have not sent this into us yet, please ensure you do so as soon as possible. Copy documents or email versions are accepted and we will contact all of those still to provide copies at the end March.

Social Media

Our Facebook pages “Active at Sandgreen” and “Sandgreen” are going strong, and we would urge all customers who use social media to like and follow. The “Active at Sandgreen” page was set up to promote events in the region, review places that customers have visited, sell any unwanted/ outgrown items, etc. It is also a great forum for Sandgreen Customers to promote their favourite restaurants, pubs, local attractions and so much more.

We have recently set up a couple of new chat groups on the Active at Sandgreen page; “Wild Swimmers” and “Classifieds”. Please feel free to use these to arrange swimming meet ups, or sell/swap items with other owners at Sandgreen.

Let us know your thoughts...

We know that our customers not only like to keep fit by swimming in the stunning bay here at Sandgreen, but we also have a good number of joggers on the park.

As some of you may already know, and join in, there is a park run in Castle Douglas every Saturday morning, starting at 9am where everyone is welcome. We wondered if you may be interested in setting up a Sandgreen Run? Let us know your thoughts and ideas for this and we would be happy to set this up.

From all of the Sandgreen Team, we look forward to welcoming you back on 1st March.



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