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NW/RE

15 April 2014

Dear Mr Pepper,

Thank you for your letter regarding pitching on Club Sites, which has been passed on to me for reply, as the Head of Site Operations.

Firstly, I was sorry to read of the problems one of your members experienced when staying on one of our Caravan Club Sites.

I can confirm that across the network, all site staff have been advised that all outfits have to pitch corner to the peg, however, an outfit can pitch nose in or reverse in, as long as the spacing rule requirements are fully maintained. Visitors are therefore able to have their awnings facing each other, or in your members case, enabling them to shelter the door from the wind.

We do request that if a visitor wants to pitch any other way than onto the peg, they speak with the site staff in the first instance.

There may be a handful of sites where the pitching needs are more specific to suit the site/layout/pitching. If you would be so kind as to inform me of the site your member was referring to and the dates they stayed, I would be happy to investigate this incident further.

I look forward to hearing from you shortly, so that a may be able look into the above matter.

Yours sincerely

Neil Wendeatt  
Head of Site Operations