

## NEWSLETTER – JULY 2018

I hope that you and your visitors are taking advantage of the current warm and glorious sunshine and are enjoying the holiday spent on Kingfisher Caravan Park. Whilst the hot weather can be extremely uncomfortable please be advised to ensure that you and your visitors secure your caravan doors and windows to prevent potential risks of opportunists attempting to gain access into your caravans.

### GOOD NEWS

- I am pleased to share with you the result of the 2018 Visit England assessment. The assessors were pleased to visibly see some of the recent positive investments made by the Council in the infrastructure of the Park including roads, drainage, as well as the new washers and dryers in the launderette. It is my pleasure to report that Kingfisher Park has achieved a 4-Star rating.
- We have also continued to maintain the Gold Accolade for 2018/19 in the much coveted David Bellamy Award.
- The Council's website has been updated to enable you to gain access to news and updates on Kingfisher Caravan Park. By selecting any of the available 4 tabs below you should be able to view and obtain information on the following categories:-

General Information; Licensees Information;  
Sales Information and Kingfisher Gallery

We aim to post communication onto the Kingfisher Caravan Park web-pages on a regular basis so that you are able to get on-line updates. It is possible for you to obtain the Holiday Forms on-line to enable your visitors to complete and return the forms to the office before their holiday.

### GAS, ELECTRIC AND INSURANCE CERTIFICATES

You are reminded that it is your responsibility to ensure that your gas and electric safety inspections and insurance are conducted annually - please do not wait until you receive a reminder letter. Copies of the relevant certificates should be provided to the office immediately upon renewal. Please ensure that the safety certificates are displayed within your caravan at all times.

### LICENCE APPLICATION

Your site licence is renewable annually on 1 January therefore please ensure that any changes to the named licensees are reflected on your licence applications at the start of the season. The addition or removal of the named licensees will not be implemented during the middle of the season, unless it is due to changes to the name via deed poll, marriage or death whereupon the relevant certificate must be presented to the office.

### SUB-LETTING CARAVANS

Owners of sub-letting caravans are reminded to ensure that their visitors do not park and wait at the incoming barrier as this causes traffic congestion and inconvenience to the other visitors and owners from gaining access into the Park. Please advise your visitors to wait at the Pay & Display car park. **It is important to ensure that your visitors submit a holiday form to the Site Office prior to their visit** in case of any emergency or incident on the Park.

Your visitors should be provided with adequate barrier cards if they come in more than one vehicle. There is a time delay of approximately 15 minutes before the same card can be used again. You are strongly advised to notify your visitors that it is NOT acceptable behaviour for them to confront the administrative staff demanding access, particularly when a holiday form had not been submitted.

### PRIVATE SALE OF CARAVAN

You are reminded that you are required to comply with the conditions of your licence when you carry out the private sale of your caravan.

**If the 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. Therefore, unless the correct procedure is adhered to, the caravan will be required to be removed from Kingfisher Park.** (*Section 6 of the Conditions of Licence leaflet*)

### **CARAVAN FIRE**

The emergency procedure together with a plan identifying where the fire extinguishers are sited on the various park locations are attached to help you in dealing with the discovery of a caravan fire. This information should be kept in your caravan so that it is easily accessible to both you and the visitors.

### **ASSISTANCE WHEN THE SITE OFFICE IS CLOSED**

Please ensure that you and your visitors are aware of the emergency contact numbers which is available on page 3 of the Site Rule booklet as follows:-

- **Weekend assistance: 07917 438333** - Site staff can be contacted between 8 a.m. and 4.30 p.m.
- **Out of Hours Emergency: 01507 601111** - for matters relating to underground drainage, water supply, main power failure or other major incidents. This DOES NOT include exchange of gas cylinders or access of caravan keys or barrier cards.
- **Security issues: 07919 108572** - Security is on patrol at random park locations from 6 p.m. to 8 a.m. Please report any incident you encounter to Security immediately. To help us to address any of your concerns please do not leave matters until a few days later before reporting the incidents to the Site Office.

### **STAFF UPDATE**

Park Manager – Pat Pollard

#### Administrative Officers

Louise Hatton

Jane Williams (Mon/Tues/Wed)

Administrative Apprentice - Melissa Rutter

#### Site Operatives

Alan Cupitt (Fri/Sat/Sun/Mon/Tues)

Andy Proctor (Sun/Mon/Tues/Wed)

David Tona (Thurs/Fri/Sat)

On behalf of the Team I hope that you continue to enjoy your holiday experience at Kingfisher Caravan Park.

**Pat Pollard (Mrs)**  
**Park Manager**  
**27 July 2018**