June 2019

Dear Caravan Owner,

We hope this letter finds you well – here at The Bay Caravan Park we are hopeful for another hot summer! We would like to take this opportunity to forward you some of our latest news as well as some upcoming events for your diary.

Something new we are trying this year is the sale of **2020 calendars**. This is a first for us here at the park and we hope you will support us. The calendar features photos of The Bay Caravan Park and beach area of yesteryear, and they are available to purchase for £5.00 from the park office. All profits will be donated to Velindre Cancer Centre.

After the popularity of the inflatable games on August Bank Holiday last year we will be holding more family fun days this year on two Sundays throughout the **2019** **Summer Holidays**. Please see park notice boards and website nearer the time for more information.

We will also hold our annual **Charity Day** on **11th August 2019** and this year we will be raising money for Marie Curie Cancer Hospice and Dementia UK. We are hoping to get lots of people involved, so anyone wishing to contribute in some way please let us know at the park office or see Karen in the clubhouse. We will happily receive volunteers for stalls and raffle prizes etc. Again, please see park notice boards and the website nearer the time for more information.

Finally, due to the immense success of last year’s entertainment we will be looking to provide more of the same across the **2019 August Bank Holiday** weekend – let’s just pray for nice weather! All of this will be noted on the monthly clubhouse posters and on our website. **Please note that the usual rules will apply with regards to children in the clubhouse.**

**Other Matters**

As always, while we can appreciate most people adhere to the ‘Rules and Conditions’ set out by the company, we are still experiencing the following ongoing problems:

* **Pets on site** – We are still receiving ongoing complaints about dog/cat fouling around specific areas in the park. The company is always very welcoming towards family pets staying on site however it is causing grief for those who visit the site without pets. Please can all dog/cat owners ensure they use the facilities provided AND pick up their pet’s mess immediately. As always, should you see a pet fouling (which isn’t picked up) please take a photo and show the park office. (We cannot act without sufficient evidence.)

**Furthermore, to help combat the ongoing issue of pet’s fouling, the Company has decided to invest in several wildlife CCTV cameras which will be placed in selected areas around the caravan park. Any animal caught fouling (and left) will be traced to the owners and action carried out accordingly.**

* **Tailgating –** We are noticing an increasing number of owners/visitors tailgating into the park. We would like to remind all Caravan Owners thattailgating through may result in the barrier coming down and hitting vehicles. Also, when the barrier is misused it can cause a malfunction which will result in us charging those who are responsible. Please be aware that both barriers have CCTV installed and anyone caught tailgating will in future be refused entry to the park.

**This is part of our security system, a major reason many of you choose to come to The Bay Caravan Park. It will not be misused and tailgating will not be tolerated.**

* **Visitors** – During the last few weeks we have seen an increase in the number of visitors to the park. This is to be expected during the nicer weather, however we would like to remind all Caravan Owners that visitors are your sole responsibility when visiting the caravan park. When let in by the park office, all visitors must first ‘sign in’ – you should make all of your visitors aware of this.
* **Parking –** With the increase in visitors we are also noticing more issues regarding parking. Please can everyone ensure that their visitors and your own second cars are parked in the overflow car park at all times. It is not fair on fee-paying owners that they should not be able to park near their caravan. Any person seen ignoring this will be asked to remove the offending vehicles from the park and further we may consider suspending visitors’ cars from the site during peak times. This is not a course of action we wish to take so everyone’s co-operation on this matter would be much appreciated.

**Also, please be aware that parking anywhere but in the main/overflow car parks (e.g. at the roadside) is strictly prohibited.**

* **Abandoned Vehicles –** We have recently seen a rise in the number of vehicles being left on the park, abandoned or otherwise unused. Please be aware: These vehicles will be removed from the caravan park and the Caravan Owner responsible may see their site license revoked. This will not be tolerated and will be closely monitored.

**Summer Holiday Opening Hours**

During the six weeks of the children’s summer holidays the swimming pool and park office will remain open for an extra hour on Friday and Saturday afternoons. Therefore, pool and office opening hours will be 9am – 6pm on the following dates:

**26th/27th July 2nd/3rd Aug 9th/10th Aug 16th/17th Aug 23th/24th Aug 30th/31st Aug.**

**Finally, please also find enclosed your annual Rates and June electricity bill. All payments should be made by 1st July 2019 or a charge may be incurred.**

You will note that this year’s Rates bill has seen a reduction on last year’s. This is in part due to the caravan park using fewer general waste bins throughout the year (recycling bins cost less to empty) – so thank you for your continued co-operation with regards to recycling properly.

Thank you for reading - and here’s to another great summer at The Bay Caravan Park.

Kind regards,

**All the staff @ The Bay Caravan Park**