

Owners Premier Meeting

Sunday 1 August 2010



Welcome

- Introductions:
- Special welcome to all new owners – please arrange to meet Hannah at Reception for a coffee and a chat for any queries that you may have.



Latest Invoice

- You should have received your adjustment invoice recently.
- This invoice reflects the actual charges incurred by the park and adjusts the amount that was invoiced in November or at the point of purchase.



Future Owners Premier Events

- **Friday's in Bertie's** from 7.30pm – 11.30pm is exclusively for Owners Premier Card holders with cabaret provided in a friendly atmosphere.

- Possible casino night

Please ensure we have your email address so we can keep you up to date with what's going on.

Also let us know of any other ideas you have for events



New Pool Complex

- Work is progressing steadily.
- Anticipated opening date is Easter 2011.
- New pool:- 25m x13m with new changing facilities.
- Next year the new indoor pool complex and existing outdoor pool will in operation.



New Pool Complex

- Owners Premier pass holders will still receive one free swimming session per day.
- There will however be a small charge for our holiday guests and sub letting guests to use the pool.



Newmans Agency Scheme

- New 3rd party agent that will rent your caravan on your behalf.
- There are currently around 20 units on the scheme.
- Although there was a delay in the start of the scheme we have been receiving some positive feedback from those who have joined.
- Information about the scheme is available from reception.



Sub letting scheme

- A sub letting inspection is required if people who are not on your passes list use your caravan whilst one of the people listed are not there. This may be in the form of letting or free use
- Visitors may stay in your caravan but must register at reception and purchase overnight visitor passes.



Caravan Sales

- If you are interested in upgrading pop in and see the sales team.
- Decking, Fencing and Storage solutions are all available from here - Please remember that any alterations to your pitch need to be authorised first by the park and a Pitch Enhancement Form must be completed and handed to Reception.



Forthcoming Entertainment...

- X- Factor weekend 8 – 10th October in RJs.
- Tavern 'Box Office' with the Grumbleweeds 16th October - £7 per ticket including basket meal



Upcoming Special Events

- Charity Pig & Donkey Racing every Tuesdays until 31st August 7pm in the Arena at Brean Leisure Park
- NEW - car boot sale taking place in the swimming pool car park – Tuesdays in August.
- Scott May Stunt show returns Wednesdays in August 7pm in the Arena at Brean Leisure Park.
- Fireworks & ½ price Fun Park wristbands from 5pm 4th Sep & 30th Oct.
- Model Flyers & Hobby break 3rd – 10th September let Hannah know at reception if you would like to take part.
- Country and Western Festival 23rd September – 4 October



New Year

- We are open again for New Year and are running a break from 30th December – 1 January with an entertainment program taking place in RJs. £40 per adult, £20 children, £5 for infants.
- Book at reception.



Piped gas update

- We have extended the coverage throughout most of the Resort.



‘Site Watch Scheme’

- You may have seen the posters around the Resort highlighting our new scheme that we are trialling this season for dealing with anti-social behaviour.
- Guests may be issued with green, amber and a red card will mean them being asked to leave the Resort.
- Whilst this is for general holiday guests owners and their guests may still receive a warning.



‘Site Watch Scheme’

- Andy our Security Co-ordinator put together the scheme and we also have the support and endorsement from the local police.
- We are also looking to extend it's operation but county wide and Nationally over the next 12 months.



‘Going Green in Brean’

- Over 100 garden waste bags have been issued to owners to participate in our compost heap that we have started.
- This helps reduce our waste take off site and once mature the contents of the heap will be used on the park as part of our landscaping program.



David Bellamy Scheme

- The David Bellamy Conservation Award is given to holiday parks that demonstrate policies showing active concern for the environment. Assisted by local nature groups and holidaymakers themselves, the award looks at virtually every aspect of park management - from the protection of plant and animal habitats to the efficient use of energy and recycling



David Bellamy Scheme

- Following a recent inspection we have been awarded ‘Silver’ the middle level of the award but we have been commended on our sustainable improvements since our last visit and are now even closer to achieving the prestigious ‘Gold Standard’



How you can help....

- Use low energy light bulbs in your caravan.
- Use one our of recycling centres.
- Contribute to our compost heap through one of our garden waste bags.
- Look after the wildlife on our Resort – do not disturb habitats/



Garden Awards

- We encourage all owners to keep their caravan and pitch area presentable.
- Judging of the 2010 pitch and garden awards is currently taking place.
- Winners will be notified in writing along with their Prize Money! Up to £150



Have you tried the Big Deal?

- Our newest eatery is now open adjacent to our Subway operation.
- Why not give it a try, open daily from 10am to 10pm with meals served all day.
- All main meals come with a free drink.



Follow us on...

- Face book and twitter
- To find out the latest news and what's going on.



Update on Systems Upgrade

- Our transition over to a new booking and owners system has been slower than we would have liked but this has allowed us to customize it to our operation.
- Vehicle recognition – has been delayed as a result but is currently in testing mode.
- Loyalty scheme – again is in testing and we will be looking for some owners to assist with testing please/



Site fees 2010/2011

- These are currently under review.
- VAT will be increasing.
- We will be looking at new direct debit options.
- Also planning to give you on-line access to view you account on-line in the near future.



Thank you

- For your support so far this season and we look forward to seeing you all at our end of season party in RJs.

