

### **Extended Season Information**

Cote Ghyll has an extended season for static holiday home owners only. This year it is from 1<sup>st</sup> November 2021 to 1<sup>st</sup> January 2022. There are practical issues of visiting Cote Ghyll during the winter (which are mainly connected with the unpredictable winter weather) and are summarised below.

### **Access to the Caravan Park**

Osmotherley and Cote Ghyll Caravan Park are located on 'high ground' so when it's cold and raining on low ground, it may well be freezing and snowing at Cote Ghyll. It can therefore come as quite a surprise when travelling to Osmotherley that the last 2 miles of the journey can be difficult or dangerous. The road from the village centre to Cote Ghyll is not gritted or cleared of snow by the local Council and we are unable to reliably clear or grit the internal roads of the caravan park. Snow and ice at Cote Ghyll can remain unthawed for many days after all is thawed on low ground.

Access will be through the existing security barrier and will use the ANPR system. Please make sure that we have recorded the correct vehicle registration numbers prior to 31<sup>st</sup> October, to prevent any access issues.

### **Services on the Caravan Park**

**Reception, shop, toilet, shower & laundry facilities** – These will all be closed from 1<sup>st</sup> November.

**Bottled gas (Village field only)** – it is vital for you to monitor your gas changeover valve on a daily basis and to quickly order a replacement. We will continue with our usual gas delivery service but this will not be as immediate as in summer (see below).

**Metered gas (Bracken Ghyll only)** – the system will continue to operate as normal.

**Electric (Village Field only)** – the system will continue to operate as normal.

**Electric (Bracken Ghyll only)** – you must ensure you have enough credit on your electric meter card to last over the winter. Additional credit purchases will not be possible during the winter.

**Water** – you can, if you want, continue to use your caravan water services as normal. The risks are:-

- the exposed section of pipe which extends out of the ground and connects to the caravan, will freeze (these should defrost when the external temperatures rise sufficiently).
- damage to the plumbing inside the caravan and consequent water damage should a burst occur.

Alternatively, you can drain down your caravan in the usual way but use your caravan 'dry'.

It is entirely at your own risk if you choose to continue using your caravan water services when temperatures fall to or below freezing.

**Sewerage** - The sewerage system will continue to operate as normal.

**Wifi** - The wifi system will be available to use free of charge. However, it may not be in operation at all times.

**Payphone** - The payphone will not be available after 1<sup>st</sup> November.

**Refuse collection** - There will be no refuse collection service. You will be required to take any rubbish home with you.

### **Support**

As a seasonal business we, and our staff, take our time off during the winter months. If and when we are on Site we will usually be working on alterations and improvements. This means that we will not be available to help and assist as we would during the main season. Please note the following points in particular;

- If you are here and it starts snowing you will need to depart quickly or settle in for a long stay! 4 wheel drive vehicles are usually able to travel with care. We will not be able to offer a 'rescue' service for stranded vehicles.
- Shop, reception and bottled gas orders – The shop and reception will be closed from 1<sup>st</sup> November until 1<sup>st</sup> March. We will offer a bottled gas delivery service. Orders, along with payment, (debit card) can only be made by telephone Mon to Fri, 9am – 5pm. Delivery will be within 14 days of the order.
- There is only access to the Park to Static Holiday Home owners only. The Park is closed from 1<sup>st</sup> November to 1<sup>st</sup> March to all others.

The usual [Site Rules and Terms and Conditions](#) apply at all times.