

Sandgreen Caravan Park

2025 New Season Newsletter



The countdown to the start of the 2025 season is on and as the winter months draw to a close, we are already beginning to see the first signs of spring with the daffodils and snowdrops starting to make an appearance at Sandgreen. It's been another busy winter for us all here: completing all the general maintenance and upkeep of the park; developing our new hire fleet pitches and areas; and getting some stunning new holiday homes all ready to welcome our customers to Sandgreen in March. The winter has not been without its challenges however, particularly with the various storms that have swept through the area. Storm Eowyn was the worst storm we have had at Sandgreen in many, many years with the region having a rare red weather warning and meaning some towns across the region were left without power for nearly a week. However, we are very happy to report that we suffered minimal damage at Sandgreen, thankfully.

As we prepare for another wonderful season at Sandgreen, we can't wait to see old friends and new faces returning and enjoying everything that our beautiful park has to offer. In the meantime, we wanted to get in touch now with an update from over the winter and with a few reminders for the new season ahead.

Proud Supporters of Galloway & Southern Ayrshire UNESCO Biosphere

The Galloway & Southern Ayrshire Biosphere Partnership is a non-profit organisation working across the UNESCO region, creating and facilitating projects that **support conservation, education, climate resilience, and a sustainable local economy**. They collaborate with multi-sector partners in initiatives that benefit people and nature alike.

We are delighted to share that we are now proud supporters of Galloway and Southern Ayrshire UNESCO Biosphere, and fully support the principles of the Biosphere Charter.



The Biosphere Charter signifies that Sandgreen Caravan Park pledges to support the following six principles:

- Help to conserve the natural resources of the Biosphere
- Support the economy to benefit people and nature
- Promote cultural heritage and local products
- Contribute to the health and wellbeing of the community
- Develop knowledge, understanding and promote research
- Raise awareness of the Galloway and Southern Ayrshire Biosphere

As a Proud Supporter, we recognise the value that the UNESCO Biosphere designation brings to people and nature, and we work hard to make southwest Scotland a great place to holiday, live, work and play. We hope our commitment and energy inspires others to explore the Biosphere – to try new activities, visit places they haven't seen before, and to learn more about our natural and cultural heritage.

To find out more about the GSA Biosphere Partnership, feel free to visit our blog page - <https://www.sandgreencaravanpark.co.uk/blog/supporting-galloway-and-southern-ayrshire-unesco-biosphere>

Play it Green – Our Progress During 2024

Since partnering with Play It Green in the summer of 2022; they have helped us lower our carbon footprint, helped make our workforce Climate Positive, and supported Sandgreen's sustainability; we are delighted to share our achievements for 2024.



PLAY IT GREEN

In 2024, through our partnership with Play it Green, we have planted 600 trees, helped reduce CO2 emissions by 60 tonnes, and have donated £30.00 to our chosen charity, Sea Shepherd UK.

This means, since the beginning of our partnership with Play it Green, we have in total: planted a whopping 2,297 trees, helped reduce CO2 emissions by 184.4 tonnes, and donated a total of £97.00 to Sea Shepherd UK.



2297
Trees

CO₂e 184.4
TONNES



£97.00
to Good Causes



32 Months
Reducing Carbon Footprints

For reference, this impact is equal to either removing 135 cars from the road; 1,536 short haul aeroplane seats; or 57 homes annual energy use!

The impact is equal to either



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](#)

If you would like to partner with Play it Green yourself and help your environment, they offer family and individual subscriptions from £5 per month. Further information on this can be found on their website: <https://playitgreen.com/homepage-for-individuals-families/>

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 date we have left available, with limited availability, for reconnection are from 4th March 2025.

If you are reconnecting your own holiday home, please do take extra care. If you have a problem during reconnection when you return, please 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 carry out a mini drain down on your holiday home after each visit to help avoid any damage caused by frost. 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 2025 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.



Unwelcome Guests

You may have read our recent post on Facebook regarding the increase in reports of mouse damage across the park this winter. It is possible that after the wet summer and spring we had, and then the milder start to the winter that this has increased the number of mice around this year. Unfortunately, this does mean that we have already had quite a few reports of damage to pipework under the holiday homes causing leaks.

Due to this, please bear in mind that there is a possibility, if your holiday home has been affected by mice damage to the pipework, it may take our team additional time to get your holiday home reconnected and back up and running ready for your arrival back to Sandgreen, if they need to carry out additional work in repairing damages and leaks.

If we find your holiday home has suffered from mice damage when we come to reconnect and/or there is a chance this will delay your reconnection, we will, of course,

be in touch to let you know this and also provide you with quotations for any necessary repairs.

Reminder – Opening Up Service Available

Don't forget, we offer an Opening Up Service for your return to Sandgreen. This includes our team putting your heating on, turning your water on, and putting your lights on; meaning you can come back to a warm and cosy holiday home. The cost of this service is £20 (inc VAT) and does need to be booked in advance. Please note, the opening up service is not a reconnection, therefore, if your holiday home has not been reconnected, we would be unable to carry this out for you.

If you would like to book an Opening Up Service, please contact our Reception and confirm the date and time of your arrival.

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.
- ✓ 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.

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

Following on from the success of last year's Boat Loyalty Scheme, we have decided to continue this into 2025.

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.

2025 Hire Fleet

As most of you will already be aware, we have developed a beautiful Hire Fleet area at the top of the park looking out over Boreland of Girthon farmland, and have named this development "Boreland View". We have extended this area over the winter to now include 5 stunning holiday caravans. We also still have our two hire caravans on Pitches 107 and 123 as well, and of course, we have our newest addition to Sandgreen; The Wee Yin, which is now sitting proudly on its beachfront pitch.

Remember, your friends and family can come and enjoy a stay in our hire units and get a 7% discount. All they need to do is call us up to book their holiday and quote your name and pitch number as a reference.

Gas and Electricity Invoices

Just a quick reminder on when our team will be reading your gas and electricity meters throughout the 2025 season:

30th April 2025
30th June 2025
31st August 2025
31st October 2025
31st December 2025



Invoices for your individual usage will be sent by the middle of the following month.

2025 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 2025 Park Rules are either available from Reception or you can view and download them from our website:

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



Speeding on the Park

One of the Park Rules which is broken the most is vehicles speeding through the park. This year, we will be taking a note of those breaking the speed limit throughout Sandgreen. It should be noted that repeat offenders are at risk of losing their Licence to occupy a pitch at Sandgreen. Please do take care when driving through the park and make sure you stick to the 10mph MAXIMUM speed limit – for everyone's safety.



Dogs off the Lead

Another Park Rule which continuously gets broken is regarding dogs off the lead. You have a responsibility to keep your own pet safe, and also the safety of those who are around your dog. The safest way to do this is for everyone to keep their dog on a lead at all times while on the park. Well behaved, controlled dogs can be let off the lead, on the beach only, between the hours on 9pm and 8am.

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.

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. We will require the external contractors Gas Safe Registered Certificate/Ticket, a copy of their Public Liability Insurance, and a copy of their Risk Assessment prior to them coming onto the Park. 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 our 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.

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.



Gallagher

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

As we begin a new season, it is that time again when we require your 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.

2025 Maintenance Packages and Additional Services

Don't forget, we have created some additional maintenance services and packages to take the strain off you, our customer, allowing you more time to enjoy your beautiful holiday home. 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)	£ 170.00	£ 34.00	£ 204.00
Wasp Nest Removal	£ 54.17	£ 10.83	£ 65.00
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	£ 50.00	£ 10.00	£ 60.00
Deck Treatment with Anti-Algae Solution	£ 75.00	£ 15.00	£ 90.00
Deck Power Wash	£ 100.00	£ 20.00	£ 120.00

Our 2025 Sales Stock

As ever, if you are interested in upgrading your holiday home at Sandgreen, please do get in touch with us. We have some cracking caravans and lodges available!! All of our sales stock can be found on our website here:

<https://www.sandgreencaravanpark.co.uk/sales>. If you have any queries or would just like a no obligation chat with one of our team regarding your current caravan or the options for upgrading, please reach out to us and we would be happy to help.

We are planning a **HUGE** Pre-Season Sale this year, keep an eye out on our website and social media (TikTok and Facebook) for further details. We promise some amazing discounts!!

Our Facebook Pages

Our Facebook pages “Active at Sandgreen” and “Sandgreen Caravan Park” are going strong and we would urge all customers who use social media to like and follow both of these pages. The “Active at Sandgreen” page is used exclusively by owners at Sandgreen 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.



Don't forget, we now also have the “Wild Swimmers” chat group on the Active at Sandgreen page. Please feel free to use this chat group to arrange swimming meet ups with other keen Sandgreeners.

***SAVE THE DATE* - Family Fun Beach Day - Saturday 2nd August 2025**

Join us on the beach on Saturday 2nd August for a good old fashioned get together! Bring a picnic and beach blanket with you, and we will arrange some games! We will be sending out further information on our Family Fun Beach Day in due course.



Selfie Spots

You may have noticed that we have installed a few selfie spots round the park; one at the top of the park: one at the far end of the park past the playpark; and a very well used “Dog Selfie Spot” at the entrance to the beach. It has been great to see so many people using these and posting their photographs onto our Facebook page! Especially your lovely “pet portraits”! Keep them all coming, we love to see them!

Sandgreen Book Swap

Don't forget, we have our Book Swap situated in the Customer Laundry again this season. Please feel free to share and swap your favourite books with your fellow book worms at Sandgreen!

Customer Laundry

Our customer laundry was very popular last year! We have two commercial sized washers and dryers in our laundry available to use at any time of day. Due to their size, you can fit lots in one load, hopefully cutting down your washing time. As ever, tokens for the laundry machines can be purchased from Reception between the hours of 9am and 5pm.



Electric Car Chargers

We asked for your feedback at the end of last season on whether you would be interested in us installing more EV chargers on the park. Unfortunately, we did not receive any positive feedback for doing this, and therefore, feel this would not be a viable or worthwhile project at this time.

We do still have the two EV chargers situated in the main Reception car park with tokens being available to buy from Reception between the hours of 9am and 5pm.



Sandgreen Tuck Shop

We are pleased to say that we are welcoming back the little tuck shop for the 2025 season. We will be stocking this with all the usual goodies at the start of March! We are also very excited to announce a new addition to our tuck shop – a Rijo42 coffee machine! This will be a self-serve coffee machine where you pay for your coffee at our Reception. They offer a range of drinks from mochas, hot chocolates, lattes, cappuccinos, and many more!

We hope you have enjoyed reading your latest update on all things Sandgreen. We are really looking forward to seeing you all back on the park within the next few weeks! We sincerely hope that we have some better weather this season than last, however, in any case, we wish you all a very happy 2025 season at Sandgreen. Please remember, we are here to help. Feel free to pop in for a chat any time and do let us know if you have any concerns or queries.

The Sandgreen Team



Sandgreen Caravan Park
Gatehouse of Fleet
Castle Douglas
Dumfries & Galloway
DG7 2DU
Tel: 01557 814351
Email: info@sandgreencaravanpark.co.uk