

## **NEWSLETTER – APRIL 2019**

Welcome to the 2019 season at Kingfisher Caravan Park. We take this opportunity to wish both you and your visitors a peaceful and enjoyable season.

**STAFFING UPDATE:** We are pleased to inform you that Michael Reeson has been successfully appointed to the position of General Development Manager and will be based at Kingfisher Caravan Park. He is equipped with extensive operations, business development and management experience and will be a great asset in providing team leadership in planning, improving and developing Kingfisher Park.

**SUB-LETTING CARAVANS:** If you sub-let your caravans, please remember to ensure that a holiday form is completed to notify the Park Office of the names/addresses of the visitors staying in your caravans prior to their arrival. It is important that you ensure that your visitors submit the holiday forms to the Site Office for their health and safety in the event of any emergency or incidents on the Park.

Owners are reminded to ensure that their visitors/family members are provided with adequate barrier cards if they come in more than one vehicle. There is a time delay of 15 minutes before the same card can be used again. To avoid traffic congestion, please instruct your visitors to wait for you by the PAY & DISPLAY CAR PARK and not along the roadway leading up to the incoming barrier.

Please be advised that Cedar is the only location on Kingfisher Park that sub-letting is not permitted. However, owners may permit their caravans to be used by their Family Members but proof of relationship (i.e. birth/marriage certificates) must be provided. The proof of relationship is only required on the initial occasion, but your family member will need to provide a Non Sub-letting holiday form on each occasion that you allow them to use your caravan.

**ANNUAL INSURANCE AND SAFETY CERTIFICATES:** It is a Condition of your Licence that your caravan is insured annually and tested for gas and electric immediately upon renewal. The safety certificates should be displayed within your caravans at all times. Your barrier cards will be disabled if you fail to provide these up-to-date certificates upon the renewal dates. Owners who sub-letting their caravans are advised to ensure that all Portable Appliance Testing in the caravans are carried out annually.

**COLLECTION OF EMPTY GAS CYLINDERS:** If you change your gas suppliers please instruct the previous contractor to collect their used gas bottles from your plot locations.

**STORAGE BENEATH CARAVAN OR VERANDA IS NOT PERMITTED:** Please ensure that the areas beneath your caravan and veranda are kept clear at all times.

**SALE OF YOUR CARAVAN:** If you intend to sell your caravan privately or to our approved Sales Agents, please ensure that you notify the Site Office by giving at least one month's notice. This is to give us adequate time to check that all structures on the plot are compliant, and if not, that remedial action is taken before the conclusion of the sale.

You will need to complete a KP1 Form, signed by all named owners on the licence. A change-over fee, currently £2,100 is payable for the conduct of a private sale. The ground rent is NOT transferable; therefore new licensees will be charged the ground rent to the end of the first season in accordance with the scale outlined on page 12 in the Conditions of Licence. Both sellers and buyers must attend at the office together to carry out the private sale of the caravan.

**If ownership of the caravan has changed without the Council's knowledge, there is no licence and no right for the caravan to occupy the pitch. Unless the proper procedure is adhered to, the caravan must be removed from the Park.**

**PERSONAL CHEQUES** - It is now only possible to accept payment by Bankers Cheques due to the numbers of personal cheques that had been returned by the banks due to insufficient funds.

**DAMAGE CAUSED BY PARKING ON WET GRASS:** Please adhere to notices to keep off the grass during periods of wet weather. Owners will be responsible for the costs of any damage sustained to the ground condition if advice notices are ignored.

**WEEKEND ASSISTANCE:** During the weekend when the Site Office is closed, the emergency contact numbers are available on page 3 of the Site Rule booklet as follows:

- **Weekend assistance: 07917 438333 - Site Staff** who can be contacted between 8 a.m. and 4.30 p.m.
- **Out of Hours Emergency: Contact 01507 601111** for matters relating to underground drainage, water supply, main power failure or other major incidents. Please DO NOT contact the Emergency Out of Hours number for the exchange of gas cylinders, access of caravan keys or barrier cards.
- **Security Issues: Ring 07919 108572.** Please do not hesitate to report immediately to Security any incident you encounter. They are on patrol at random park locations from 6 p.m. to 8 a.m. during the summer season.

As always, the staff will continue to offer you any support and assistance you need to help make the holiday for you and your visitors a happy and enjoyable experience.



**Pat Pollard (Mrs)  
Park Manager  
12 April 2019**