

The *Luckylite News*

Issue 10

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SITE OPERATION UPDATE

Updating your details

As you will know, there is a secure personal webpage for you on our website at:-

<https://www.luckylite.co.uk>

which contains your information. It includes the details of your caravan, motorhome or boat, with vehicle registration numbers and also email address, telephone contact numbers and now also a record of your payments.

If you have any changes to make to that information please logon in the usual way.

Payment of storage charges

Although, for some years, we have been advising customers that we do not either issue invoices, other than the one which covers the whole year from April to March, nor do we issue receipts, many clients seek confirmation that the payment has been received.

This can now easily be achieved by logging in to your webpage where all payments will be listed.

Please allow 4 banking days for the Banks to process the payment and for us to link it to our website.

CHANGE TO REFUND PAYMENTS

Keyfob refunds will be paid at the end of a quarter and storage refunds will be paid as follows.

There will be no refund for a part of any monthly or quarterly payment.

For parts of an annual payment, customers will be charged at the quarterly rate for the appropriate number of quarters that they are on the site, plus an admin. fee of £15.00

The balance will be refunded whether or not we re-fill the space. This approach means that customers can be sure when they leave of the amount to be refunded.

The Luckylite Team