



DRAINDOWN REQUEST FORM 26/27

Draindown with Glycol check and Reconnection Price

£170.00 (Inc. VAT).

Glycol price per litre

£14.60 (Inc. VAT)

***If your Glycol levels require a top up, we will top up the levels to the recommended standard.**

If you would like to book a draindown prior to the winter period and reconnection before you return to your holiday home next year, please tick the options you require below for each and fill in the details requested on the reverse of this form. **Please note, payment must be made in full prior to any works being carried out.**

****If there are any overdue invoices at time of reconnection, Shorefield Holidays reserve the right to delay the planned reconnection of your holiday home, until all overdue balances are cleared.**

DRAINDOWN, GLYCOL CHECK & RECONNECTION

Glycol is the antifreeze that protects your boiler and heating system during the winter months. It is essential to maintain the correct level of Glycol to keep your heating system protected. Our Estates team always carry out a Glycol check as part of our draindown service where the engineer attending your Holiday Home will check the glycol level in the heating system.

For the draindown, only the hot & cold water systems are drained. When draining these systems we:

- Blow through all pipework to ensure the pipes are empty;
- Remove and drain any shower thermostatic valves to prevent water freezing and causing damage;
- Add antifreeze to toilets and all waste outlets such as shower trays and sinks

*Other providers may not offer all of these services.

Please note the heating system does not get drained down and remains fully operational during the winter period. It is therefore recommended that the boiler is left on frost setting (or the minimum setting if you do not have a frost setting).

Please note that the water will be left turned off after reconnection. If required, our wardens will assist you in turning back on, when you return to the park.

Draindown

- Please tick this box if you would like us to leave your boiler off after the draindown.
(N.B. we would not recommend this as in extreme temperatures this could damage the boiler) ☐
- Please tick this box if you would like us to leave your boiler on frost (minimum) setting after the draindown (N.B. we will recommend this especially if you have a nest. This setting is approximately 5 degrees dependent on make of boiler) ☐

Reconnection

- Please tick this box if you would like us to leave your boiler off after reconnection.
(N.B. we would not recommend this as in extreme temperatures this could damage the boiler) ☐
- Please tick this box if you want the boiler to be left on frost (minimum) setting after reconnection.
(N.B. we will recommend this especially if you have a nest. This setting is approximately 5 degrees dependent on make of boiler) ☐

Important Information:

- There is a limit to the number of draindowns that can be carried out on one day. **Scheduling will be on a first come first served basis. We will not be able to provide you with a specific date on which your draindown or reconnection is due to be completed.**
- **We regret that** this service is not available on a **Weekend**, between **Christmas** and **New Year** or on a **Bank Holiday**. Please allow at least **7 working days' notice** for BOTH your draindown and reconnection date and please send to us by e-mail or return to reception. Please read FULL terms and conditions on the reverse of this form.

Please fill in the following details:

Name		Customer Number	
Telephone No.		Email Address	
Park		Unit No.	
Draindown Required (Week Commencing):		Reconnection Required (Week Commencing):	

Payment method (please circle): BACS CARD Require phone call

Please note that the Draindown & Reconnection form must be completed & payment made prior to any works being completed.

Signature: _____ Date: _____

Please return this form to:

Reception or scan a signed form and e-mail to:

SFdraindown@shorefield.co.uk for draindown requests at Shorefield Country Park, New Forest Lodge Retreat.

ODdraindown@shorefield.co.uk for draindown requests at Oakdene Forest Park, Forest Edge Holiday Park, Merley Court or Wilksworth Farm Holiday Park.

Swanagereception@shorefield.co.uk for Swanage Coastal Park.

Please call the relevant teams below if you prefer to pay over the phone rather than via bank transfer:

01590 648404	Shorefield Country Park, New Forest Lodge Retreat
01202 865627	Oakdene Forest Park, Forest Edge Holiday Park, Merley Court or Wilksworth Farm Holiday Park
01929 421822	Swanage Coastal Park

We will confirm receipt of your request by email, but if you do not hear from us within 10 days of sending your form, please contact the relevant estates team as above.

Terms and Conditions

Whilst we strongly recommend a draindown to assist in avoiding frost damage to your plumbing & heating systems, it is not a guarantee against frost damage under extreme conditions.

It shall be the responsibility of the caravan owner to ensure the correct concentration levels of Glycol are maintained in the heating system. As part of this service, we will automatically top up any Glycol levels as required without notice, and this will be chargeable separately. Freezing of the pipes/boiler due to incorrect concentration levels will invalidate any warranties and guarantees.

Shorefield Holidays will make every effort to carry out the draindown in the week requested but this will depend on demand. Please note a draindown cannot be carried out during freezing and extreme weather conditions.

Shorefield Holidays carry out essential works on the parks during the closed season which may involve the isolation of services (Gas, Electricity, water) to your Holiday Home.