

Rest Assured..

..You're in safe hands



Discover Parks is proud to be a member of the BH&HPA; the governing body which sets standards of practice for operating holiday parks and the buying and selling of holiday homes. You can be assured that the way we conduct our business goes above and beyond industry guidelines of fair practice. As an owner on a member park, you are protected by these guidelines which we have agreed to operate to.

License Agreements

For some time our parks have ensured that all purchasers have received a license period with their holiday home, usually shown on the purchase invoice. We are pleased to tell you that, in 2016 we are producing our own Discover Parks license agreement, and plan to supply one for each holiday home on park. It will contain your details as the owner, the plot number where the home is kept, information about the guaranteed license and what the process is when you eventually decide to leave the park.

Residential Status

One of the main issues for the BH&HPA is to ensure that parks are being operated solely for holiday use and are not used as a permanent address. This spring we'll be inviting you to collect your license agreement from reception and ask if you would supply us with a copy of a utility bill for our files at the same time. Council tax is ideal, but water rates, gas etc are all acceptable.

blackhorse Approved Dealer logo. Dreaming of your next Holiday Home? We offer a range of flexible finance to suit all budgets. blackhorse CARAVAN & MOTORHOME FINANCE logo.

Q. Proud to own a Holiday Home on a premier park in Herefordshire??

A. Recommend us and join our Owner Referral Scheme

Last year we paid out hundreds of ££££'s on our owner referral scheme. Friends, relatives, hairdressers, work colleagues and even dentists who visited our parks all said they'd heard of us through our existing owners. Make sure you don't miss out on a referral reward and collect some information packs from reception to hand to anyone who you think may be considering buying a holiday home.

We have plenty of new initiatives running for 2016 including:

Try before you buy weekends - Bring friends and family to let them experience what park life is like but let us accommodate them

Local Tea Room Cream tea offers—get your card stamped and enjoy a discounted Cream Tea in beautiful Eardisland

Plus don't forget - Should ANYONE you refer buy on ANY of our parks at ANY TIME in the future - you will still qualify for a site fee credit of £250.00 AUTOMATICALLY*

*You'll need to complete a referral form available from reception

Arrow Bank logo and website: www.arrowbank.co.uk

Pearl Lake logo and website: www.pearllake.co.uk

Rockbridge logo and website: www.rockbridgepark.co.uk

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Countdown to beginning of season..

There's just a few short days left now until we can finally open the gates on the 2016 Season, but whilst you haven't been here to see the progress, please don't be mistaken by thinking that we have been resting on our laurels this winter. The team at Discover Parks have been busy making improvements across all of our parks. Added facilities and improved groundworks have been on going since the day the barrier came down on 2015!

It would be fair to say that the weather has hampered some of what we were hoping to achieve before March 1st, but improvements remain ongoing during early Spring, to ensure that as soon as we are able, we'll complete the programme of enhanced facilities.

Our guys at Discover Parks took the view that, if there's only so much rain to fall, better it fall on us in the closed months—rather than our owners once we open. Well, that's the idea anyway!

There's still plenty of change to see when you arrive; and you're bound to be impressed by how many improvements we've made. We've listened to what our owners said and added additional facilities to enhance your holiday enjoyment. Take a look inside this newsletter to see what's been changing on park for 2016, then, when you're ready, give us a call or drop us a line to let us know when you'll be joining us to start enjoying the forthcoming season!

Discover Dates: Mobile Dog Grooming



Kelly – Our fantastic "Pooch Pamperer" will be working with Discover Parks again this season and is also including Pearl Lake on her travels. No reservation required. Simply see her on the day to have your pet groomed.

Arrow Bank Saturday 5th March
Pearl Lake Saturday 19th March

Full details available from Reception

Pearl Lake Family Entertainment's

Present Annual Children's Easter Egg Hunt

Easter Sunday 28th March 2016



Meet at Lakeside at 11am

All Welcome

Giving a little bit back

Later this Spring we'll be launching our Discover Parks Rewards Card. Owners at all parks can look forward to the introduction of the scheme, which offers preferential offers and events from us and suppliers in the local area. These will include benefits such as, negotiated rates for services and repairs, free entry to local attractions at certain times and organised transport to and from local events. There are also plans for more On-park events. Using the catering team from the Lakeside at Pearl Lake we plan to help you get maximum enjoyment this summer by being able to offer summer Barbeques, afternoon tea parties or winter warming get together's.

Using this newsletter we'll also be able to communicate details of any events that you, our owners are involved in organising. This will mean that everyone will be able to enjoy the lifestyle of holiday home ownership. If there's anything you would like to advertise, call in and tell us all about it.

Keep your Holiday home safe this spring..

Being back on park may make you think summer is just around the corner, but please don't get complacent and take some precautions against frost damage when you leave to go home. JLT the UK's largest Holiday Home insurer, suggest following the guidelines below until at least 16th April.

- Turn the water off at the mains (stop tap outside)
• Flush the toilets and open the taps to run dry
• Place the showerhead on the base of the shower tray
• Use Bio-degradable antifreeze in toilet pans and sink plugholes
• Set your central heating to the frost setting as per manufacturers guidelines

These precautions will just take a few minutes to complete and can make all the difference should we experience any unexpected cold spell whilst you are away.

For information or advice on any of the above, just call into reception when you are next on park and a member of the team will be able to help.

Q. Can't be bothered with the worry of frost protection and freezing pipes??
A. Ask in reception about purchasing your next holiday home with a full winter protection package fitted, which includes automatic drain valves, trace heating and an auto-stop water valve.

Meet the Team..



We've had a few changes across the parks recently. Check out the key below and see who's going to be looking after you this season, and call in when you're next on park so our new team members can start getting to know you!

Glenn and Hannah - Team Captains (Managing Director and Finance Director)

Guest Services Team

Laura - Leads the Guest services team across all parks, Park Facilities & Events and Sales enquiries

Linda - Pearl Lake Guest services Team Leader

Steve - Rockbridge Guest services Team Leader

Terry - Arrow Bank Guest services Team Leader

Leads the Guest services team with on park enquiries

Hazel - Guest services team member

Rob - Guest services team member

Lynda - Guest services team member

Geoff - Guest services team member

Work at all parks to assist with day to day enquiries

Craig and Vikki - Lead the team at the Lakeside bar, restaurant and recreation suite

Carol, Andrea, Vicky, Jo and Alison - Housekeeping team

Maintenance and Grounds

Paul & Mark - Lead the Maintenance team, Holiday Home siting, deckbuilding and groundwork

Tom, Malcolm, Owen, Kerry, Steve, Jim, Mick, and Gerald - The maintenance and siting team

What's new at Arrow Bank for 2016?

We've been working hard to ensure that your 2016 season is the best yet, not only are we improving the facilities on the park, we're also adding a whole host of new ones—check out some of the changes below and see what tickles your fancy..

New warden with exciting ideas

I'm sure you'll want to join us in extending a warm welcome to Terry Price, the new resident warden for Arrow Bank. Terry has re-located to the area from East Yorkshire, where he was in a similar role and has plenty of experience in practical park management. Terry is joined by his faithful four legged friend Harvey. Super-cute Harvey never tires of exercise, and could win awards in any waggiest tail competition! Terry and Harvey are excited at the prospect of taking great care of the park and it's owners and can't wait to meet everyone, so please call in and introduce yourself when you arrive.

As soon as you arrive

You don't even have to get to the barrier to see how hard we've been working. Following the shock in April of losing our reception, plans have been a foot for a new reception and offices. Building has recently started, and once completed the reception building will also have an owner welcome room, where you'll be able to pop in and have a catch up or a chat about any queries you may have.

Upmarket new development for Holiday Homes and Lodges

As you're strolling around you'll be impressed by how far forward our new development, Meadow View has moved. Phase one is well underway and we hope to have the first holiday homes in position this Spring. Owners choosing to site their new holiday homes here will have the luxury of piped Gas, BT telephone line and broadband, private parking spaces and large open gardens. Many of the new plots enjoy views across the new lake and wildlife planting. Owners from Meadow View will also have the option to enjoy the facilities at our sister park Pearl Lake, and will be entitled to purchase a golf and fishing permit. **Please note.** The contractors selected to complete Meadow View are used to holiday park life and are fully aware that any disruption to owners on park needs to be kept to a minimum.

Bike and bait store

With a huge choice of cycle paths and summer just around the corner, you may be considering bringing a bike to Arrow Bank to do some cycling in the local area; If this is the case, then you'll be pleased to learn that we now have a dedicated store room, where you'll be able to clean, maintain and store your bike undercover. Located near the farmhouse, and next to the bike store, there is also a bait room, which is home to fishing bait fridges, you'll be able to store any spare bait in here, meaning you'll never need to worry about getting your maggots mixed up with your mashed potato. Call into reception for details.

Dog Paddock goes large

Our enclosed paddock where our pooches can exercise has proved so popular, that we will be extending it even further. With the addition of benches for you to relax, you'll now be able to sit and look at the lovely scenery while your four legged friend tires himself out with even more ground to cover!

Touring plot upgrade

Touring at Arrow Bank has proved so popular of late, that we've had to add to and enhance our "A Row" plots. We're pleased to be able to say that more than 75% of our touring plots are now fully serviced with access to grey waste.



Going for **GOLD** this summer

This year, Arrow Bank plans to submit an application for a Gold conservation award from David Bellamy. Whilst we already have the silver certificate, the additions required for the Gold have some exciting and interesting aspects for owners. Over the coming months, you can look forward to the introduction of many of the following initiatives:

- A hedgehog conservation area
- An enhanced wild flower meadow designed to attract butterflies and bees
- Eco - friendly water butts for plant watering in dry months
- Bird, Bat and Owl boxes
- More planting and flower tubs around the park
- More detailed information regarding local walks and cycle routes



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