

Sandgreen Summer Newsletter – May 2018

Welcome Back! It has been a long, cold, wet winter and we have really enjoyed the little bit of sunshine we have just had. It has been a long time coming and feels like we have all been in hibernation! We really do hope that the weather is kind to us this Summer as Sandgreen truly is the best place to be when the sun shines.

We would also like to welcome all our new customers who have joined us these last few months.

We wanted to keep you up to date with life at Sandgreen and urge you to read all of this newsletter as there are some very important points. As ever, our office is open 9am to 5pm every day, please feel free to come in and speak with us if you are unsure of anything or would like any further information on any of the points we make.

Boats

A gentle reminder to ask that all boats are registered with the office. The forms required are available from the office and we also require a copy of your CURRENT boat insurance. There should not be any boats on Sandgreen that are unregistered so please ensure you do this as soon as you can.



We will check again in June and if we find any boats that are unregistered on pitches we will automatically invoice you. If there are any unregistered boats lying around elsewhere on the park we will remove these. We also ask that you bring kayaks and canoes up off the beach each day when you have finished to avoid these being removed.

Please keep to the correct lanes with your boats. We have received complaints from customers of speed boats going over the sailing and swimming lanes, this could end up in a serious accident. If we continue to get complaints we will have to ban motor boats from Sandgreen which we really don't want to do. If you are not familiar with the lanes, please ask us and we will show you.

Caravan Numbers

Part of our license to operate states that each holiday home is to be clearly numbered. We have noticed quite a few caravans without any numbers and we will sort this out. If your van doesn't have a number and we haven't been in touch can you please let us know and we can either put these on for you or alternatively, we will hand you the numbers.

Proposed Works

We had planned to start works on improving the park drainage over the winter but unfortunately the weather was either too wet or too cold. We are replacing the old pipes and adding new ones to helpfully ease the strain of the sheer volume of water we have had and the old infrastructure, in some cases, is just not coping.

Rather than delay these works for another year we have decided to just go ahead with them, in phases. Our first section will start in the next month and we will do all that we can to cause as little disruption as possible. We will contact owners who will be directly affected individually and would ask for your patience and understanding during this time.

We have also scrapped the enclosed dog run as, for whatever reason, it was just not being used. We will put this back to grass for the time being, but we were thinking about putting in a small children's playpark? It would be good to get some feedback from our customers on whether you think this is the best use or indeed, we would love to hear any other suggestions you may have for this area of ground.

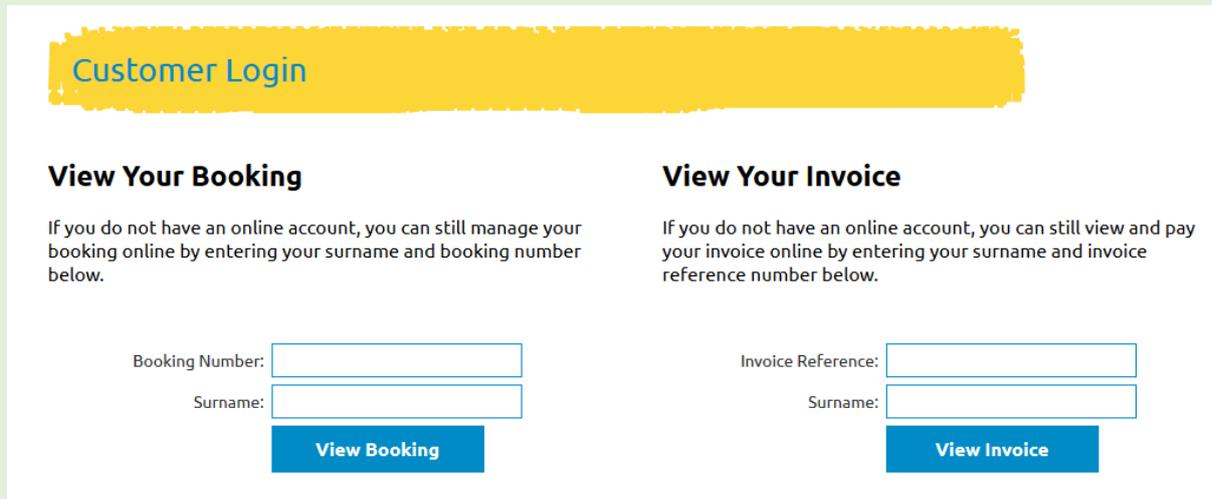
As our weather is getting more severe our tides are getting higher and we will be carrying out more work on the sea defences at the park.

New Website

We have renewed our Sandgreen website to make it simpler to use. There is no longer an owners section. If you go onto the website – www.sandgreencaravanpark.co.uk and head down to the bottom of the first page there is a click through which enables you to pay any invoice directly. It looks like this:-



You will then be directed to a section like this:-



You will need your invoice number and surname and that will take you to your invoice and guide you on how to pay directly.

The other things that may be of use to you on the new website are the ability to download the following documents;

- copy of our park rules
- copy of our annual costs
- copy of the park map

We also show all our current Stock for Sale and occasionally promote any special offers or events we are running on the home page.

Defibrillator

We are delighted to advise that most of our team have now passed the advanced First Aid Training Course which covered the use of defibrillators. Our new defibrillator is stationed on the outside of the warden's house (Vantage Point). We really hope that you don't have to use it but also wanted to update you so that in the event you needed one you knew where to go. We have also supplied updated park plans to all the emergency services, if you ever need to call out the fire brigade, ambulance or even police, let us know and we can meet them at the entrance to the park and direct them to where they need to be. This could save a lot of time in an emergency.



Sandgreen Hire Fleet

Just a quick reminder that we offer a 5% discount on our standard tariff for any friends or extended family members of our customers who wish to book into any of our hire fleet units. We currently have 1 x 3 bed van, 2 x 2 bed vans and a 3-bed timber lodge, all available for short breaks or full week bookings.



This year we are also offering all Sandgreen Owners a fantastic 25% discount on any pod or glamping booking at our sister park, Barnsoul. You should take advantage of this offer and check it out, kids love it!

Walkabout Leaflets

The girls in the office have created a leaflet with details on some local walks. Please feel free to call into reception and get a copy.

Open day

Our next Open Day is 27th May. These days are an ideal opportunity for you to view the whole range of stock we currently have. We also offer some superb promotions on the day including; Free TV's, Discounted Decks, Free Pitch Fees, etc., etc. These offers are only available with caravans sold from our own stock on the actual day.

Sandgreen Community

Our Facebook page is growing by the day and really is the best way to keep informed with all that is happening at Sandgreen in real time. We use this not only to promote our sales stock but also for announcements relating to weather, traffic, any events happening in the region and many other things. If you are not already "liking" us you may miss out.

We also have the group "Active at Sandgreen" which is a group set up for our customers to enable them to buy and sell stuff, recommend restaurants, visitor attractions, walks, etc as well as some general chat.

The notice board in the office is also a great place to put up notices of articles for sale and most customers check this whenever they come in.

We are also on Twitter - @Sandgreendg7



We would like to introduce the newest member of our maintenance team – Toby Proudlove. Toby has been with us a few weeks now and is getting on well, his main experience is plumbing but he is turning his hands to most things.

Customer Repairs



The maintenance team are extremely busy, as ever, and we would ask that you don't ask them to look at any jobs when they are out and about. Please direct all requests for maintenance through the office. This ensures that your request is not forgotten or lost in translation but logged on the maintenance schedule.

We cannot complete any jobs for customers (except in emergency situations) without written authority/acceptance of quote from the customer.

Electricity Supply - Sandgreen

We have a lot of new customers to Sandgreen this year and we wanted to remind all our customers that our electricity is run off a 16amp supply which is lower than you have at home. The electricity cuts out quite often on the park, especially when there is a surge, normally during peak times, and this is sadly out with our control. As you can imagine with over 190 units on the park we cannot go around each unit after every trip and reset the electricity. We would advise you not to store any food in your freezers when you are not here as you may end up losing it all and coming back to a nasty smell due to the contents of your freezer being defrosted and left for a while.



If you do arrive and your electricity has tripped the first place to check is your individual meter externally at your holiday home, if the trip switch has tripped, flick it up. You may then have to go to your internal electric box and flick the switches there. If you still do not have electricity, then please let us know and we will do all we can to help.

Park Rules



Unfortunately, we are discovering that more and more customers are ignoring some of our park rules which means that we must contact them directly and this, often, causes upset.

Please remember that the park rules have always been in place and when you signed your license contract you also signed up to adhere to our rules which form part of our contract with you. We would ask that you all refresh yourselves with the rules to avoid any doubt and that you make any visitors to your holiday home aware of these.

Copies of the park rules can be downloaded from our new website or alternatively, call into reception and we will give you a copy.

The most common rules that are being broken include

- SPEED – as ever customers continue to speed through the park
- WASHING LINES – these are permitted however must be taken down when not in use
- PARKING – only two cars or one car and one boat permitted at any pitch, any additional vehicles need to be parked in the car park at reception.

- DOGS – to be kept on leads always on the park, even if they are just wandering around your holiday home, we have had instances of dogs attacking other dogs that have passed by or chasing rabbits and being lost – not pleasant for anybody. Dogs can be let off the lead to run on the beach between the hours of 9pm and 8am if they are under control.
- DECKS – each pitch is permitted either a deck OR a patio but not both. There are numerous picnic tables cropping up all around the park on pitches that already have a deck. Please remove these.
- PLANTING – even in pots, is not permitted. We agree that they can look good however, when you are not here, and the plants then die it begins to look unsightly. If you do have pots, please keep these up on your deck.

Please don't get upset with us when we ask you to stick to the rules, we are merely protecting the overall look and safety of Sandgreen.

Dates for your Diary

There is so much going on in our beautiful region over the next few months, we have gathered together a few dates for your information should you be visiting Sandgreen we recommend you try out some of the following events: -

Date	Event	Further Info
12 th May	Bluebell Woods	Many of our local woods have the most beautiful display of bluebells and are well worth a visit. The nearest to Sandgreen is Castramont Wood
24 th -27 th May	Knockengoroch World Ceilidh	Festival in Carsphairn
26 th – 28 th May	Spring Fling	Scotland's premier art and craft open studios events across Dumfries & Galloway
2 nd June	The Gin Fayre	Held at the Crichton, Dumfries
16-17 June	Tough Mudder	Drumlanrig Castle
25 th June	Galloway Children's Festival	www.kirkcudbright.town/kirkcudbright-summer-festivities/
27 th June	Sandgreen Open Sales Day	Sandgreen- 10am to 4pm
14 th & 15 th July	Kirkcudbright Country Fair	Check this website out for all that is going on throughout the summer.
14 th July	Kirkcudbright Riding of the Marches	
29 th July to 5 th August	Gatehouse Gala Week	A week-long programme of lots of events including road race, famous torchlight procession, parade day, etc.
1 st August	Wigtown Show	A fantastic full on day showing off the best the countryside has to offer
2 nd August	Stewartry Agricultural Show	Held at Stewartry Rugby Club
30 th August	Electric Fields Festival	Drumlanrig Castle

We wish you all the very best for the coming season. Please do call in and ask us if you have any queries, we are here to help.