



Coast Road  
Brean Sands  
Somerset, TA8 2RB

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Caravan Sales: Tel 01278 751602

October 2010

Dear

Pitch Number:

We had lovely weather throughout June and July, but unfortunately it was not so good throughout August for the school holidays; let us hope we have a good autumn. Generally, it has been an average year this year, as the economic situation has impacted on all of us and the increase of VAT in January next year means our overheads are going to increase. We are mindful of the situation and will only increase fees as necessary.

#### Winter work

Our major project is the new swimming pool, besides this we hope to continue installing piped gas on the remainder of A to F rows (we will write to individual owners in these areas when the service is available), as bottled gas keeps going up in price and the delivery of them is labour intensive. Next year we will not be delivering bottles to those pitches that have the availability of piped gas. If you wish to continue using gas bottles, you will have to collect and return them yourself, piped gas is a much cheaper alternative. We will also be continuing with general maintenance work to maintain the improved standards throughout the park.

#### Pool complex

As you can see work is well underway although we have relaxed the opening date of the new 25m indoor pool and water splash pad to the end of March next year. This will provide a fantastic new facility. Owners Premier members on your passes list will still benefit from one free swimming session a day, but casual holiday guests will have to pay a discounted entry fee to use the facility. This would include anyone subletting your caravan.

#### Garden awards

An even higher standard this year and even if you have not won an award, pitches are much tidier, thanks to the Jewsons bags! Judging results will be notified shortly.

#### Newmans lettings

Over 20 owners joined with Newmans this season, a new third party agent who manages holiday bookings for your caravan. We appreciate the scheme took a while to get off the ground however their website which manages the bookings greatly improves the service that we offered when we ran the scheme. If you have any feedback that we are not aware of about the scheme please email [sarah@hru.co.uk](mailto:sarah@hru.co.uk). Please see the enclosed leaflet for more information.

#### Entertainment

There is still plenty of live entertainment coming up throughout the Autumn – star names include **Journey South** (Oct 9<sup>th</sup>) and **The Grumbleweeds** (Oct 16<sup>th</sup>) we are also holding a small country music festival from 19<sup>th</sup> – 21<sup>st</sup> November which owners may attend – please book at reception.

#### New Year breaks

We are again opening for a 2 night break over the New Year period, last year lots of Owners enjoyed the celebrations. This year we have an even more packed programme, the cabaret in RJs on the 30<sup>th</sup> Dec is **Heroes** and on New Year's Eve is from **Jay McGee** (outstanding comedian) **plus The Dreamers** (60's recording stars – a real family show) are sure to make it a lively and exciting evening. The break includes a sumptuous buffet on New Year's Eve. We also have Chunkie Russell on hand to entertain the kids both daytime and evenings.

New for 2010 we are holding a 2 night Country Music break to see in New Year at the Tavern for Adults and children 12 and over. Featuring "Harrison Country" (Duo), "West Country" (band) plus "Dave Montana" (solo). 30<sup>th</sup> Dec – Entertainment only (Bar & food service available). 31<sup>st</sup> Dec - (Inc pork bap and roast potatoes & Mince Pies) / Trilogy at Midnight.

#### Pitch enhancements

Just the usual reminder that you must get authorisation from us before you carry out any work or replace items on your pitch. This includes sheds, fencing, decking etc. If you need your fence staining this is a service we can arrange for you at £17 per panel + VAT. This includes the labour to stain both sides of the panels, the posts and the wood stain. Please indicate on the enclosed form if you are interested and would like a quote.

#### Big Deal & Subway

In case you haven't tried our newest facilities, our Big Deal Family Restaurant and Subway is now open, only 100m from the Leisure Park entrance on the main road towards Brean. The aim of the Big Deal is to provide value for money and all main meals come with a free drink.

### **End of season parties**

We are happy to confirm our End of Season Party arrangements, which we would love to see all of you at.

### **Brean Leisure Park**

Sat 30<sup>th</sup> Oct – ½ price ride wristbands from 5pm followed by fireworks at 7.30pm and then Halloween themed parties in Dickies with **Chunkie Russell's Halloween extravaganza** and in the Tavern with Paul and **The Black Flames** 9 piece party band. Entry to both venues is free however you can reserve a seat in the Tavern if you wish for £1 with your privilege card.

### **RJ's**

Fri 12<sup>th</sup> November - Happy Hour 7-9pm, plus live cabaret and Sat 13<sup>th</sup> November - End of Season Party Night with **The 80's Experience** (Superb Band). As a special exclusive offer for you we are discounting bar prices for the whole of the Saturday night. Fancy Dress Theme - 80s so please all join in! Booking form enclosed.

### **Christmas carvery lunch**

Sunday 14<sup>th</sup> November- In the Tavern - your chance to relax with the family and friends and say farewell for this season in a festive atmosphere. (Main course, sweet & coffee) Adults & 10+ £12.99, Age 6-10 £7.50, Infant 5 & under £4.99.

### **2010 carnivals**

If you have not witnessed the Somerset carnivals then you should, they are the largest carnival processions in the World. Coach seats for North Petherton 6<sup>th</sup> November or Glastonbury 13<sup>th</sup> November are £7.00 per person book at reception or on the enclosed form.

### **Going Green in Brean & Tourism Award**

Following two recent inspections as part of The Green Tourism Business Scheme that awards businesses who have proven that they care for the local environment and community and the David Bellamy Conservation Award given to holiday parks that demonstrate policies showing active concern for the environment we have been awarded silver in both of these awards the middle category however both assessors were impressed by our improvements in practices towards protecting the environment. We are close now to receiving the highest level 'gold' which only a few holiday parks hold. You can help by splitting your waste and using our recycling points, also by not disposing of white goods/ electrical goods in the general waste but by taking them to a local depot our nearest being in Highbridge. As well as this install low energy light bulbs, conserve water and energy. General rubbish disposal charges are increasing annually, but we hope to continue reducing rubbish to landfill. The compost heap on the golf course must contain some 30 tonnes of grass cuttings and garden waste, well done.

We are also pleased to announce that following a recent inspection, we have been accredited 4 stars for a consecutive year by the English Tourist Grading Board.

### **Messages from our security co-ordinator – Andy Kerslake**

'Please can I remind you that storing fuel under caravans is extremely dangerous and in the event of a fire could result in an explosion. Any fuel on the Resort used for strimming or mowing should be kept to a minimum and locked in a suitable storage device i.e. a shed. There have been a number of owners identified that are currently storing fuel under their caravan so please check.'

'Dogs – can cause a nuisance to other guests when left un-attended in a caravan if they bark frequently. In order for us to respond swiftly please ensure we have a mobile telephone number for you'

'Commercial vehicles are prohibited on the resort for the duration of the season i.e. they are not permitted on our passes list, occasional visits and overnight stays are possible however they must be parked in a designated car park'

'Our security team have attended to several reports of anti social behaviour from sub let guests in private caravans. Please note that any guests are subject to our new 'Site Watch Scheme' and you should not be taking bookings of single sex parties.'

### **Site Watch**

You may have heard of our new site watch scheme, created by our Security Co-ordinator Andy Kerslake to help deal with anti social behaviour on the Resort in conjunction with the local police. We have also rolled out the scheme to 12 other holiday parks in Brean to standardise this process. Owners are not exempt from the scheme which gives both the wardens and our security team authority to issue a green, amber or red card resulting in guests being asked to leave the Resort.

### **Horses**

It has been a quiet summer with few runners and also some bad luck. One foal died owing to a cancer type problem and Sunrise Girl, our older mare, suffered a leg injury which requires dressing every day and she has also lost her prospective foal for 2011. Her son, Mr Funshine, is now back in training and should run again at the end of September. He won three races last winter, so we are all hoping for more of the same. His half sister, Lady Titticaca, should also run in September and apparently, according to her trainer, will hopefully win! The two foals look well and the two yearlings will soon start the process of being broken in ready for racing in the summer next year. We have decided not to have a race day outing this year, as there is not a suitable meeting on a suitable day!

### **Your feedback**

Please give us your feedback on how this year has been by going to <http://www.ratethisparke.co.uk/HolidayResortUnity>. This will allow us to monitor the service and facilities that we provide it will also enter you into a free prize draw to win a free holiday on another holiday park in the UK.

### Pitch Fees & Charges

In November 2009 when we invoiced owners we had a VAT rate of 15% - this year it is 17.5% so this will be the rate charged on your November invoice. Good news is the new 20% rate doesn't start until January 2011. Despite inflation running at over 4% we shall only be increasing pitch fees by 1% this year. As previously mentioned electricity rates have gone up but we have managed to secure a rate of 9p a unit and bills for these along with gas usage will be sent with your November pitch fees invoice.

### Caravan sales

We still have a good selection of new and used caravans at our sales showground with some special end of season offers! We have also relaxed the re sale rules for 10ft wide caravans. This used to stipulate that a 10ft wide caravan could not be sold back onto the park after 10 years old. This is now 12 years old the same as 12ft wide caravans.

### Owners reward

New for 2010 - Recommend a friend to the caravan sales office at Holiday Resort Unity and if they purchase a new caravan holiday home from us we will credit your account with £250 as a thank you.\*

### Insurance

We enclose your insurance renewal information and we are pleased to confirm that we have managed to hold rates this year. We have increased the sum insured of your caravan in line with manufacturer price increases. Please ensure you read this and we have also enclosed your insurance schedule for 2011 which becomes effective from 1<sup>st</sup> November as long as the invoice is paid in November.

### Servicing gas appliances

We offer a servicing option on your gas appliances to help keep them all in good working order, this is in addition to the annual gas safety test. Servicing is recommended to be carried out annually after the first 12 month warranty period of the caravan has expired. The service will be carried out by an approved Gas Safe engineer. Costs are:

**Package 1** - Standard water heater, cooker and fire = **£63.83 (+ VAT)**

**Package 2** - Combi boiler, cooker and fire = **£80.85 (+ VAT)**

Please indicate on the reply sheet if you require a service. Please note the gas test does not include servicing as more work is required to do a service.

### Forward planning

Please note we will be holding the annual Stages Car Rally again during 2011. No entry is permitted to the Park from 21<sup>st</sup> - 24<sup>th</sup> January 2011 inclusive.

The Resort closes at 4pm on Sunday 14<sup>th</sup> November and re opens on Friday 18<sup>th</sup> February 2011. The exception being for the New Year celebrations.

We also need your email address on our system as we want to send monthly newsletters and account information to you, if we do not have yours please let reception have it.

Yours sincerely



Richard House  
Managing Director

Hi All

Hope you have all enjoyed this season and I look forward to seeing you all again in 2011!  
If I haven't met you before then you can always pop up and see me in reception for a coffee.

I look forward to seeing you all at the end of season party in your 80's gear, will be a fun evening so hope you will be joining me for a drink or two. I shall try not to be too unrecognisable in my fancy dress costume this year!

See you all soon

Hannah  
Owners Premier Manager

\*Must be a new customer to the park, offer maybe withdrawn at anytime and the sales managers decision is final.

## **Winterisation / water drain down – Things you need to know.**

During the closed period and in early and late parts of the season it is essential that preventions are put in place to protect your caravan against frost damage. As part of the annual maintenance charge, Holiday Resort Unity will drain the water from your caravan and reconnect it again at the start of the next season when you ask us to (see enclosed form). This will ensure your caravan is prepared for winter following manufacturer guidelines.

If your caravan has gas central heating, the boiler must be left on very low or on frost stat to prevent frost damage to the boiler. The water supply to the boiler will be drained down leaving the separate central heating system running. You should make regular checks to ensure you have sufficient gas in your cylinders (if not on our piped gas service) and that the boiler is still running, this is your responsibility.

We can also recommend doing the following during the closed winter period:

1. Put bowls of salt in the caravan to soak up moisture
2. Keep curtains etc away from the glass and stand upholstery upright
3. Switch off the fridge and prop the door open
4. Leave shower door open if sealed shower enclosure
5. All valuables should ideally be removed or at least put out of sight and the alarm should be set

## Pitch Confirmation 2010/11

**PLEASE RETURN THIS FORM BY OCTOBER 22<sup>nd</sup> 2010 TO ALLOW TIME TO PROCESS DETAILS – LATE FORMS WILL INCUR A £10 ADMIN FEE**

From Caravan Owner:                      Pitch Number: \_\_\_\_\_

Telephone Number: Day \_\_\_\_\_ Night \_\_\_\_\_

**Email** \_\_\_\_\_

<b>I am interested in upgrading my caravan</b>	YES / NO
<b>Gas Appliance Service (As detailed in letter)</b>	YES / NO
Package 1 - Standard water heater, cooker and fire = <b>£63.83 (+ VAT)</b>	
Package 2 - Combi water heater, cooker and fire = <b>£80.85 (+ VAT)</b>	
<b>Fence Staining</b> – I would like a written quotation for Unity to stain my fencing	YES / NO
<b>Drain-out Date</b> _____ (if not stated your van will be drained after November 15 <sup>th</sup> 2010) Note you are responsible for frost damage until the caravan is drained down by us)	
<b>Will you be sub-letting in 2011?</b>	YES / NO
Sub-Letting includes use by friends or by persons not included as one of your privilege card holders. Privilege Passes for visitors 2011: Approx £4 per person, per night over 4yrs <b>Note</b> – An inspection fee of £21.28 + VAT is payable to assess whether your van is acceptable for Private Sub-Letting and conforms to Tourist Board Standards	
<b>Would you like unlimited privilege passes, one off payment of £1045 + VAT</b>	YES / NO
This will cover all additional guests using your caravan (including hirers, family and friends)	

### **PITCH FEES 2011**

**Payment details please tick one of the following options –  
Invoices will then be sent for your actual fees the first week in November.**

(A) I wish to pay the estimated fees in full by November 30<sup>th</sup> with a discount of £50  
(If paid after this date the £50 discount will not be applicable)

**or**

(B) I wish to pay using Premium Credit direct debit scheme.

Contact details so this can be arranged:

Tel: \_\_\_\_\_ / Best time to call \_\_\_\_\_

You will need to come to reception to sign the agreement – this must be arranged before Nov 30<sup>th</sup> 2010, 9 monthly payments, 6.5% additional charge

**Note the saving by paying in full by Nov 30<sup>th</sup> rather than by direct debit is equivalent to approx £300**



# PARTY BOOKING FORM 2010

Static



### RJ's End of Season Weekend

**Fri 12<sup>th</sup> November** - Happy Hour 7-9pm, plus live cabaret and **Sat 13<sup>th</sup> November** - End of Season Party Night with **The 80's Experience** (Superb Band). As a special exclusive offer for you we are discounting bar prices for the whole of the Saturday night.

**Sat 13<sup>th</sup> November -£1 per seat No. required**  **@ £1 each Sub Total = £** \_\_\_\_\_  
 1 ticket per person, max 8 per pitch – Limited space book early to avoid disappointment



### Sun 14<sup>th</sup> November – Christmas Lunch (main course, sweet & coffee)

Adults & 10+ £12.99  Age 6-10 £7.50  Infant 5 & under £4.99  **Sub Total = £** \_\_\_\_\_

**2010 Carnival** – Book coach seats for North Petherton 6<sup>th</sup> Nov or Glastonbury 13<sup>th</sup> Nov for £7.00 per person

**No. seats required North Petherton**  **No. seats required Glastonbury**  **Sub Total = £** \_\_\_\_\_



## New Year Breaks

Reserve your places to avoid disappointment.

### New Years Break RJ's December 30<sup>th</sup> – January 1<sup>st</sup>

December 30<sup>th</sup> Entertainment with "Heroes" – tribute band & food menu available  
 December 31<sup>st</sup> Entertainment and food included: Featuring "Jay Magee & The Dreamers!"

#### Static Owners

Adults 16+ £40  5-15 year £20  4 & Under £5  **Sub Total = £** \_\_\_\_\_

### New Years Break Tavern December 30<sup>th</sup> – January 1<sup>st</sup>

December 30<sup>th</sup> Entertainment with "Harrison Country" (Duo) & food menu available  
 December 31<sup>st</sup> Entertainment with West Country & Dave Montana Inc pork bap and roast potatoes & Mince Pies

Adults and 12+ £40  **Sub Total = £** \_\_\_\_\_

*Don't forget we reconnect and drainout your caravan for this break: special price for this break only – £30 (inc VAT) // Normal Price £60.00*



Name: \_\_\_\_\_ Pitch No: \_\_\_\_\_ Payment Enclosed £ \_\_\_\_\_

**Method of Payment:** (please circle) Visa/ Mastercard/ Delta / Maestro / Solo /Cash/Cheque –  
 Cheques Payable to 'Holiday Resort Unity'

**Card No.** . \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ Valid From \_\_\_\_/\_\_\_\_/\_\_\_\_ To \_\_\_\_/\_\_\_\_/\_\_\_\_

**Security code** \_\_\_\_/\_\_\_\_/\_\_\_\_ **Issue Number** \_\_\_\_ (Maestro/Solo) **Card Holder's Name** \_\_\_\_\_  
 (last 3 numbers on signature panel)

**Card Holder's Address** \_\_\_\_\_ **Postcode** \_\_\_\_\_