

Sandgreen Caravan Park

2019 End of Season Newsletter

As we find ourselves coming to the end of what has been yet another busy year at Sandgreen, we wanted to get in touch to remind you of a few things and keep you updated with all things Sandgreen.



Welcome

Firstly, we would like to start off with a huge welcome to all our new customers to Sandgreen this year and hope that you have enjoyed your first season with us. For those customers who are sadly leaving us this year, we wish you a fond farewell and all the very best for the future. Please don't forget, we still have our hire fleet units here at Sandgreen and it would be lovely to see you back here for a holiday.

Hire Fleet

Talking of our hire fleet, we have opened our hire fleet units (2 caravans and one lodge) so you are now able to book up until the end of November. Remember, your loved ones could save 5% on their holiday if they book into any of our hire fleet using the 'Friends & Family' discount.



We can also make vouchers for hire fleet stays or for a monetary value to use against a booking – this would make a wonderful Christmas present for someone to come and enjoy Sandgreen as much as you do. (YES, it is getting to that time of year when we are all starting to think of Christmas gift ideas!)

Drain Down & Reconnections

We have recently sent out an email with all the details for our 2019/20 Drain Down & Reconnection Service and have received many requests already. If you intend to close as normal, please remember that you need to have your van completed closed by Thursday 31st October and the last night you can stay on the park is Wednesday 30th October. We are in the process of organising our winter maintenance and would ask that you let us know as soon as you can if you would like us to complete the drain down and reconnection (next season) on your holiday home.

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 remains the same as last year and is as follows:

NB – Prices Quoted are inclusive of VAT and include drain down and reconnection	
Type of Unit	Cost
Standard Caravan	£132.00
Caravan with Central Heating	£180.00
Lodge or Twin Unit	£204.00
Late Notice Charge (Reconnections)	£55.00

For reconnection, we require a **minimum of one weeks' notice**, prior to your intended return date to your holiday home, this allows us to programme your reconnection into the works schedule. If we do not receive one full weeks' notice, we will try to schedule the work in however cannot guarantee this. There will also be an additional charge as listed above for late notice. **Please note**

that reconnections cannot be completed outwith normal working hours, as the work requires a minimum of two maintenance men.

If you would like us to carry out the Drain Down & Reconnection Service and you have not already informed us of this, please let us know, in writing as soon as possible.



Refuse Collection

We are always working to get our customers the best possible deals and have negotiated with different companies to ensure we are receiving quality service at sensible prices. We are delighted to report that we have now changed companies for refuse collection and as we have managed to secure a better deal with this new company, this will have a positive impact on next year's Rates & Environmental re-charges.

Additional Deck Options

We have received quite a few requests from customers this year asking us to put glass panels on the front of their deck and, as Sandgreen is the perfect place for relaxing on your deck enjoying our wonderful surroundings, we have decided to add this upgrade option to our 2020 Standard Prices. The prices are as follows:

Adding Glass Panels to a 2 metre Front Deck	-	£1,384.35 (inc VAT)
Adding Glass Panels to a 2.5 metre Front Deck	-	£1,501.35 (inc VAT)

If you would like to upgrade your deck to have glass panels at the front, please let us know and we can send out a quotation for you to sign off. This would be a great time to get this scheduled into the work programme so this can be completed for you to enjoy next summer!



Sandgreen Refill Station

We are delighted to have been added to the Government run APP – Refill.org.uk – as a free water fill up station for anybody wishing to do so. You can fill up your reusable bottles in our small kitchen area in the laundrette in reception.

There are over 20,000 businesses keeping Britain hydrated and helping prevent plastic pollution by joining as a refill station. A million plastic bottles are bought around the world every minute and it's predicted that figure will rise by another 20% by 2021 – let's do what we can to help our environment and stop this from happening.

Brand New Willerby Showground

Some of you may have already visited Willerby's superb Scottish Showground in Lanarkshire. Willerby have now moved this facility from West to East and it is now based at Williamsons Garden Centre, Beechwood Nurseries, Uphall, Livingston, West Lothian, EH52 6PA.



We will be at the Showground on Saturday 12th October to help show off some of Willerby's Brand New 2020 models. If any of our customers wish to visit us, we can assure you of some excellent deals and will be available to show you around the brand-new holiday homes.



2020 Glasgow Show

If you are in the market for a new holiday home next year, Elspeth and Jan will be heading off to exhibit at the Scottish Caravan Motorhome & Holiday Home Show from 6th – 9th February 2020. The Glasgow show provides an excellent opportunity to view the new models from many of the top Manufacturers. It is a great day out and we would love to see you there.

2019 Extended Season

We would like to remind you about our Extended Season at Sandgreen. Taking out an extended season enables you to use your caravan from 1st November 2019 through until 5th January 2020. If you would like to extend your season and experience a Sandgreen Christmas and New Year, please let us know and we will make the necessary arrangements. The cost to do this is £415.39 (inc VAT) and we do need to know if you would like to take up this offer before 15th October.

We would like to remind all our customers that unless you have opted for the extended season, as per your Licence Agreement, you are not permitted to use or visit your caravan between 1st November 2019 and 29th February 2020. Lodge and Twin Unit owners can use their holiday home up until 31st January, however for the month of February, the park is completely closed to all owners.

This is a very busy time for us here at Sandgreen and we respectfully ask that you adhere to this policy. Rest assured, if something happens to your holiday home during the winter months, we will contact you.

Winter Opening Hours

Our office remains open throughout the winter – 7 days a week, 9am to 5pm – however, we do close completely on the following dates:

Christmas Day

Boxing Day

1st January

2nd January

2020 Pitch Fees

We will shortly be sending out our Pitch Fees for next season. As usual, all pitch fees are due to be paid, in full, on or before 31st December.



This year, to assist with our admin, we will be sending these out early and offering an “**Early Bird**” discount to all customers who pay the fees, in full, on or before 15th December.

The “Early Bird” discount is 5% off the NET Pitch Fee.

To qualify, funds must be cleared and in our account by 15th December. We will not discount any fees that come in after 15th December. Please pay your fees as normal and we will add the discount by way of credit to your account on receipt of your payment.

The Sandgreen Pitch Fees are reviewed annually and a note of the reviewed prices will be sent to you in the next few weeks.

Park Rules – Dogs

We have dealt with an unusually high number of complaints this season about dogs being off the lead on the park and fowling.

It is clearly stated in the Park Rules, that all dogs should not be let off the lead on the park, at any time, under no circumstance.



The Park Rules state:

Dogs are welcomed but must be kept on a lead and under control at all times whilst on the Park. Well behaved, controlled dogs can be off lead on the BEACH between 9pm and 8am. Owners must clear up any mess made by their dog(s). Owners of dogs that are consistently left off leads, are aggressive or who constantly bark, will be asked to remove them from the park.

Unfortunately, we cannot police dogs that belong to visitors to the beach, private householders or owners. However, as advised earlier this year the LAW states the following;

It's against the law to let a dog be dangerously out of control anywhere, such as:

- *in a public place*
- *in a private place, for example a neighbour's house or garden*
- *in the owner's home*

The law applies to all dogs.

Out of control

Your dog is considered dangerously out of control if it:

- *injures someone*
- *makes someone worried that it might injure them*

A court could also decide that your dog is dangerously out of control if either of the following apply:

- *it attacks someone's animal*
- *the owner of an animal thinks they could be injured if they tried to stop your dog attacking their animal*

A farmer is allowed to kill your dog if it's worrying their livestock.

Penalties

You can get an unlimited fine or be sent to prison for up to 6 months (or both) if your dog is dangerously out of control. You may not be allowed to own a dog in the future and your dog may be destroyed.

If you let your dog injure someone you can be sent to prison for up to 5 years or fined (or both). If you deliberately use your dog to injure someone you could be charged with 'malicious wounding'.

If you allow your dog to kill someone you can be sent to prison for up to 14 years or get an unlimited fine (or both).

If you allow your dog to injure an assistance dog (for example a guide dog) you can be sent to prison for up to 3 years or fined (or both).

If you do see anyone letting their dog off the lead on the park **at any time** or on the beach (out with the specified times), please contact us immediately either on the Reception phone number – 01557 814351 or on the out of hours emergency number – 07749 060735.

Staying Connected



More of our customers are now following our Facebook Page which is great as this is the best way for us to advise in real time of any changes, updates, news and indeed offers as they are happening. There is also the "Active at Sandgreen" Facebook Group which is set up for all owners of Sandgreen and provides a portal to recommend restaurants, visitor attractions, days out and other great things to do whilst you are staying at Sandgreen. It is also a great place to sell any unwanted items.



VIP (Very Important Paperwork)

This year, we are having to chase customers for the paperwork we require annually so we thought it would be helpful if we set out exactly what we need, each year, from each customer to save us contacting you multiple times throughout the season about this.

Please see below the paperwork we require you to submit annually.

Updated Personal Information and Proof of Residential Address

We will send out a form with your annual pitch fees asking you to provide an update for all your personal information. Please do complete this as often car registrations change, mobile telephone numbers and also pets!

Proof of a residential address in a form of any of the following;

- a utility bill issued within the last three months (If you do not get paper copies, a forwarded copy of your electronic bill by email will be fine)
- Local Authority Council Tax Bill for current year
- Current Driving Licence
- Bank or Building Society Statement issued within the last three months (If you do not get paper copies, a forwarded copy of your electronic statement by email will be fine)
- Inland Revenue self-assessment or tax demand

Gas Safety Certificate

As set out in our Park Rules, all holiday homes on Sandgreen require to have an annual gas safety test carried out by a Gas Safe Registered Engineer and a copy of your Certificate must be provided to us annually.

As you are aware, we offer the choice for us to arrange this gas safety test. If you request we arrange this test for you, we automatically get a copy of your Gas Safety Certificate.

If you arrange for your gas safety test to be carried out by an external contractor, we require you to send us a copy of your new Gas Safety Certificate as soon as you receive it.

Proof of Holiday Homes Insurance

As set out in our Park Rules and in your Licence Agreement, your holiday home must be adequately insured and we need proof on file that your holiday home is insured.

As you are aware, we are working with AJ Gallagher and Leisuredays this year and if you take insurance from either of these companies, we automatically get a copy of your policy.

If you have arranged insurance with another company, we need you to send to us a copy of your insurance policy with your name, address, period of cover and sums insured clearly stated, on or before the expiry of your current policy.

Please help us out by providing this information timeously.

End of Season Sales Open Day

To help clear off our 2019 stock we are holding an "End of Season" Sale and Open Day.

Saturday 26th October – 10am to 4pm



This is an ideal time to upgrade your existing holiday home as there will be some superb offers and deals on all remaining stock.

Don't forget to tell all your family and friends, they can come on and even if they do not like any of the current stock, they can reserve a pitch for next year and choose a holiday home from our new stock when it arrives. If they do purchase following your recommendation you will receive a credit to your account under our "Recommend a Friend" Scheme. You could earn as much as £500!

All that is left for us to say is to thank you for your continued support and remind you that we are here to help if you need us – please just call or email. We hope to see you before the end of the season, but if we don't, from all the team at Sandgreen – we wish you all a very merry Christmas and a wonderful New Year.



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Tel – 01557 814351
info@sandgreencaravanpark.co.uk

Protect your Holiday Home during the Winter months

From the 1st of October the days start to get shorter and the weather gets colder.

A sudden cold snap can catch you off guard and even a small leak from a pipe could cause hundreds of pounds worth of damage.

We would therefore like to take this opportunity to remind you of the importance of winterising your caravan during the winter months to help protect your holiday home.

Please speak to your park office for details of the drain down services they provide.

Remember that if you use a park approved service to carry out the drain down, the the £250 policy excess for Escape of Water or Water Freezing from any fixed domestic water or heating installation is reduced to nil.

We want to make sure you are covered.

Escape of Water and Frost Damage will NOT be covered from 1st October, up to and including 14th March UNLESS you take the following precautions:

For any time the unit is left unoccupied for a period in excess of 72 hours you need to follow the Mini Drain Down and Full Drain Down procedures as shown.

Otherwise, a full central heating system should be set to operate daily and overnight.

Policy limits and exclusions may apply, please see policy wording for full terms and conditions.

From the 1st October up to and including the 14th March

Mini Drain Down

For anytime that the Park is still officially open.

1	Turn your stopcock off
2	Sinks and plug holes to be left unobstructed
3	Ensure all water taps are left open/on, plugs are removed from plugholes, water is emptied from cistern and sinks/showers/bath

Full Drain Down

For the Period the Park is closed.

1	Turn your stopcock off	2	Locate external water drainage plugs underneath your caravan and open them	3	Ensure all water taps are left open/on, plugs are removed from plugholes, water is emptied from cistern and sinks/showers/bath
5	The pipe work could be 'blown through' using compressed air to make sure that all water has been removed from your holiday home	6	Ensure that any water heaters are drained (other than in respect of a sealed central heating system containing antifreeze)	4	Sinks and plug holes to be left unobstructed
				7	It is advisable to ensure that all exposed piping is adequately lagged. It is also advisable to add a small amount of non-toxic anti-freeze into any remaining water in the bowl or toilet as well as traps in the sinks and showers. You should check with your park if/what substance can be used.

If you have any queries, please get in touch with us:

T: +44 (0)1452 801 703 | E: uk.gloucester.holidayhome.consumer@ajg.com | W: www.ajgleisure.co.uk