November 2018

Dear Caravan Owners,

It’s that time again where we take a step back and reflect upon another season at The Bay Caravan Park.

As mentioned last year, the launderette was upgraded again with the addition of two new washing machines. The laundrette as a whole has been used this season more than any other, so they’ve earned their keep already!

The Park Wi-Fi continues to be massively popular. Please do remember this is a free service we offer and as such connectivity/download speeds etc. cannot always be guaranteed. Please enquire at the Park Office for the current password and any further information.

We continue to upgrade the CCTV system across the entire Park, with now almost every camera updated to high definition. Upgrades will continue into 2019 until all our security cameras are HD.

The text messaging system continues to be a great success. It is a far quicker, easier and more cost-effective way of contacting all Caravan Owners. But do please remember to update us of your mobile contact number should you change it throughout the season.

In early March we saw some extremely bad weather, the likes of which the Park has not seen in many years. As such, I’m sure you can appreciate it took us all a little by surprise. After a government-issued RED weather warning - to ensure the safety of all Caravan Owners and Park staff – we recommended all Caravan Owners vacate their caravans. Many of you did so, but unfortunately some remained. The Park was then without water for almost a week, with the lane itself nigh-on impassable for several days due to heavy snow. As we have a duty of care for all Caravan Owners, but also our staff, should such a weather warning be issued again in the future, the Park will be forced to close completely until further notice, with no exceptions made. So please plan accordingly for everyone’s safety.

On 5 August, 2018, a charity day was held to raise money for Action Bladder UK (Phil’s Charity). The day was a resounding success, with truly fantastic weather. Combined with the later presentation night over £5,400.00 was raised – an amazing sum. Thank you so very much for all the support and donations made, it did not go unnoticed.

August Bank Holiday 2018 saw a slightly different weekend than we have had before. Out went the large outdoor marquee, and in came daily evening live entertainment, with assorted activities and games on the Bank Holiday Monday. The weekend as a whole was a great success, with the Bank Holiday Monday entertainment especially being embraced and thoroughly enjoyed by all who attended. Expect to see more of the same in 2019.

During the six weeks children’s holidays the Park trialled keeping the Park Office and the Swimming Pool open for an extra hour on Friday and Saturday afternoons. While this was not taken up by many initially, it may be attempted again in 2019.

Despite it being an extremely busy time, no parking problems were reported to us during the Bank Holiday period, and the overflow car park was used as requested. Many thanks to all of you who parked your second vehicles there or asked your visitors to do so – it really does help us all.

As always we would like to thank the Caravan Owners who comply with all the Park Rules. However, the below problems are sadly encountered regularly, and it is important we continue to highlight them as both a reminder to current Caravan Owners, and as a point of reference to our newer Caravan Owners.

**CAR PARKING** **–** Please do not park your vehicles in front of the Park Office as these spaces are for members of staff only. We will be attaching adhesive labels to the windscreens of offending cars. During busy periods visitors and second car owners will continue to be asked to park in the overflow car park.

**PARKING ON THE ROUNDABOUT** **–** Sadly, some Caravan Owners and visitors are still parking on the roundabout despite requests that this area be kept clear. In the event of an emergency the Emergency Services must have clear access to the Park. Please do not ignore the double yellow lines, the NO PARKING signs, and the placed beams. Any vehicle obstructing access to and from the Park will have its registration taken and reported to local police; and will ultimately be excluded from the Park altogether.

**ADDITIONAL VEHICLES** **–** This past year in particular has seen a big rise in the number of second and third vehicles – including vans - being left on the Park in storage. Please note that this will not be allowed to continue. Should any such vehicle be found to have been left on the Park you will be asked to remove it with immediate effect. There will be no exceptions in this matter. **PLEASE NOTE: Motorhomes and tourers etc. will no longer be allowed on the Park under any circumstances.**

**TAILGATING –** The security barrier has been installed as a means of preventing unauthorised persons from entering the Park. The practise of tailgating is unacceptable behaviour and could result in the mechanism failing causing the barrier to fall onto your vehicle. We, the Company, will not accept ANY liability for damage to a vehicle which has resulted from irresponsible tailgating. We have CCTV installed on both barriers to identify the perpetrators, and all incidents are recorded.

**BINS/RECYLCING** **–** Some caravan owners are continually placing items in the wrong bins. This is unacceptable as it can result in both a fine for us and the refusal to take away your waste, resulting in your Rates bill increasing further. Please read the signs! Below is a reminder of what is acceptable:

Glass bins: glass only, no bags of any kind.

Mixed recycling bins: cardboard, plastic, paper etc. – CLEAR BAGS ONLY. (i.e. the refuse company must be able to see what is inside.)

General waste bins: black bin bags containing general household waste. ***Please note these bins are to be used for waste from the Caravan Park only – anyone found to be bringing waste onto the Park from elsewhere will be reprimanded accordingly.***

***The bin compounds are not a dumping ground. Non-household waste such as mattresses, electrical goods, garden furniture, old decking etc. should be disposed of away from the Park. Your nearest recycling facility is situated at Civic Amenity Site, Hayes Road, Sully.***

**PETS** **–** Despite providing a dog compound AND mess bags, dog mess is still a major issue on the park.We are also receiving numerous complaints of cats going to the toilet in areas around other Caravan Owners’ caravans. This situation is unacceptable – could we please ask that you photograph the offending dog/cat and report it to the Park Office. **PLEASE NOTE: Any cat left on the Park during the Winter close-down period will be humanely captured and passed onto the local shelter.**

**SWIMMING POOL** **–** Can all Caravan Owners – and the children in their care – please ensure they use the showers before entering the Swimming Pool. Please also remember that any visitors to the Park MUST abide by the Rules and Conditions of the swimming pool use – the onus is upon the Caravan Owner to ensure their visitors are aware of the rules.

**INSURANCE – All Caravan Owners MUST have up-to-date insurance on their caravan.** The Site Licence requires you to insure your caravan and provide a copy to the Park Office. Failure to provide a current insurance document will render you in breach of your Site Licence which can be immediately revoked. While most Caravan Owners comply with this, too many reminders are still being sent out. From now on, only one reminder letter will be sent – any further letters will incur a £10.00 administration charge (per letter). Please note: this includes all current Compass/Thistle insured caravans.

**CONTACT DETAILS** **–** We would again like to reiterate the importance of having an emergency contact number on our records. Please ensure that a telephone number is entered on your Site Licence renewal form in the box provided.

**Should there be any change in your home address or contact details please advise the Park Office immediately. YOU ARE RESPONSIBLE FOR KEEPING YOUR CONTACT DETAILS UP-TO-DATE.**

**GDPR –** You may have heard about the new General Data Protection Policy (GDPR) that came into effect on May 25, 2018. We have been advised that the text messaging information system we run is fine to continue – but please contact the park office if you would like details on how to opt out.

**Our Privacy Notice is available to view in the Park Office and at www.baycaravanpark.co.uk.**

**INVOICES** **–** All invoices in relation to your caravan will be forwarded to your home address - but there will be a copy of your invoice in the office if required. All bills must be paid within 14 working days from receipt of invoice. The Company implements a surcharge of 4% above the rate of inflation, plus VAT. There will also be an administration charge incurred on follow up letters at a cost of £10.00 per letter. Bills where no signature is required could be paid over the telephone – please check with the Park Office for further details.

**CHEQUE PAYMENTS** **–** When cheques are returned, the Company incurs unnecessary bank charges. Please ensure that you have sufficient funds in your account before issuing a cheque. We will impose a penalty charge on returned cheques of £25.00 or any increased sum that the banks decide to impose as well as a sum to cover our additional administrative costs.

**Please make all cheques payable to HAMLETT ENTERPRISES LIMITED.**

**SITE FEES –** Site Fees for the 2019 season have increased in line with the rate of inflation as follows:

**SITE FEES** **DISCOUNTED SITE FEES**

Site Fees £2,095.00 Site Fees £1,995.00

Plus VAT @ 20% £419.00 Plus VAT @ 20% £399.00

Electricity Standing Charge £80.00 Electricity Standing Charge £80.00

Plus VAT @ 5% £4.00 Plus VAT @ 5% £4.00

**TOTAL £2,598.00 TOTAL £2,478.00**

Caravan Owners wishing to take advantage of the aforementioned discounted rate will receive an overall saving of £120.00 providing they pay a **deposit of £1,000.00 (ONE THOUSAND POUNDS) (cash/cheque or card payment) by no later than 12 o’clock on Sunday 16th December 2018 and the balance of £1,478.00 before 31st January 2019**.

**Please note that any deposits or full Site Fees received in the office AFTER 12 o’clock on Sunday 16th December 2018 will not be entitled to the discounted rate.**

If for any reason you anticipate a problem paying your Site Fees - but you would like to renew your Site Licence - please contact the Park Office ASAP so that the matter may be discussed. Unfortunately we will not be able to offer a monthly repayment scheme to Caravan Owners who were unable to make regular payments in previous years. Please note: Site Fees are due and payable by 31st January 2019 and unless you have made prior arrangements with the office do not be surprised if the Company refuses to renew your Site Licence if payments are offered after this date.

If you do not intend to renew your Site Licence for the 2019 season and you wish to remove your caravan from the Park please advise the office immediately - arrangements can then be made for its disconnection and removal from its pitch to the car park in readiness for its collection prior to the start of the new season. Please note that applicable fees will be charged.

**If you wish for us to dispose of your caravan, a charge of £1,000.00 + VAT will be payable. Please let us know if this is the case so the Company can make arrangements to remove all scrap caravans from their pitches as soon as possible. ‘Disposal of Caravan’ forms can be obtained in the Park Office.**

Alternatively, if you intend to sell your caravan, please ensure that you complete a Caravan Sales Form (available from the Park Office) and return it to us by 31st January. This way, you are only responsible for the Site Fees on your caravan on a monthly basis until it is sold. However, if a Caravan Owner decides to sell after this date, a prospective purchaser buys with full Site Fees in place (i.e. there is no refund).

Enclosed is your 2019 Site Licence. When you have carefully read the Site Licence please sign and return it to the Park Office. **Please note: Site Fees will not be accepted unless accompanied by the original copy of your signed Site License. Site Fee payments CANNOT be made on the telephone, unless you have already posted your Site License to us and we have received it.**

During the months of December and January, the office opening hours will be 9.00am to 4.00pm daily. Please ensure that you leave the park by 3.45pm, at the very latest, as the gates will be padlocked at 4.00pm for security purposes.

The Park and the Park Office will close for the Christmas period on Sunday 16th December 2018 at 12 o’clock and will re-open on Thursday 3rd January 2019 at 9.00am.

May we wish you all a very Merry Christmas and a Happy New Year.

Yours sincerely,

Nigel, Sian, Andrew and Jack, and all the staff at The Bay Caravan Park.