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# Sandgreen Caravan Park

## New Season Newsletter – February 2020

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Not long now until another new season at Sandgreen starts and we are all looking forward to welcoming you back in a few weeks time. We hope you had a lovely Christmas and enjoyed the festive season!

This has been another busy winter for us here at Sandgreen; completing general maintenance and upkeep of the park with a few improvements along the way and of course developing pitches and siting some beautiful new holiday homes. The office extension is also well under way which is very exciting for us all, and will also bring great benefits to our customers once completed.



Firstly, we would like to extend a warm Sandgreen welcome to all our new customers this year and hope you enjoy your first full season with us.

### Sandgreen Office Extension

We are delighted to confirm that work has started and is well under way to extend and modify our existing office building.

The contractors hope to have the work completed by April but please, bear with us during this time.

We are creating a new reception area with seating, adding in a new meeting room to enable customers to discuss their requirements in private, increasing storage and, for the first time ever, our team will have a small kitchen and somewhere to sit and have their lunch! Externally, we are extending out the back of the building and creating a customer laundry and toilet as well as creating a housekeeping laundry and store.

We hope you like the new improvements and look forward to showing them off in the Spring.

### Reconnections

Just a little reminder if you have requested that we carry out your reconnection to give us as much notice as possible of your return date to Sandgreen. We do need at least 1 weeks' notice if you want to be guaranteed to be reconnected before your arrival.

We have had some cold nights at Sandgreen this winter and waking up to hard frosts in the morning, so if you are reconnecting your own holiday home, please do take extra care. Remember to only turn your mains tap on a quarter turn and then enter your caravan to check for any leaks prior to putting the water on full pressure, to avoid flooding out your holiday home. Please also remember to check your shower connection inspection hatch.



We do 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 weather can be rather unpredictable!

### Van Numbering

We have recently carried out a check around the park to make sure all holiday homes are numbered clearly. We have ordered up more number stickers and will be putting these onto each holiday home that is not numbered.



### Rabbit Control

We all know that Sandgreen is a haven for rabbits, and we understand they were a real problem last season! We are delighted to say that we have had several visits from "Rabbit Control" over the closed season and I am sure you will all notice a considerable difference in the number of furry friends running about when you return to Sandgreen.

### Boat Registration

A gentle reminder to all that boats must be registered 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 boat sticker can be given out.

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 would like a copy of the registration form, please let the office know and we can email this over to you.



### 2020 Hire Fleet

We are very excited to say that we have updated our hire fleet units for 2020, offering first class accommodation to our customers.

**LOOK  
WHAT'S  
NEW!**

This year we have a stunning 2018 Willerby New Hampshire 3 bedroom lodge, a 2 bedroom 2019 ABI St David Exclusive and a 3 bedroom 2019 Willerby Skye. All photos and information about our new hire fleet can be found on our website.

We all like to show Sandgreen off to our friends and family, but all admit, I'm sure, it is nice to have your own space to enjoy your lovely holiday home. Why not invite them to stay in one of our luxury hire fleet and have the best of both worlds? All they have to do is mention your name at the time of booking and your friends and family will receive a 5% discount for either short breaks or week long stays in any of our units!

### 2020 Park Rules

The start of the season is always a good time to refresh yourself with our Park Rules. Our 2020 Park Rules are either available from Reception or you can view and download them from our website at:

<https://www.sandgreencaravanpark.co.uk/park-rules-0>



## WHAT3WORDS

### What Three Words

We have recently joined up with “What Three Words” and it really could come in very handy! “What Three Words” is basically a co-ordinates system which has divided the world into 57 trillion three-metre squares! Each square has a unique, randomly-assigned three letter code. Not only could it put an end to unclear addresses and hard-to-find places, but the emergency services have hailed it for its ability to potentially save lives.

**Sandgreen receptions three words are – SAUCEPAN.VANILLA.REPORTERS**

Why not pop on to their website and find your three words - <https://what3words.com> – you might have a giggle at some of them!

### Proof of Residential Address

As we are approaching the start of another season at Sandgreen, it is time to send us your proof of residential address.



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 will 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

Please provide us with this, no later than 31<sup>st</sup> March 2020. Copy documents or email versions are accepted.

### 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 you test your smoke and CO2 monitors to ensure that they are fully working. Please remember that no materials of a combustible nature can be stored underneath your holiday home. If we do see any we will have no option other than to remove them. If you require any advice on fire safety, please call into the office and we would be more than happy to help.



### Beach Borrow Box

We will be making a wooden box and installing it at the entrance to the beach with some beach toys, buckets and spades, etc for all to use whilst on the beach. If any customers would like to donate some beach toys, please call into reception with your donation. The box will be built down at the beach within the next few months.

## Plastic Pollution

As we all love our beach here at Sandgreen, and the environment, we are offering our customers a 10p credit to their account for every bag of plastic collected from the beach. Just bring your bag of plastic into the office and we will add the credit to your account. The pennies make the pounds!

## Active at Sandgreen

Our Facebook Group "Active at Sandgreen" is going strong and we would urge all customers who use social media to join the group. It 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, etc.

## Ocean Hero



We are sure you are all aware of the problems our pollution causes the world's oceans. In our effort to do all we can to protect the environment we, at Sandgreen, have switched to the Web Browser Ocean Hero. We discovered this browser as Elspeth's son (age 10) was doing a school project on protecting the environment and came across this site.

It is so easy to use. In a nutshell, for every 5 searches you do, Ocean Hero will recover one ocean-bound plastic bottle.

You too can easily swap – to find out how the scheme works, follow this link:

<https://about.oceanhero.today/how-it-works>

## Sandgreen Blog

We have started a blog on the Sandgreen website and this is a great place to keep up to date with all things Sandgreen as well as what is happening in the area. Check it out at

<https://www.sandgreencaravanpark.co.uk/blog>

## Wheels of Fleet

There is a little community project in Gatehouse of Fleet that, if you are a cyclist, you may want to hear about. Wheels of Fleet project receives funding from Cycling Scotland and also Cycling UK to encourage people to get on their bikes.

This project is based beside the large waterwheel at The Mill on The Fleet and the main man of this project is Danny, a very helpful man that you may have seen cycling around Gatehouse on his homemade wooden bike.

We all know that cycling is great for the environment and, they may be able to give you a temporary bike to use whilst at Sandgreen.



They also run cycling maintenance workshops every Monday 2pm - 6pm, led bicycle rides and lessons. They are planning in the future to make maps of the cycle routes in the area and offer a cycle hire scheme.

They are always looking for bikes that are no longer loved or required, or even spares that you may have, so that they can use them in their classes or repair old bikes so they can be used again. If you have any bicycles that you no longer need, please feel free to pop into Wheels of Fleet.

If you are interested in getting more information, you can sign up to the project either by emailing [wheelsoffleet@gmail.com](mailto:wheelsoffleet@gmail.com) or visit them on Facebook <https://www.facebook.com/wheelsoffleet/>



### Sales Stock

Elspeth has been out shopping again and, as well as ordering some stunning brand new 2020 models, has managed to get some beautiful pre-owned caravans. We have sold two of our new pre-owned stock already, within days of them coming on to the park but don't despair, we still have some stunning vans available starting at just £21,433!

Our brand new 2020 caravans really are something else and we have already had a couple delivered!

Full details and photographs of all our stock units can be found on our website – even better, if you are thinking of upgrading and may be interested, call in to the office, we would be delighted to show you around.

### 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. We have paid out to quite a few customer's in 2019 and would be delighted to pay out some more!



### Sandgreen Owners Upgrade Offer

Is your caravan a 2014 model or newer? If it is – **read on for a smashing deal!**

We are offering our existing customers an amazing deal, if your van is a 2014 model or newer, you can upgrade it to any of our existing stock models and we will offer you **TOP BOOK RETAIL PRICE** on your holiday home as part exchange **AND** give you half price pitch fees in 2020. **AND.....**if you are happy to move pitch, we will also give you **£500 cash back**.



For further information on this offer, please call in and ask to speak to Elspeth.

Check out our website for updated stock and pricing information and, of course, like our Facebook page to keep updated with any special offers.

## Meet the Team

Sandgreen is not just about the stunning location and beautiful holiday homes, we have an amazing team of people working tirelessly to ensure you have the best possible time when you visit.

If ever you need anything, please do not hesitate to speak with us. If the individual you speak with can't help you they definitely will know somebody who can!

	<p><b>Elspeth Sutton – General Manager</b> Been with the company since 2004, She is the General Manager of the whole Estate and is responsible for growing the business, developing the team, marketing and ensuring Sandgreen complies with all legislation. She is also Chairman of the British Holiday &amp; Home Parks Association (Scotland).</p>
	<p><b>Jan Hawthorn – Parks Manager</b> Jan joined the company in 2017 starting in Reception. She has worked her way up in the company to her now position of Parks Manager. Jan lives on park to ensure there is emergency cover available to our owners. She is currently undertaking a degree in Park Management, fitting this in over and above her already busy day to day commitments.</p>
	<p><b>Peter Thompson – Maintenance Manager</b> Peter joined us in the Summer of 2018 coming from a background of Caravan Repairs and Maintenance and previously owning a park himself. There isn't much Peter doesn't know about fixing caravans and with his gentle, Yorkshire, nature he is a tremendous asset to Sandgreen.</p>
	<p><b>Alan Vinnie – Sales &amp; Customer Service</b> Alan started with us last Summer coming from a background of Customer Service. He really is a people person and is ideally suited to the front desk to deal with the day to day enquiries in his bright and cheery way.</p>
	<p><b>Caitlin Kirkpatrick – Sales &amp; Customer Service</b> Caitlin is the baby of the team, joining last Autumn her attention to detail and pleasant manner have already earned her the respect of her colleagues.</p>



**Alison Cox – Accounts**

Alison works part time processing the accounts for the whole Estate. Despite her role she has the sweetest nature and often jumps onto the front desk to assist when required.



**Jim Parker – Resident Joiner**

Jim started with us back in 2013 as a groundsman, his previous background in joinery means he is now responsible for building all the decks and skirts on the park.



**Andrew Maxwell – Grounds Maintenance**

Andrew joined us last year and is known amongst his colleagues as the “gentle giant”. He can turn his hand to most things and has a brilliant can-do attitude.



**Joyce Richardson – Relief Receptionist**

Joyce (Elspeth’s mum)!! filled a gap a couple of years ago when there was a staff crisis. She is the fun, friendly member who is always willing to step in when needed.

**From the Team at Sandgreen, we look forward to welcoming you all back on 1<sup>st</sup> March**



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