

LUCKY-LITE CARAVAN STORAGE

Important notice for all customers – please read carefully.

Attached is an invoice for the year from 1 April 2021 to 31 March 2022. It is in 4 parts to cover all the payments due throughout the year. Over the past years there have been increases in all our costs, particularly technology, wages & N.I., business rates & premises insurance. Charges were fixed last year for 2 years, up to 31 March 2022., *and as a goodwill gesture for our loyal customers in these difficult times, we can announce that they will not rise for 2022 / 2023.*

Although it may seem expensive when shown as an annual or quarterly amount, the Bronze annual service works out at less than 6p per hour, and we believe that this still gives good value for money.

In an effort to reduce our use of the worlds resources, particularly the chemicals used in ink and paper production and also the cost of postage, no paper invoices will be sent. You completed either a paper or electronic record sheet when you first came to the site, and an automated electronic reminder will be dispatched 3 weeks before payment is due. Email reminders will be sent to the email address on our files. Check that it does not finish up in your spam filter and please pay on time to avoid extra late payment charges. For quarterly customers, please note the payment dates as it your responsibility to pay by the due date. It is simplest to set up a payment schedule with your bank. Monthly customers must pay by the 1st. of the month by Standing Order schedule which we can supply - contact the office by 18th. March 2021.

If you are paying by cheque, please print and use the 'cut-off' section each time that you send a payment, and write your reference on the back of the cheque. We have a large number of Jones', Matthews', Smith's, Williams' with other common names, and it is not always easy to know where the payment has come from – it is even harder if the person paying the cheque is not the same as the one on our records.

The best and safest way to pay this invoice is by Internet Bank Transfer – it is free, totally secure and not subject to any problems with Royal Mail – you know that it has been sent & received.

It is essential that you use the reference which will be given in the reminder. This is made up of the first 4 letters of your surname followed by your plot number, and is unique to you. Although it may seem obvious, putting as a reference Petersfield, Portsmouth City Council, Bailey Pageant or some Company name that we do not have on the file is not a lot of use in trying to track a payment, and the Bank make a charge for tracing back to the owner. In future this £15.00 charge will be passed on to you if the reference or payment amount is not correct. In cases where the payment cannot be traced it will be returned by the Bank, which may lead to late payment charges applying. Please be careful, and the system works extremely well.

It is increasingly important that our records remain accurate, so that we may contact you in an emergency. You would be surprised how often we find skylights or windows left open after a visit to the caravan or motorhome. Please let us know if you change either your address or any vehicle, or telephone number or email address by going to the secure website, <https://www.lucky-lite.co.uk> and updating your information page. Email to caravans@lucky-lite.co.uk is the safest form of communication with the office or use the contactus page on the website.

There is also a list of the barrier closing times for the coming year, and if you are a Bronze or Silver service customer it gives the storage period for next winter. Please note these times. The barrier will not operate either out or in, outside these times. Just because you can get in a few minutes before closing time, does not mean that you can get out again. Leave your car outside the barriers 2, 3 & 4 in the parking area – you can always get in and out of barrier 1 & Main Gate either with keyfob to get in, or automatically / keyfob to get out. For barriers 5 & 6, [the A*** numbers] you must be outside barrier 4 by closing time. If a member of staff has to come to let you out then there will be a £50.00 fee applied.

Finally, thank you for your custom: we are here to help - Stay Safe - Barry, Jimmy & Stephen.

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