

Season Extension/ Winter in Findhorn Guidance

- The Season Extension will be from Monday 2nd of November 2020 to Monday 4th January 2021. This means you may stay on Sunday night and the site should have no-one left by Monday evening.
- You may come and go as many times as you like within this period, the same as if we were in the normal season. Please ensure you are following all government guidance for Scotland as it can change regularly.
- Whether you make use of the extension or not, is up to you but we cannot offer any additional compensation to those who do not make use of it, Sorry!

WINTERISATION

Please note, Findhorn Sands cannot be held responsible for anything that goes wrong during the season extension (such as a burst pipe). You must contact your insurers where appropriate or the necessary trades people. Useful numbers are on the website

- You must have your van drained down each time you leave, within a day of your departure.
EXAMPLE: If you leave at noon on a Sunday, you should have the plumber to come out and drain down the van by early afternoon on the Monday.
- You should not reconnect your van more than one day prior to your arrival.
EXAMPLE: If you plan to arrive at noon on a Friday, you should not have the plumber reconnect your van before Thursday.
- If you have drained down your van yourself in the past and know how to do properly, you may continue to do this. Sean, Gary and Imogen cannot show you how to do the drain downs. If you do not know how to, please use the plumbers.
- You should plan your trips in advance to ensure the plumber has availability for your arrival and departure.

LOCAL AREA

- If you live in the nearby area (Findhorn, Forres, Elgin etc.) we understand you may use your van every day or quite regularly. If this is the case, and you'd like to leave your van connected to water, that's fine, as long as you or a family member/friend can go in to check it (we recommend daily).
- You may take the risk of leaving your van for a weekend or a few days as it is your van, but we strongly recommend you make sure the van is fine every day.

FAQ'S

- **What is a drain down?**

⇒ Where all the water is sucked out of the piping/taps/toilets etc so there is no water left in the van at all.

- **Why do I need a drain down?**

⇒ If there is water in the pipes and they freeze, it could cause them to burst, meaning potential flood/structural damage to your van. Even if they don't freeze they could develop a leak on their own.

- **Why does it have to be done so soon after leaving or close to my arrival?**

⇒ The longer the van is left empty with water on, the higher the level of damage a potential leak could cause. If you have someone going into the van every day, they will be able to check everything is ok. If it isn't, damage caused by a leak in a day will be less significant than one left for weeks. If you get a plumber to empty the water within a day, you will not need to worry about going in to check it between visits.

- **My van is new and/or of a Residential Specification. Do I still need to drain down my van?**

⇒ Yes. All vans must be drained down when left regardless of their age and specification.

- **I am not planning on leaving until after the original season end date and I will not return until the next season starts, what should I do?**

⇒ We will arrange the drain down at the end of the season as usual. If you will be using your van over this time, please let us know so we can make sure your van is left connected. You will then need to arrange with a plumber yourself, to drain down your van when you leave.

⇒ Our plumber will reconnect **all the vans** at the start of next year's season as normal, as all vans should be left drained down by January. Regardless of their use during the extension.

- **If I want to come up every weekend or multiple times during the extension, do I need to arrange drain down and reconnection every time?**

⇒ Yes! You should not leave the vans connected to water and empty for more than a day.

- **Do the plumbers work over the festive period?**

⇒ As you will probably expect they will do emergency call outs but generally don't work Christmas eve, Christmas day, Boxing day and New years eve/day. However, if you expect to be up at this time, you should call them, explain what you require and if they can arrange it for a day that suits both parties.

- **Will I have to pay for the service every time?**

⇒ Yes. The plumbers will likely charge an hourly rate and send this to you directly. You can always call them to ask for a price to help get a better understanding.

- **I am unsure if I will be able to afford to do this every time I come stay. What should I do?**

⇒ Plan your trips to Findhorn ahead and if you feel it will be quite expensive, perhaps just come up for one significant trip through the holidays or at the same time as a friend to make it worthwhile.

- **What happens in Findhorn through winter?**

⇒ Findhorn is usually very quiet and windy/cold through winter so make sure you bring plenty of layers! COVID may have interrupted some of our usual events such as Bonfire night so it may not be the usual winter we are used to. The Kimberley usually opens for a few hours in the afternoon for drinks and there are fireworks at the piers on New Year's Eve!

- **I will not be making use of the extension and would like you to carry out the drain down/ reconnection as usual. Do I need to do anything?**

⇒ No. We will carry out the drain down as normal unless specifically asked not to.

- **What if I do get a burst pipe, leak or issue during the extension?**

⇒ These things do happen even when all the precautions are taken. Being ready for this situation is very important in case something goes wrong.

Make sure all your insurance is up to date and provides the right cover. Make sure you keep a note of what went wrong, so when they ask, you are ready. Make sure to turn off the water or gas where necessary and call the appropriate trades person to come help you. Remember the numbers are on the website! You can always call us to give you a hand too!