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Hello Britannia Newsletter

EDITOR’S INTRO

Spring is upon us apparently and this normally heralds the post Easter run up to the busy Summer period. It’s been a funny year so far for removals, with moments of madness and then slow sequences. You never quite know what to expect from one week to the next. Spring also means it’s time for HB’s second issue of the year so what have we got in store for you?

As usual we’re delivering a heady mixture of stories to showcase the latest developments at Britannia, news for Members, including welcoming a new Britannia member in Birmingham as well as some news on training projects and a bit of training of a different type from some of our hardy sports men and women looking to challenge themselves once again throughout the year.

HB also takes the opportunity to mark the passing of an old colleague – Richard Kitchen formerly of Britannia Walmleys. Richard will be sadly missed by his family and his many friends made during his time at Britannia.

Finally, we have some exciting corporate developments happening this month as well as the traditional competitions, puzzles and cartoon.

HB hopes you all enjoy the issue – do remember to send us all your stories for future issues!! All the best, from the HB team.

MD’S CORNER

Whatever Next?

Spring has sprung. Easter has come and gone. The clocks have gone forward and British Summer Time has officially begun. Yet what do I spy from my South Croydon office window on April 4th? Snow! Whatever next?

Post Easter we are all looking forward to improving levels of business as more people begin to sell up and head for new beginnings in the UK or more exotic climates. But will they? Will this prolonged cold weather mean the silly season is slow to start? Let’s hope not. Let’s instead look forward to better times, and in particular to the upcoming Britannia conference in Cap D’ail, Porte de Monaco from the 26th to the 29th of April. For those unable to make it, “you’re missing a treat”. For those who are, do be sure to make the most of it.

The Friday night welcome evening, set at the hotel and overlooking the marina will undoubtedly be a wonderfully relaxed taste of things to come. The Saturday conference is intended to be interesting, informative and challenging at various times, so be sure not to miss it. The free time planned for Saturday evening and most of Sunday will allow the numerous delights of Monaco to be explored. Finally, the Sunday night gala evening in Casino square, with dinner at the James Bond themed Café de Paris, followed by entrance to Monte Carlo Casino to try your luck at the tables is a “once in a lifetime opportunity”, and definitely not to be missed. Please bet responsibly.

I look forward to seeing many members, sponsors, and overseas agents in Monaco and here’s hoping for a serious change in the business outlook, starting now.

The HB team

NEW MEMBER FOR BIRMINGHAM

The HB team are very pleased to offer our warmest welcome to Ryans Removals Ltd as the latest member of the Britannia Group. They became official members of Britannia on the 28th March 2013, and will cover part of Birmingham and the Solihull area, alongside Britannia Bradshaw of Birmingham.

Tom Ryan of Britannia Ryans of Birmingham & Solihull had this to say about his company and joining Britannia “Ryans Removals Ltd has been a professional removal company for over 50 years and is a big believer in the BAR and Quality Standards. With this belief the company has enjoyed a rapid growth over the last two years and really believed the time was right to join Britannia. It gives me great pride and satisfaction to be a part of the Britannia brand and I really believe Ryans Removals Ltd and Britannia will be really good for each other. This decision is something as a family business that we have thought about for a very long time now and in meeting other Britannia companies we have already made lots of friends and contacts and on each occasion it’s made us feel that it would be a step in the right direction.”

We all look forward to welcoming Britannia Ryans of Birmingham & Solihull into the group during the various networking events throughout the year; including the first opportunity – the Britannia Conference in Monaco.

The HB team
**BRITANNIA SANDERSTEADS TRY OUT THE CHURCHILL SWEATSHIRTS**

Exciting news! The first wave of co-branded Churchill sweatshirts have now been sent out to those Members already involved in working on the Churchill Retirement contract. Britannia Sandersteads were one such member to receive the Churchill sweatshirts and managed to wear them the next day to a Churchill job in Wallington, Surrey. The three charming men shown in this photo are Steve, Martin and Kevin who look the part and made quite an impression.

Close on the heels of the co-branded sweatshirts, there are also some dual branded marketing leaflets, charity bags and even some adhesive paint friendly stickers for Britannia vehicles to showcase this great new partnership. The charity bags are designed so that Churchill customers can fill them up with unwanted items for us to pass onto their chosen charities. Part of both Britannia Movers and Churchill Retirement’s shared approach to corporate social responsibility and looking after the environment.

**BAKING FOR RED NOSE DAY**

Jackie Illingworth from the Corporate department at the Central Office arranged a cake sale to raise money for Comic Relief on Friday 15th March. The cakes went down a treat and were just what we needed for a Friday in the office. Jackie and the rest of the bakers managed to raise £43.50 and all cakes sold on the day.

**JO JOPSON VS THE GAUNTLET**

Having enjoyed the previous Mucky Races event, I decided to try another one - The Gauntlet, which took place on the 7th April 2013. This time however, I could not get my brother Tom Wicks to join me!

I ran over a 6k course of mud, through ditches of deep, cold water, scrambled over three lots of 12ft high bales of straw, crawled on my hands and knees through deep, thick mud, under cargo nets and finally had to dive under a raft in freezing cold water for a second time, before crossing the finishing line! Fortunately the sun was shining so it made it a bit more bearable.

This was all in the name of raising money for Headway, the charity that has given my wonderful dad John (Wicks) and our family so much support over the last 5 years since dad’s accident.

**EMPLOYEE OF THE ISSUE JONATHAN MILLINGTON**

Jonathan Millington from Britannia Willis, started there as an apprentice mechanic. After being put through his HGV CLASS 1 licence by Willis’s he was soon drafted in to assist on the removals during busy times which quickly led to his present role as a removals driver / team leader. Over the years Jonathan has always provided a very high level of service to each of his clients which has led to many repeat customers who very often ask for him by name.

Jonathan celebrates his 25th year with Britannia Willis this year & to mark the occasion has been awarded a paddock pass for the Italian Moto GP in which he takes a keen interest.
Martin Thomas of Thomas Casserlys is joining the Bryan Robson Kilimanjaro Challenge to raise vital funds for Francis House, The Christies and Unicef, all worthy charities supported by the Man U Foundation.

Martin along with Bryan and up to 20 others will be spending a week trekking up Mount Kilimanjaro in Africa, taking in Tanzania and Kenya, for what promises to be the challenge of a lifetime.

The Manchester United Foundation uses football to improve the lives of young people.

Foundation projects focus on football, education, health and community cohesion. Working in some of the most disadvantaged areas of the UK, they use the passion of Man U to educate, motivate and inspire young people to build a better life for themselves and improve the community they live in.

We are asking for donations to help Martin raise the required sponsorship to achieve this challenge. All companies who make a donation will be entered into a prize draw to win Man Utd memorabilia and will be featured on his sponsors section of his facebook page... Any donations valued over £500 will have their logo on a promotional flag which will be photographed at the top of Mount Kilimanjaro, along with Robbo assuming they both get there!

For sponsorship details contact Amanda Thomas on 01691 662254 or 07793323779 or email amandathomas807@aol.com

HELP MAKE A DIFFERENCE

Bryan Robson Kilimanjaro Challenge

Robson knows climbing Kilimanjaro won’t be easy, but insists he’s looking forward to the challenge: “If you’re going to raise money for charity then it’s got to be a real challenge and not something you can easily do. That’s why climbing one of the tallest mountains in the world appealed to me. The most important thing, though, is to complete the challenge and to raise as much money for charity as I possibly can.”

I am joining the Bryan Robson Kilimanjaro Challenge to raise vital funds for Francis House, The Christie and Unicef, all worthy charities supported by the Man United Foundation.

After Great North runs and the London Marathon, climbing one of the tallest mountains in the world, is a massive new challenge in raising as much money as we possibly can for such great causes.

I will be spending a week trekking up Mount Kilimanjaro in Africa, taking in Tanzania and Kenya, for what promises to be the challenge of a lifetime.

Please support me any way you can by following any of these links;
www.justgiving.com/martin-thomas3
text robo89 value to 70070
search Britannia Thomas Casserlys @thomascasserlys
or simply email me at martin@thomascasserlys.com and pledge your support and I’ll add you to my sponsor form.

Like my Facebook page and leave a comment for your chance to WIN a signed Manchester United football!

We would also like to invite you to come along and join us for our two charity nights, with every penny raised going this great cause.

Thank you in anticipation of your generous support.

Martin Thomas
BRITANNIA HARRISON & ROWLEY GET A MAKEOVER

After 18 years of living in the same building Harrison & Rowley made the decision to give the property a facelift and bring their workplace into the 21st century. The renovations were to also improve the running costs, improve the working environment for staff, and give them more workspace and to invest in the business.

Following 7 weeks of extensive refurbishment Britannia Harrison & Rowley have now moved back into their plush new office, with fitted new kitchen, new Board room, new toilets with disabled access and a new shower room!

Refurbishment work is still ongoing to our two buildings with a conservatory being built for the entrance, new cladding and signage to be installed and with 2 brand new 17.5 tonne Scania’s on order Britannia Harrison & Rowley is going from Strength to Strength.

Vinny Byatt

BAR TSI APPROVED CONSUMER CODE OF PRACTICE SCHEME

As many of you are now hopefully aware, the new BAR TSI Approved Consumer Code of Practice Scheme came into effect from the 1st April 2013, which means we are no longer allowed to use the BAR/OFT logo going forward.

All elements of the OFT approved code remain unchanged; initially this is fundamentally a rebranding exercise, with only minor reporting changes and other management and control changes that BAR are required to adhere to, some of which have already been implemented.

The BAR website has comprehensive guidelines for the new Code of Practice available and must be adhered to by all members. Legally the OFT logos had to be removed by 31st March 2013, however due to the practical issues with this BAR have provided some key guidelines where replacing the OFT logo advertised is concerned, which are outlined on the members section of the website.

The general rule for having phased out the OFT logo from advertising is to ensure all business cards, letterheads, printed promotional material etc, are updated by the 30th June 2013, existing carton stocks with the OFT logo can be used up until the 30th September 2013.

The new BAR TSI logo is available from the members area of the BAR website, or alternatively the logo has been added to the Image Library on the Marketing Tool Kit.

Please note that the TSI element of the logo CANNOT legally be used or displayed on its own, it MUST have the BAR logo adjacent to it at all times.

On the 18th June 2013 there will be a formal public launch by Minister Jo Swinson at the TSI Conference in Brighton. Neither BAR nor its members are permitted to make any non-trade press releases until after the formal public launch.

Vinny Byatt
**WHY EVERY BRITANNIA MEMBER SHOULD VISIT BMI CROYDON**

Last week I spent a day out of my business to pay Croydon a visit. Coupled with a visit last November by two of my office staff I thought I should just pen a few reasons why I believe that all new member owners or new staff within an established member should head South (in the majority of instances) and pay a visit to the Central Office.

**In one visit you will be able to:**
- Observe warehouse systems, groupage barcoding, groupage separation, document storage and barcoding systems.
- Observe different standards of export packing (very bad and very good).
- Observe container packing techniques and the use of specialist products, container gates, etc.
- Follow the process from member rate request to quotes from the shipping team.
- Have one to ones with Noelle who can help and give direction with problem complaints and customers.
- Have one to ones with an executive director in an informal environment to discuss off the record issues.

Now you may think that it is teaching you to suck eggs, but the face to face with my operational staff and BMI was worth the time out alone. They returned to my business motivated and energized. New members and new admin staff can of course learn all of the above over a period of time or by costly mistakes. Why not skip the queue and cram a years worth of knowledge into one visit.

How much will this cost? Just time you are already paying for with some extra travelling expenses. In my opinion the payback is worth it, especially if you manage to return with Britannia marketing giveaways.

The welcome mat is laid; why not take advantage of this opportunity to enhance your business.

**Easy to do and easy not to do**

If you don’t pick up any new ideas with regards to warehouse systems then your staff certainly will.

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**CHICAGO MARATHON CHALLENGE**

New Years Eve 2006 was a date I will never forget. I recall looking in the mirror and not liking what was staring back at me. Too many years of coping with stress at work with a glass of wine after work was starting to take its toll. John Appleyards blunt, but painfully true, comments of "bloody hell Andy, that’s putting on weight lad", were not helping. So the mid life crisis had arrived with full force, but with no desire to buy a large motorbike I entered the New York Marathon.

The logic behind this was that it would sort out the weight issues, I had 11 months to train for it and my Nephew was living in New York. Having never run more than 6 miles before I had no idea if I could run even a half marathon, but having told everyone that’s what I was doing there was no turning back. Although lacking both the grace and finesse of a Kenyan athlete, hours of hard work got me to the finish line and I had completed my first of the 5 World Major Marathons. Having vowed in Central Park never to do another one, Team Britannia was born and with much help from coach Vinny (Britannia Harrison & Rowley) a group of us embarked on completing the London Marathon. The following year Team Britannia joined me for my third World Marathon Major in Berlin and my friendship for Tom Wicks hit an all time low as he tapped me on the shoulder with a few miles to go before disappearing into the German rain. Vinny was long gone as usual.

With money being a little stretched Amsterdam allowed Team Britannia to get together and embrace either the 8k, half or full marathon, a fabulous weekend, but this wasn’t a Major.

So Chicago beckons and hopefully, if injury free I will be standing on the start line with Tom Wicks, Steve Barker and my eldest son Josh. Pull this one off and that just leaves Boston as the final Major………a lot of pairs of trainers later from 31.12.2006 and a fair few pounds raised for some great causes.

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**Andy Dickerson**

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**Andy Dickerson**
FAREWELL TO RICHARD KITCHEN

The HB team would like to pay tribute to a dear friend, Richard Kitchen who sadly passed away suddenly on Monday 19th March 2013, which came as a shock to his family and all who knew him. Richard Kitchen ran and owned Britannia Walmley Removals for many years alongside Whites Removals of Birmingham and was very active within Britannia. In the past he was known to attend and help organise conferences and meetings and also participated in many of the Britannia Challenges.

Richard’s funeral was attended by Robert Goodwin and his wife Alison, Pete Monk and his wife Wendy, Angus and Ria Russell, Mike and Sylvia Lane, Jeffrey Robbins as well as myself. Also in attendance were ex-members Richard Thomas (Hingley Hastilow) and Paul Delo (Eric Delo).

The service took place at the same church Richard and his wife Diane got married at 43 years ago. It was a relatively small church but it was completely full, with some having to stand at the back and sides.

Richards sons Jamie, Johnathan and Luke, together with his wife Diane all paid tribute to Richard in what was a celebration of his life rather than a mourning of his death. I didn’t know Richard that well but I did recognise the smiling, happy go lucky, up for fun person that they all described.

He was a big rugby fan so the two hymns sung were “Bread of Heaven” and “Jerusalem” which regularly get sung at Welsh and English Rugby Internationals. He was also a big F1 racing fan so the service ended with the F1 racing theme tune being played.

Mark Tresler

POLYGON EXPERIENCE DAYS

In April Britannia and Polygon are kicking off some shared experience days. The idea is to increase in depth knowledge of each companies expertise across teams of field operatives and to further enhance the good relationship we currently enjoy. Polygon is a long standing Corporate account of Britannia’s, however due to the specialised nature of their work and the different approach to removals, storage, paperwork and camera usage for Britannia crews it has been agreed that further training programs and the new ‘experience days’ will be useful for all concerned.

The Corporate office has recently emailed all Members involved in Stage 1 of this project and these experience days are being booked in and arranged around the country as this copy of HB goes out. The opportunity for Britannia crews involved in Polygon work to spend a day shadowing their Polygon counterparts in the field should prove invaluable. Being able to appreciate the requirements of their job and ways that Britannia can operate to fit smoothly into the insurance cycle will give participating crews a big advantage.

‘I can see this project being extremely useful. Britannia staff will get a fly on the wall view of Polygon’s services and the way they interact with the customer. Successful national contracts thrive on strong levels of communication and shared knowledge. These measures will ramp up capabilities within both companies’ says Britannia Sales Director, Gavin McCarthy.

We would like to congratulate Leatherbarrows and Sandersteads for each receiving a certificate of Merit for CMoTY (Commercial Mover of The Year)! They are well deserved and something that Britannia as a group can be pleased with. I’m sure David, Stuart and Steve have a nice treat up their sleeves for their staff!

CONGRATULATIONS TO LEATHERBARROWS AND SANDERSTEADS

[Image:证书图片]
With effect from 1st of April, BMI will begin to roll out a series of ad-hoc, unannounced, member removal inspections. These will be conducted by Auditors from QSS and will take the following format:

- Auditor will arrive at members’ depot unannounced, introduce themselves, and advise why they are there, and ask to see that day’s work diary in order to choose a nearby removal to inspect.
- Members are requested to provide every assistance to the auditor in this respect.
- The auditor may ask to see training records of the staff on the job selected, prior to attending the move site.
- The auditor will attend the move site, introduce themselves to the client and the staff involved, inspect the vehicle, question staff and client about the move, and generally observe what is going on.
- Following completion of the inspection the auditor will produce a report for BMI on the quality of the move taking place.
- BMI will share the report with the member, good or bad, and where necessary request appropriate remedial action be taken.

These inspections are part of BMI’s determination to maintain and improve the highest standards of service to any and all Britannia customers, be they private, corporate, military, domestic or overseas, as commitment to ongoing quality of service is what will drive Britannia to the head of the line for future movers’ decision making.

Around 8 – 12 inspections per month will take place initially, with poorer performers being targeted on a more frequent basis to ensure standards are maintained at the highest levels.

Please ensure all staff affected are aware of the above.

It seems the world is split on the subject of pets. People who have pets love them and they are another member of the family. People who don’t have pets think of them as an unnecessary expense and responsibility. Each group thinks the other is quite crazy! Many people who emigrate will not fly their pets either because they have someone in UK who will give them a loving home or because of the expense of it, but the people who are very passionate about moving their pets with them will be extremely passionate to the point of the pets being the centre of their move dictating the date of move, the time of year to coincide with favourable conditions in their new countries and the vast majority of the stress surrounding the move is based around the perceived risk to the pets.

Pets travel really well by air: they get a flat bed, they don’t have to put up with screaming kids, someone nicking their elbow rest or people pushing into them. They sit in their crates in the warm and dark hold and mostly do what pets do best – sleep! Of course they don’t love it, but who does love flying for hours? Most pets settle into their new homes with as much fuss as if they move 20 minutes down the road and the vast majority settle in and are back to normal within 2-3 days of landing. They are not allowed to be sedated as the sedatives can actually harm them. The hold they fly in is a separate area which is heated and pressurised the same as our bit but dark. There is as much risk of their dying on the flight as there is for a human. And once they have flown, they can settle in with families they love and who love them and they live their charmed and spoilt lives.

How can all this help you with removals? Notice the pets, give them a tickle, notice there are bowls down in the kitchen. We all love talking about our children and our pets. We are all told that “people buy from people” and people are much more likely to buy from someone who they like. If you spot the fact that your potential client has a pet and chat about the pet then can offer them a really good solution to flying their pet then they are much more likely to get you to do their removals as well. Petair UK is run by vets, has more veterinary trained staff than any other UK pet shipper, we line the crates with vetbed (which is a fleecy sheeps skin bedding to ensure the pets are super comfortable), we can do all the vet work, we can collect the pets form anywhere in the UK and fly them to anywhere in the world. I suppose that Petair UK is very similar to Britannia Movers – people can find the service cheaper, but if they want to get good service from knowledgeable and caring people then there is a cost premium on that.

Try it. Notice the pets, chat about the pets and see your sales rise.
AGILITY GRMS QC PRESENTATION

As part of Agility GRMS ongoing initiative to maintain the high standards and promote awareness on operational aspects of the MoD contract to all their primary suppliers. Britannia were invited to attend an Agility QC presentation which was hosted by Simon Kirby (Senior Project Manager) and Michael Cornish (Operations Manager) on the 26th March.

Britannia’s Steve Fanning and John Parr (Contract Manager for Britannia’s Agility division) attended along with all Members involved on the Agility contract. A highly productive session saw Agility sharing suggestions for best practice on the MoD contract as well as the importance of adhering to the tightly governed service level measurements applicable to the work.

CROSSWORD

ACROSS
1 Adam’s skimpy attire! (3-4)
5 Courtroom plea of elsewhere (5)
6 Japanese Buddhist school (3)
9 Apost. append (6)
10 Shown the red card in ‘football’ (4,3)
13 Number, first, second etc (7)
14 Cuttings or suddenly (7)
17 Erase marks (3,3)
20 Fresh, unused (5)
22 Custom or mannerism (5)
23 Make-believe (7)

DOWN
1 Drink’s sparkle (4)
2 Huge person (5)
3 Musical by Rice and Webber (5)
4 Terribly (11)
7 Make less painful (4)
8 Shreddy goods (3)
10 Financial support (11)
11 Sawahla, daytime TV presenter (5)
12 Admit liability (3,2)
15 de Janeiro, Brazilian city (5)
16 Behind schedule (4)
18 Christian’s holy book (5)
19 Release from bonds (6)
21 Strong breeze (4)

SUDOKU

GUESS WHO?

Can you guess who this birthday boy is? Born 7th April 1964 he has been known to bring down a traitorous Roman Emperor, give money to the poor in Nottingham, and quite recently became an unscrupulous inspector during the French Revolution.

All you have to do is email your answer to marketing@britannia-movers.co.uk by the 1st May 2013 for a chance to win £25 in M&S vouchers.

The winner of issue 11’s competition was Annie Neave from Britannia Neaves, who correctly identified Errol Gardiner from NZ Van Lines.

Congratulations Annie, hope you enjoy your Odeon vouchers!
Below is a list of all the European countries that members regularly travel to. You might find this useful when dealing with enquiries that you aren’t able to take care of directly, and keeps the work within the Britannia Group.

**EUROPEAN COUNTRIES SERVED**

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<th>France</th>
<th>Spain</th>
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**KEY**

- Overnight parking
- Showers
- External toilets
- Kitchen facilities
- Rest room
- Tea/coffee facilities

**BMI MEMBERS**

- Anchor Bolton & Wigan (N.Manchester) 01617 906666
- Appleyards, Hull Hull 01482 221898
- Appleyards, Rotherham Rotherham 01709 549719
- Bardies Leicester 0116 2899011
- Bearsbys Tonbridge 01732 358900
- Beckwiths Brighton 01273 611650
- Bennetts Malvern 01684 892236
- Bradshaws South & Central Manchester 01618 775556
- Caledonian Bucks & Herts Aylesbury 01296 658766
- Caledonian Edinburgh Edinburgh 01315 532537
- Caledonian Glasgow Glasgow 01412 210001
- Cestrian Chester 01244 521950
- Devereux Cleveland 01642 565182
- Fleets Liverpool 01514 820432
- Freestones Oxford 01280 703863
- George Bernard Shaw Newcastle-upon-Tyne 01434 696831
- Greers Aberdeen 01542 880333
- Goodwins Stafford 01785 251161
- Harrison & Rowley St Neots 01480 229830
- Knight Packing Dunblane 01322 456111
- Lanes of Cornwall Truro 01872 560147
- Lanes of Devon Exeter 01392 494966
- Lanes of Somerset Bridgwater 01278 447099
- Lanes of Bristol Bristol 01179 811220
- Leatherbarrows Bournemouth 01202 496500
- Leeds Removals Leeds 01322 550000
- Neaves Norwich 01362 826020
- Pink & Jones Kettering 01536 512019
- Premier Burton-on-Trent 01283 517700
- Quickmove Swindon 01295 813530
- Reeves Peterfield 01730 262158
- Robbins Swansea 01792 584229
- Ryans North London 0208 803 5151
- Sandersteads South London & Surrey 01883 741000
- Smeeton Panton Lincoln 01529 469100
- Squab Leamington Spa 01926 882282
- Thomas Casserlys Oswestry 01691 775600
- W. Harris Movit Braintree 01376 326946
- Whitby Oliver York 01904 655106
- Willis Skipton 01756 792880

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**europeaN couNtries served**

- France
- Germany
- Belgium
- Portugal
- Netherlands
- Italy
- Austria
- Hungary
- Czech Republic
- Finland
- Denmark
- Norway
- Luxembourg
- Bulgaria
- Slovakia
- Benelux
- Estonia
- Italy
- Channel Islands

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**Overview of facilities**

- Overnight parking
- Showers
- External toilets
- Kitchen facilities
- Rest room
- Tea/coffee facilities