

# The *Luckylite News*

*Issue 3*

*December 2017*

## ***Rules changes***

Changes to the rules of the site will be incorporated from April 2018 and posted on the website.

**[www.luckylite.co.uk](http://www.luckylite.co.uk)**

## **Keyfob deposit & refund**

Keyfob deposit, and also part of a quarter or annual payment, will be refunded by BACS payment only at the end of the quarter. This will enable us to make the correct refund if we have been able to re-let your space. Please return the keyfob when you leave the site, so that we can quickly start that re-letting process, and give us your bank details to make the refund.

## ***Damage to pitch***

When the ground is soft, we display notice boards asking customers to "use the boards" on the grass pitches. This has the effect of reducing the damage to the pitch, and also make it easier to move the caravan into or from the pitch. The boards are on a trolley and easy to use. However, if they are not used, the pitch becomes damaged & rutted, and can be unusable for a long time.

Customers who do not use the boards to reduce this problem, will have a charge levied for the repair costs to the pitch - not exceeding £50.00p.

## ***Opening times***

Please will all customers make a note of the closing times which are displayed immediately above the keyfob access reader, and listed on the website.

Just because you can get in before the closing time, does not mean that you will be able to get out. If a staff member has to leave his dinner to let you out, there will be a charge of a £50.00 release fee.

## ***Quarter payments***

The quarterly payment email reminder will shortly be dispatched - please make sure that it does not finish up your spam.