



Sandgreen Caravan Park Winter 2024 Newsletter



Welcome to our Winter Newsletter, full of information and reminders to help you, our customers, prepare for winter at Sandgreen Caravan Park.

But first, as some of you will already be aware if you are following us on Facebook, we have something very special and exciting to let you all know!

We are delighted to share—**Sandgreen Caravan Park has been named “Caravan Park of the Year”** by the **Prestige Awards!** This is a significant achievement for us, and we couldn’t be prouder to receive this accolade.

The **Prestige Awards** celebrate the very best in business, shining a spotlight on those who consistently deliver exceptional products and services to both locals and visitors. Each year, readers of Prestige are invited to nominate businesses that they believe have gone above and beyond, demonstrating excellence in their field. These nominations are then carefully reviewed, and the most deserving businesses are shortlisted for the award.

When we were nominated, we were asked to showcase what makes Sandgreen so special, from our outstanding customer feedback to our dedication to providing an unforgettable experience for everyone who visits. The judges examined key factors such as **service excellence, innovation, value for money, ethical practices**, and most importantly, **consistency in delivering quality experiences**.

What the Judges Had to Say:

“Tucked behind a sweeping curve of private sandy beach, we were particularly impressed by the idyllic, peaceful and secure location for relaxation and recreation. Their ethos revolves around spacious pitches, natural surroundings and a relaxed atmosphere, ensuring Sandgreen remains a special place for all its guests. Furthermore, Sandgreen’s commitment to preserving its natural and unspoiled environment allows guests to immerse themselves in the beauty of Scotland’s National Scenic Areas, surrounded by wildlife and serene landscapes.”

Their kind words are a testament to the hard work and dedication that our entire team puts in every single day at Sandgreen, our goal has always been to create a place where guests can truly unwind, reconnect with nature, and make lasting memories. This award reaffirms that commitment, and we are beyond thrilled that our efforts have been recognised.

A Huge Thank You!

Of course, none of this would have been possible without **you**, our wonderful customers. Whether you’ve been holidaying at Sandgreen for many years or are a Sandgreen newbie, your support and feedback are what helps us continually improve and grow. We’re also incredibly grateful to our amazing team, whose passion and dedication are the heartbeat of Sandgreen. Together, we’ve built a special community, and we couldn’t be more excited for what’s to come. We are so proud to have been recognised with this prestigious award, and we look forward to continuing to be your award-winning Holiday Park!

Once again, thank you for being part of the Sandgreen family and helping us become **“Caravan Park of the Year”!**



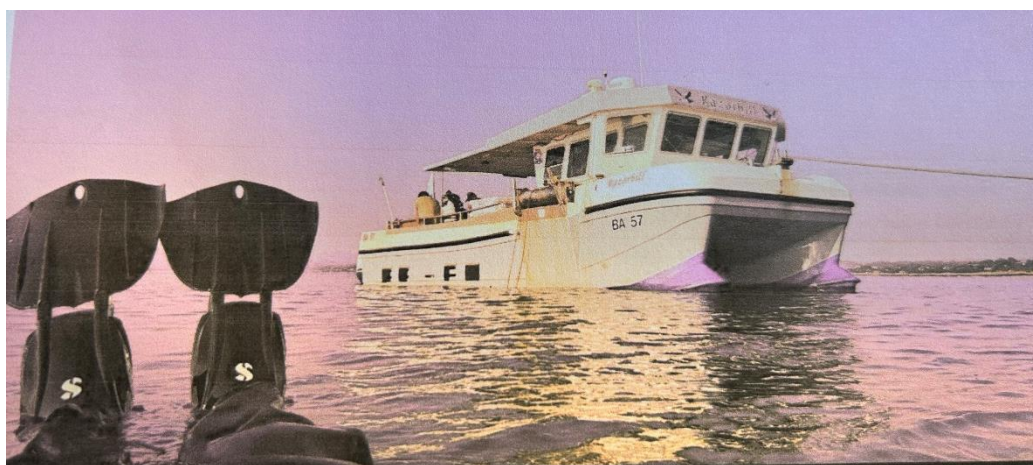
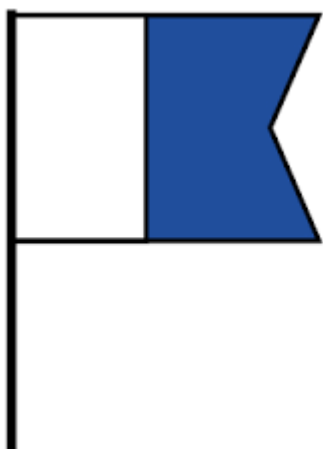
Diving Operations – Fleet Bay Waters

Please Note

We have been contacted recently to make us aware of up-and-coming diving operations from Kirkcudbright Bay to Wigtown Bay, including the Fleet Isles. We therefore need to make all owners at Sandgreen, especially those with boats, kayaks, canoes, etc, aware of this and pass on some crucial health and safety information.

The health and safety risk for the diving team is crafts coming too close and they have confirmed that Maritime Rules state any vessel must maintain at least 100 metres distance from any vessel flying an Alpha Dive Flag. We must ask that all boat users comply with these Maritime Rules at all times.

The vessel that may be in the waters at and around Sandgreen is a grey 10 metre Catamaran named “Razorbill” registered BA57. The diving team monitor VHF Channel 16 and Channel 6 at all times. Please see below photographs of the vessel and the Alpha Flag for your information. Thank you very much for your co-operation.



Let us know your thoughts – Electric Car Chargers

As you already know, we have two EV chargers situated in our Reception Car Park. We would like to gauge your interest on whether we should look at installing any further car chargers at Sandgreen.

Please do let us know by emailing info@sandgreencaravanpark.co.uk. Based on the interest noted, we can then look at whether this would be a viable option, and would be well used by our customers.

Uninvited Winter Guests

It starts every year around this time! Your holiday homes are the ideal nesting place for mice, stoats, weasels and any other field animals that can scurry into those well protected corners of heated bliss.

Newer holiday homes with all the mod cons of double glazing and central heating, and those extras like the dishwashers and washing machines, all have added access holes through the floor which can make your holiday home a much sought after residency.

So, what are the tell-tale signs that you have uninvited guests staying.

Odours – Do not dismiss the smell as just blocked drains, as mouse droppings have the same distinct smell.



Damage – Mice will use anything for nesting material and can chew through water pipes and soft furnishings. If water pipes are holed then water damage can be horrendous, soaking up into floors, tables, carpets and other furniture **especially if the mains are not turned off**. Be mindful also, any electric cables chewed can short circuit and trip fuse boxes.

Insurance – Check your insurance policy as many policies do not cover for vermin damage.

Unfortunately, as mice can squeeze through an incredibly small space, it would be impossible to seal every possible access point around your holiday home. However, hopefully with the information provided above, you are able to spot the signs of “visitors” in your holiday home a lot easier, and then be able to deal with this. The biggest piece of advice we can offer regarding this is to make sure your water is turned off each and every time you leave your holiday home over the winter, as this will reduce the damage to your holiday home significantly, if you do happen to have any “nibblers” visiting.

REMINDER – Drain Down & Reconnection Service

If you have not already done so, and you wish for our team to carry out your Drain Down and Reconnection, please do order this service for your holiday home as soon as possible, and ensure, at the time of ordering, you supply the last date you will be at Sandgreen this year, and, if you know already, your intended return date for next season.

As an additional reminder, **we ask that you please leave a couple of towels out in your holiday home** if you have requested we complete your drain down. As we remove the shower bars to protect them from frost damage throughout the winter, this enables our maintenance team to wrap the shower bars up for their protection.

We require written confirmation, in every instance, informing us that you wish us to complete this service and we will invoice you when we receive your request. Please note, **no work will be carried out until payment is received, in full, for this service**.

The cost for this service is as follows:

Type of Unit / Service	NET	VAT	TOTAL
Standard Caravan with Water Heater (includes Drain Down & Reconnection)	£100.00	£20.00	£120.00
Caravan or Single Lodge with Central Heating (includes Drain Down & Reconnection)	£180.00	£36.00	£216.00
Twin Unit Lodge (includes Drain Down & Reconnection)	£205.00	£41.00	£246.00
Mini Drain Down – Caravan/Single Lodge	£49.00	£9.80	£58.80
Mini Drain Down – Twin Unit Lodge	£88.20	£17.64	£105.84
Mini Reconnection – Caravan/Single Lodge	£24.50	£4.90	£29.40
Mini Reconnection – Twin Unit Lodge	£57.00	£11.40	£68.40
Late Notice Charge (Reconnections)	£60.00	£12.00	£72.00

With regards to Reconnections, the earlier you specify your intended return date, the better, so we can try our best to accommodate this. Please note, all of our available reconnection slots for a return date of 1st March are fully booked. We currently have a few reconnection spaces left for a return date from

2nd March onwards. We require at least one week's notice for reconnecting your holiday home, so please do confirm your return date as soon as possible.

Maintenance Packages

If you would like to spruce up your holiday home over the winter period, please remember we offer the following services:

	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

If you would like to order any of the packages above, please let us know by emailing: info@sandgreencaravanpark.co.uk.

Pitch Fee and Annual Costs Review

As we do every year, the Pitch Fee and Annual Costs Review has now been completed and we emailed you all on 17th October providing the Annual Costs for the 2025 season. If you have not received this email, please do let us know as soon as possible and we can resend this to you.

You will also see on our email we attached a copy of our 2025 Park Rules. Please ensure you read these through to refamiliarise yourself with our Park Rules, and also provide these to all visitors to your holiday home and make them aware, the rules apply to them as well.

Finally, we attached an updated contact form and asked that this be completed with your up-to-date information. It is really important that we hold accurate details for you, so please do ensure you complete and return this to us as soon as possible.

2025 Pitch Fee Invoices

As usual, we will be preparing the 2025 Pitch Fee invoices and sending these out to you all around the end of November/beginning of December.

These invoices are payable by 31st December 2024. Please ensure your Pitch Fee invoice is settled by this due date to avoid any Late Payment Fee being automatically added to your account.

As a reminder, you can settle your pitch fee invoice by:

By Card – in person at Reception, or over the phone.

Please remember, we can only accept payment made with a CREDIT CARD up to a maximum of £500. This means, you can pay £500 only towards your pitch fee invoice by CREDIT CARD.

If you wish to pay a portion of your invoice by CREDIT CARD, please make this payment by contacting our office. The remainder of your invoice can then be made either by a Bank Transfer, or by using a Debit Card.

You are able to pay the full invoice amount by **DEBIT CARD** either over the phone or in person at our Reception.

Bank Transfer using the following details:

Account Name: Langlands Enterprises
Sort Code: 80-11-60
Account No: 10387269

Please remember to quote your Pitch Number and 5-digit Invoice Number with all Bank Transfer payments.

Via our Website - <https://sandgreencaravanpark.campmanager.com/22228/Login/>

Under the "View your invoice" section, enter your 9-digit Invoice Reference Number, and your Surname. This will then bring up your invoice and you can pay by entering your card details.

Please note, the £500 maximum on CREDIT CARDS applies to online payments made by via our website as well. Unfortunately, you will not be able to split your invoice balance if paying via our website. Therefore, if you wish to pay a portion of your pitch fee invoice by **CREDIT CARD**, please contact our Reception and pay the portion on your **CREDIT CARD** first. You will then be able to settle the remainder of your invoice via our website by **DEBIT CARD**.

Please note, as has been the case for several years now, we are unable to accept any payments by cheque.

Thank you very much for your co-operation with our Payment Terms.

Electricity and Bulk Gas Invoicing

As many of you are aware, we read the meters (gas and electricity) every two months across the park and invoice each customer for their individual use. As the meters were last read on 30th September 2024, they would be due for another read on 30th November. However, to ensure that you are not receiving these invoices around the same time as your Pitch Fee invoices, we have taken the decision to carry out the next meter read on 31st December 2024, with invoices being sent to you around the middle of January 2025.



Going forward, next year we will be reading your meters on the following dates, with invoices being prepared and emailed to you within two weeks thereafter:

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

Due to our park being close to the majority of customers throughout January and February and therefore having minimal utilities usage during this time, the first meter reads of the new year will be taken at the end of April 2025.

Gas Safety Tests

If you have instructed our Gas Engineer to carry out your Gas Safety Test, he will try his best to get this done before you drain down your holiday home for winter. Once your holiday home has been drained down, he will be unable to carry out the Gas Safety Test until your holiday home has been reconnected.

If you complete the drain down yourself, please do let us know when this has been done and again, when you have reconnected next year. We can then pass this over to our engineer to carry out the test after your holiday home has been reconnected.

Please note, it is your responsibility to ensure your holiday home is tested each year and indeed forms part of your Licence Agreement with us. It is not always practical for us to continually contact owners asking for them to arrange their Gas Safety Test.



Sandgreen Tuck Shop

Our little Tuck Shop in Reception has been a roaring success again this year and it would seem ice creams are a firm favourite, no matter the weather! We are now winding down the stock for the end of the season, but the Tuck Shop will be back again at the start of next season.

Top Tips for a Winter at Sandgreen

We all know the weather at Sandgreen can turn on a dime and therefore, it is always best to be prepared!!

Fridges & Freezers

As we come into the winter months, we can have quite frequent power cuts. The holiday homes run off a 16amp supply (32amp for twin units) which is more prone to tripping out. We also have no control over when Scottish Power's main supply goes off which can be often in this rural location and often affected by the weather.

Because of this, we would like to remind all customers that we strongly advise you do not leave anything at all in your fridges and freezers when you are not at your holiday home. Power cuts at Sandgreen can be isolated to certain areas of the park or happen during the night meaning we may not even know that there has been a power cut. Equally, if we have a park wide power cut, we cannot go around each and every holiday home on the park checking and resetting the trip switches inside and outside.



To avoid coming back to a horrid smell in your kitchen, it is best to leave your fridges and freezers empty when you are not at Sandgreen.

Boats & Kayaks

Due to some very high tides we have experienced at Sandgreen this year, for safety and protection, we advise that all boats and kayaks should be moved off the beach and back up to your holiday homes, and secured safely at your pitch. If any boats are left down on the beach, at any time of year, we cannot be responsible for any damage, or if any crafts go missing.

Securing Outdoor Items

We have experienced in the past decking tables and chairs, BBQs, storage boxes, and sheds being blown about by the winds at Sandgreen over the winter. This can, and has, caused quite a bit of damage over the years; from smashed patio doors, dented caravan panels, and ruined outdoor items; it is not worth taking the risk of leaving these items unsecured over the winter. Please ensure all items outside are tied down and secured appropriately.

“The Wee Yin”

As many of you will have already noticed our “new baby” sitting proudly outside Reception, we are very excited to welcome a new addition to our Hire Fleet for the 2025 season – The Wee Yin!

The Wee Yin will be situated on a waterfront pitch, with breathtaking sea views, and is available to book now for stays from 1st March 2025. The Wee Yin sleeps up to 2 people and is pet friendly, although due to its size, The Wee Yin only has space for one dog. We are offering any day check in (subject to availability) and the longer the stay booked, the better value it is! For further information on The Wee Yin, and the rest of our 2025 Hire Fleet units, visit our website here:

<https://www.sandgreencaravanpark.co.uk/sandgreen-caravan-park-luxury-hire-fleet>. Don't forget, your friends and family will receive a 7% discount if they book a holiday in any of our hire fleet. All they need to do is quote your name and pitch number at the time of booking, and we will apply their discount!

Sales Stock Update

As we are winging our way ever closer to the end of another year (unbelievably!) we just wanted to give you a quick run down on our current stock availability.

Pre-Owned Holiday Caravans

Model	Size	Purchase Price	Location	
2019 Willerby Skye	38ft x 12ft, 3 Bed	£32,000	Pitch 139	*Private Sale* Includes Timber-Built Storage Shed, Timber-Built Deck, and TV Satellite Dish

Brand New Holiday Caravans

Model	Size	Purchase Price	Location	
2025 Swift Loire	38ft x 12ft, 2 Bed	£47,800	Show Ground	*NEW ARRIVAL* Can be sited on any of our available Pitches!
2024 Willerby Ellerton Extra	38ft x 12ft, 3 Bed	£39,222	Show Ground	Can be sited on any of our available Pitches!

Pre-Owned Holiday Lodges

Model	Size	Purchase Price	Location	
2022 Sunseeker Aruba (Twin Unit)	40ft x 20ft, 2 Bed	£155,000	Pitch 409	Includes Extended Glass Fronted Deck, Timber Storage Shed, Lounge & Bedroom TVs, and TV Satellite Dish

Brand New Holiday Lodges

Model	Size	Purchase Price	Location	
2022 Regal Charmouth (Single Lodge)	42ft x 13ft, 2 Bed	£125,000 NOW £99,000	Pitch 9	*MASSIVE PRICE REDUCTION* Includes Glass Fronted Deck

If you are in the market for a new holiday home and are thinking of upgrading and would like further information on these holiday homes, full details, including descriptions and photographs can be found on our website: <https://www.sandgreencaravanpark.co.uk/sales>.

We are also expecting further deliveries of brand new, 2025 model holiday caravans within the next few months! These caravans will be advertised on our website in due course, so do keep an eye on our website for further details on these stunning holiday homes.

Of course, if you would like to discuss upgrading your holiday home, or would like to view any of these units, please do get in touch and we will be only too happy to help you.

Winter Closed Period

Please remember, you cannot visit your holiday home at any point out with your season.

These next few months are some of the busiest of the year for our team and we respectfully ask that you adhere to the rules regarding this. Regular park inspections will be carried out and, rest assured, if there are any issues or problems with your holiday home, we will contact you.

Christmas Opening Hours

As usual, we will be closed on the following dates:

Christmas Day / Boxing Day / 1st January / 2nd January

Please note, there will be no staff on the park or on duty during these dates and therefore we will be unable to assist with any issues you may have. In the event of an emergency, you should contact the emergency services.



Finally, thank you for your continued support and please do get in touch if you have any queries - we are, as always, here to help. We wish you all a happy and healthy winter and hope the weather is kind to us all!

Kind Regards

The Sandgreen Team



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