



## Sandgreen Hire Fleet FAQ's 2019

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.

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

Free gas, electric and water is included, also bed linen is provided with all beds made up for your arrival.

### **Are towels included?**

Towels are included with our lodges but not with our static caravans. You can hire towels and the cost of hire is £25 per booking for a 2 bed caravan and £38 per booking for a 3 bed caravan.

### **Do you have washing and drying facilities?**

Yes, we have an onsite laundrette with commercial washers and dryers. Our lodges have washing machines and you will need to bring your own detergent.

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

You can check in from 3pm and check out is before 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 fleet caravans and lodges have a TV with a free sat box and a DVD player, we even have a DVD library onsite located in reception where you are more than welcome to borrow any of our DVDs.

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

Yes, all holiday homes have a fridge freezer.

### **Can I have a BBQ?**

Yes, all holiday homes on Sandgreen have a BBQ.

### **Can I bring my dog?**

Yes, up to 2 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 and Asda deliver to Sandgreen, but you will need to book delivery well in advance due to our rural location, we will even take delivery for you and put your groceries in your holiday home ready for your arrival. Please note the earliest we can take your delivery is midday on the day of your arrival.

### **Is there WiFi?**

Yes, there is WiFi provided by a company LPIS. Details of how to purchase are provided in your welcome pack.

### **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.

