

# The *Luckylite News*

*Issue 2*

*November 2017*

## *Paperless update*

We recently emailed all clients about the impending change over to a "paperless office system" and requested your help in checking the information which we have on file.

Many clients have done so, thank you, but many remain to check their data.

Please go online to [www.luckylite.co.uk](http://www.luckylite.co.uk) then:-

**"Customer login"** & follow the instructions. Please click on the "update" button even if you have made no changes as this will inform us that you have checked the information.

**Thank you.**

## *Site Closure*

For Silver and all Bronze Service level customers, the site is now closed for the winter period and will re-open on the Monday before Easter Friday, the 26th. March 2018.

During this time access to your caravan will be available only on foot.

By prior special arrangement with the warden & giving at least 24 hours notice, vehicle access can be allowed, Monday to Friday working hours only.

Trolleys are provided near entrance barrier 4 and also in the car park entrance to barriers 5/6 for customers with an 'A' prefix pitch.

## *Security Cameras*

The security cameras are also being further extended & upgraded, to better 'see', particularly in the dark hours with more powerful infrared lights being fitted.

## *Storage charges*

The new charges will be posted on the website in March. After 3 years of no change, there will be an increase of approximately 3%, but fixed for 2 years.

The new system will allow us to offer **monthly payments**, in addition to quarterly and annual discount. The monthly option will be by Standing Order only - if you are interested, please contact the office.