

September 2020

Dear Caravan Owner

September has arrived and what a roller coaster of a season it has been. No one could have predicted this time last year the events that would unfold at the beginning of 2020. We hope all of our customers have remained safe and healthy throughout the lockdown and into the season, as social distancing restrictions have been relaxed.

Closing the caravan sites was enormously frustrating for all of us, customers and staff. We would like to thank those of you who have shown your support, understanding and patience throughout these unprecedented and difficult times.

We are fully aware that many owners are keen to know if any financial help will be put in place for the 2021 Site Fees; we indicated earlier in the season that we were putting a package together and we would like to take this opportunity to set this out for you; please see the Site Fee 2021 section below for full details.

We would like to offer a heartfelt thank you to a loyal and dedicated team of staff who have gone above and beyond this year to support us and our caravan owners.

Rod & Yvonne had double the work this year, prepping the flowers for your arrival in March and then again for re-opening in July. They turned around the tubs and planters in an instant and made the place alive and colourful again.

Thank you!



ARCHES PUB

Arches Pub was the most difficult part of the business to re-open with safe social distancing in place. The team came under extreme pressure trying to work with new systems and restrictions in place, we had a few teething problems and our operations adapted as the days went by. Again, a massive thank you for those of you who came along, met up with friends and patiently stuck by the new rules.

Indoor entertainment has been paused following guidelines, but many of you joined us for the outside entertainment on our Sun Terrace; so much in fact we are hoping to continue this next year! it was wonderful to see familiar faces bringing life into the pub again.

Terie, Tina and the pub team have had their work cut out for them this season and I'm sure they will enjoy a well-earned rest over the winter.

MACMILLAN COFFEE MORNING

This year again due to staying safe and healthy we will not be holding our annual coffee morning. We may be able to offer an alternative fundraising option in Arches Pub and will donate all proceeds to Macmillan.

Please watch out for details in September if we are able to make this happen.

Fundraising

Our Charity events to raise money were postponed when we closed in March, but be assured fundraising will resume in 2021!

Carnivale Arcade

The arcade was faced with its own set of challenges in order to re-open after lockdown; thank you to Bill and his team who succeeded in prepping everything for a safe re-opening. Carnivale will remain open Friday, Saturday and Sundays throughout November and December.

The Munchbox

The new food outlet went from strength to strength from July, we are so pleased to be able to offer our caravan owners and Arches Pub customers an option for Breakfast, Lunch and Dinner. If you haven't tried the food yet, come along and order something from the delicious menu on offer.

**THE MUNCHBOX will remain OPEN
Fri-Sat-Sun in NOVEMBER & DECEMBER**



Subject to any lockdown restrictions we are aiming to host another Haunted Halloween in the pub for young and old to enjoy.

Creepy Costumes, Frightful Face Masks, Ghoulish Grins all welcome!

There will be foodie treats on offer courtesy of THE MUNCHBOX

Caravan Owners' Party Night

Due to the uncertainty caused by Covid 19 and the related restrictions for social gatherings we will not be holding a Caravan Owners Party this year. Seating in the pub has been greatly reduced, this combined with not being able to provide live entertainment means the ingredients for a fun and successful party night are just not there! Instead **we will be issuing food and drink vouchers for you to use in Arches Pub and The Munchbox.**

Vouchers

We are giving HDHH Caravan Owners who have paid their 2021 site fee deposit of £1000 by 01/10/20, £30 in vouchers per caravan.

£15 drinks voucher for use in Arches Pub - valid for use between 2nd October - 11th October 2020

£15 food vouchers for use at The Munchbox - valid for use between 2nd October - 11th October 2020

Drink and Food Vouchers can be collected anytime from 1st September up until 1st October 2020 once your 2021 Site Fee deposit is paid.

In addition to this we are focusing our energies on providing an Opening Party in March 2021 when hopefully things will be a little more 'back to normal'! We will send details along with your December 2020 Newsletter and Christmas Card.

2020 Caravan Close Down Essentials

Remember to:

- Update any change of **contact details** with us in HDHH reception
- Check we have a **spare key** to your caravan should emergency access be required
- Arrange your **drain down** in HDHH reception
- **Disconnect** your gas bottles
- **Remove valuables** and personal belongings
- Collect: **"No Valuables" signage** from HDHH reception for your caravan

DRAIN DOWN

This should be done before the caravan site closes, the 2020 drain down service, disconnection and reconnection in 2021 is offered to you from LAS at the following rates: **Standard caravan £40 or Centrally heated £45.**

Individual water taps outside of your caravan should remain OFF to prevent any damage caused by undetected leaks.

In March 2021 turn your water tap to the ON position, alternatively HDHH site staff are happy to come and do this for you when you arrive if you are unsure or unable.

If you are intending to drain down your caravan yourself, you must only **use 100% biodegradable caravan winteriser.**

To book your drain down by Lee at LAS Gas you can call him and book direct or book with us in HDHH Reception. For your convenience Lee can now take card payments.

ELECTRICITY RECHARGES

If you wish, please inform the Reception of your caravan meter reading when you close your caravan down and leave the site. This can then be confirmed by us when we check your electricity use for the 2020 season.

POSSIBLE EXTENDED SEASON

We are in the process of applying for an extended season for the site with our local council. We are unsure how long this process will take or what the outcome will be. Ideally, we would like to offer our owners with caravans that are fitted with central heating and double glazing the possibility of an extended opening into November and December in 2020 and the same in 2021.

Please look out on our webpage and social media, where we will post the decision of this application.

In the absence of an extended season the site will close on: Monday 2nd November 2020.

At 12 noon the mains water and electricity will be turned off and the main gates to North and South will be locked.

Caravan Site Fees - 2021

This year we have put together a package for our caravan owners aimed at helping financially following the impact of the Government closure of the sites due to Covid 19.

- Possible Extended Season Opening in 2020/2021 [staying open in November & December] Subject to Council approval.
- There will be no increase to the 2021 Site Fee - the Site Fee will be held at 2020 rates.
- We will offer **£550 discount off of the 2021 site to all owners who pay their site fee in full on or before 1st of October 2020.**
- We will offer **£300 discount off of the 2021 site to all owners who pay their site fee in full on or before 4th of January 2021.**
- We will offer **£100 discount off of the 2021 site to all owners who pay their site fee in full on or before 1st of March 2021.**
- NO instalment fee will be charged if you pay your site fee in 2 instalments, saving £130.
- Reduced instalment fee of £130 (from £260) if you pay by 3 instalments.

Based on this package we are offering discounts of up to £640 on your 2021 Site Fee

The Government has announced a support package to help businesses in the hospitality sector, this includes a reduction of the VAT we have to pay. This is only for a limited time and has allowed us to offer our valued caravan owners an increased discount on their 2021 Site Fee if this is paid using the 1 or 2 payment options below.

1 Payment Option

Size	2021 Site Fee held at 2020 rate	£550 Discount if full payment made on or before 01/10/20 Reducing Site Fee to	Saving you in 2021
Under 30 x 10	£2465 [Saving £75]	£1915	£625
30 x 10 & over	£2585 [Saving £80]	£2035	£630
Under 30 x 12	£2705 [Saving £85]	£2155	£635
30 x 12 & over	£2825 [Saving £90]	£2275	£640



YOUR SITE FEE MUST BE PAID IN FULL ON OR BEFORE 1ST OCTOBER 2020 TO RECEIVE THE FULL £550 DISCOUNT

2 Payment Option

Size	2021 Site Fee held at 2020 rate	Instalment Fee	£300 Discount if full payment made on or before 04/01/21 Reducing Site Fee to	1st Payment deposit payable on or before: 01/10/20	2nd Payment deposit payable on or before: 04/01/21	Saving you in 2021
Under 30 x 10	£2465 [Saving £75]	£0 [Saving £130]	£2165	£2165	£2165	£505
30 x 10 & over	£2585 [Saving £80]	£0 [Saving £130]	£2285	£2285	£2285	£510
Under 30 x 12	£2705 [Saving £85]	£0 [Saving £130]	£2405	£2405	£2405	£515
30 x 12 & over	£2825 [Saving £90]	£0 [Saving £130]	£2525	£2525	£2525	£520

YOUR SITE FEE DEPOSIT MUST BE PAID ON OR BEFORE 1ST OCTOBER 2020 AND YOUR BALANCE IN FULL ON OR BEFORE 4th JANUARY 2021 TO RECEIVE THE FULL £300 DISCOUNT.

3 Payment Option

Size	2021 Site Fee held at 2020 rate	Instalment Fee £130 Usually £260	£100 Discount if full payment made on or before 01/03/21 Reducing Site Fee to	1st Payment deposit payable on or before: 01/10/20	2nd Payment deposit payable on or before: 04/01/21	3rd Payment deposit payable on or before: 01/03/21	Saving you in 2021
Under 30 x 10	£2465 [Saving £75]	£130 [Saving £130]	£2495	£1000	£750	£745	£305
30 x 10 & over	£2585 [Saving £80]	£130 [Saving £130]	£2615	£1000	£810	£805	£310
Under 30 x 12	£2705 [Saving £85]	£130 [Saving £130]	£2735	£1000	£870	£865	£315
30 x 12 & over	£2825 [Saving £90]	£130 [Saving £130]	£2855	£1000	£930	£925	£320

YOUR SITE FEE DEPOSIT MUST BE PAID ON OR BEFORE 1ST OCTOBER 2020 AND YOUR BALANCE IN FULL BY 1st MARCH 2021 FOR YOU TO RECEIVE THE FULL £100 DISCOUNT.

Your 2021 site fees are inclusive of:

- Electricity use up to £100
- Any Council rates applied
- Water & land drainage
- VAT

Please note: As normal your 2021 site fee deposit of £1000 is due on or before the 1st of October 2020, regardless of how many payments you will make to pay your Site Fee.

If you do not pay your £1000 deposit on time, you will automatically move into the 2 payment option, but we will not charge you the usual fee of £130 for this.

However, the credit issued will reduce from £550 to £300.

If you do not pay on or before the dates stated in each payment option, you will automatically fall into the next payment option and any credit issued will reduce accordingly.

The 2021 Site Fee Credits apply to all caravan owners.

We are happy that we are able to assist our caravan owners financially this year with Site Fee payments, however **please remember that in 2022 our Site Fees are likely to return to normal (subject to any Government policies) and you will need to budget accordingly with 2022 Site Fees likely to range from £2615 to £3005.** As always we will try and keep site fees as low as possible.

ONLINE BANKING PAYMENTS

Make life easy and pay your 2021 Site Fee Online

To ease footfall in Reception and keep the risk of infection low, consider paying your 2021 site fee by cheque, over the telephone or using online banking.

It is essential for online payments to include your surname, caravan number and North or South so we can allocate payments made to the correct account.

Account Name:
Happy Days Holiday Homes

Account Number:
30097136

Sort Code:
402559

Electric - Use

In 2021 you will receive a credit of £100 electricity use, this is enough to cover the average consumption of electricity for the season. **We remind owners that certain electrical appliances will greatly increase your consumption.**

If your consumption goes over the £100 you will be billed at the beginning of the new season. Extra units of electricity will be charged at the current rate.

Electric & Gas - Testing

Annual testing of your Gas and Electric is essential for the safe use of your caravan and for your caravan insurance to be valid.

Remember to book your Electric and Gas Tests before your current certificate expires, contact **Chris at CNR Electrical** or **Nathan and Alex at Electrical Services** for electric testing and **Lee from LAS Gas** directly or through HDHH Reception.

We do not allow any other contractors to work on our sites for your safety and to keep prices low, if you wish to use another contractor, they must have a permission pass from HDHH Site before any work commences, so we can check the relevant insurance for your safety is in place.

All tests and repair work must be paid for prior to being conducted. Payment can be made by cash or cheque left in your caravan or at HDHH Reception, by bank transfer directly to CNR Electric, Electrical Services or LAS Gas.

Lee from LAS Gas can now take card payments on site for your convenience.

Caravan Site Licence Contract

From the 1st October 2020 your 2021 Site Contract will be ready in HDHH Reception for you to sign.

Please note that by paying part of your 2021 site fee and/or allowing your caravan to remain on our site after 31st December 2020, you will be deemed to have accepted the 2021 contract terms. The contract must be collected and signed and will not be posted.

We will not re-connect your caravan until we have a signed copy.

Please also note that your caravan site licence and site fee paid are to allow your caravan to remain on our site on its plot from 1st January – 31st December.

Social Media Posts

Technology has opened up the world to many of us and allowed us to communicate with hundreds if not thousands of people at the click of a button. We ask all of our caravan owners that you are **respectful in your posts** about each other, to HDHH as a family business and all the team personally. We understand at times you may have a complaint or be unhappy about an issue and we are always ready to discuss matters in person to try and find a resolution. This should always be a first port of call, allowing us the opportunity to respond to a matter.

Sadly, if we feel that an owner has acted in an appropriate or abusive manner whether in person or online, this may lead to us not offering the owner a further caravan site licence

and/or revoking their current caravan site licence without refund.

Such behaviour not only damages our business but also affects the HDHH caravan community as whole.

Some of you have been frustrated over the site closure and the uncertain site fee situation and this is understandable, we have had to take the time to review the industry guidance and our own situation to assess what we can put in place to try and help our customers to alleviate some of the financial inconvenience caused throughout the 2020 season.

Ultimately our aim is to provide caravan owners with a safe happy environment for family caravan holidays by the sea.

Customer Q & A forum:

Can I have a refund for part of my site fee due to the site closure from Covid 19?

To re-iterate we will not be issuing refunds for the 2020 site fee, we have put together a package in relation to the 2021 site fee that we hope will help our owners financially into the next season.

Your site fee is paid so your caravan can occupy the plot for 12 months from 1st January – 31st December annually, this covers time when the site is both open and closed. The site fee is a fixed amount covering 12 months regardless of the amount of times your caravan is used.

Why have HDHH been collecting the contact details of my rental guests?

As part of the Government Track and Trace system we are required to take these details so we are aware of who is on site at all times. Should there be a spike of Covid 19 we will be in a position to notify those that may have been affected. These details are kept for 3 weeks and will then be destroyed. They will not be used for marketing purposes.

When will I find out if the site will have an extended season?

We are waiting for confirmation from our Local Council as to if we have permission to extend our opening over the winter season in 2020 and 2021. As soon as we receive confirmation on this decision either way we will post this on social media and our website.

I am confused which bracket I fall into for paying my 2021 Site Fee / How much credit will I receive towards my 2021 Site Fee?

If you are unsure please call, email or drop into Reception and Karen or Tracey will talk you through how the package affects you.

I'm going to sell my caravan in 2021 privately, what charges are involved?

If your caravan is sold and is to be taken off site, you will be charged £500.

If your caravan is sold and will remain on site, there will be a charge incurred which is the full undiscounted 2021 Site Fee.

[Under 30 x 10 £2540] [30 x 10 and over £2665] [Under 30 x 12 £2790] [30 x 12 and over £2915].

CONTACTS:

LAS Gas:

Mobile: 07736 569997 [Lee]

CNR Electrical:

Mobile: 07539 664768 [Chris]

Electrical Services:

Mobile: 07713 158056 [Nathan]
or 07969 365817 [Alex]

Final word

It has been an unprecedented roller coaster of a season. We had a false start in March and then gladly opened the gates again in July. Never before in over 60 years have we had to close the site in season and we sincerely hope we never have to again.

Please continue to be mindful of social distance and the Government guidance on and off site and with fingers crossed hopefully the continuing season will go uninterrupted.

Stay Safe, Stay Healthy - we are looking forward very much to an "uneventful" 2021 season and starting the season with a bang with a welcome back Caravan Owners Party in March 2021!

Kindest regards to you all

Charles, Alison, Beatrice & The Happy Days Holiday Homes Team.