

# Newsletter

## Spring 2002

Lyon Insurance Services Ltd  
2 Church Terrace  
Holyhead, Anglesey  
LL65 2HP  
Tel 01407 760914  
Fax 01407 763857

### NEWS

A letter circulated by the Welsh Tourist Board has alarmed several of our clients resident in Wales, including an irate Mr Bentley of Hay-on-Wye.

Basically, the Welsh Tourist Board believe that suppliers of holiday accommodation should be registered, and undergo regular inspection to maintain standards. They are currently preparing a report for The Welsh Assembly to make this a legal requirement.

**ALL** accommodation available to tourists will be required to register, and inspected annually to ensure compliance. Anyone not complying would be breaking the law. The tourist board estimate that statutory registration and inspection would cost each business £50 to £75 (plus VAT).

Being unaware of any widespread dissatisfaction with the current unregistered accommodation, a cynic may argue that this extra level of bureaucracy will only create a more powerful tourist board employing some well-paid inspectors.

We are balloting our Welsh policyholders for their views. The results will be forwarded to the tourist board and published in our next newsletter. Registration, if adopted is unlikely to be limited to Wales, are there similar plans in your area? We welcome your views.

All *Sleepeasy* policies taken out or renewed after March 2002 have received a laminated public liability certificate. Ideal to display in guest areas or for showing the tourist board inspector during an annual visit. We will happily supply a certificate, if required, before renewal.

### FAMOUS GUESTS

Mrs Dale of Bradford tells us David Soul stayed with her for a week, while appearing at a local theatre. "Never heard of him" said young Lindsay in our office. I explain he sung *Silver Lady*, blank; he was in *Starsky and Hutch*, another blank. I admit defeat when my *Huggy Bear* impression produces an eye lifting tut.



Had any famous or unusual guests? If so let us know.

### CRAZY CLAIMS

More insurance claim form howlers

I started to turn and at this point I noticed a camel and an elephant tethered on the verge. This distraction caused me to lose concentration and hit a bollard.

A truck backed through my windshield into my wife's face.

My car was legally parked as it backed into another vehicle.

The car in front hit the pedestrian, but he got up, so I hit him again.

To avoid hitting the bumper of the car in front, I struck the pedestrian.



Give details of theft:  
The bicycle was taken  
from my back passage

*Now some perfectly genuine letters sent in good faith to the DHSS*

Mrs Adams has asked me to collect her money as she is going to hospital to have her overtures out.

Sir, I am forwarding my marriage certificate and two children – one of which is a mistake, as you will see.

The children have been off school because there is a lot of measles about. And I had them humanised.

We have changed my little boy into a little girl. Will this matter?

I am sorry I omitted to put down all my children's names. This was due to contraceptive circumstances.

I do not get any money for my son. He is in the army and his regiment is at present manuring on Salisbury Plains.

I want my sick pay quick. I have been in bed under the doctor for a week, and he is doing me no good. If things don't improve I shall get a new doctor.

## CLIENTS CORNER

We are always pleased to hear from you, and here are extracts from a letter received from Mrs Dee Murton.

Greetings from the top-left hand frilly bit of Scotland, where our house and its 2 self-catering cottages sit on the seashore by a river estuary. Across the bay (a mile by road) lies the National Trust's "Inverewe Gardens" 55, semi tropical acres, attracting thousands of visitors a year.

One summer's day, two elderly ladies wandered through the beach-gate marked *Waterside – Private* into our sea-facing garden. Sitting at the patio table they slip off their shoes, and peer round the garden expectantly. Intrigued, I greet them. "Two cups of tea, please dear" said one. Somewhat taken aback, and thinking they must know me from somewhere, I head for the kitchen to put the kettle on; when one old lady says quite loudly. "This Inverewe place isn't very big – is it?" Following a short geography lesson, two red-faced old ladies waddle off down the road clucking like a pair of disgruntled hens.

We do not take children under 12 years of age, so imagine my surprise when the expected party of four adults arrived – plus three toddlers and a baby. "I didn't think babies and toddlers would be classed as children under 12" he said.



One lady asked by email for a week beginning 20<sup>th</sup> of the month, changed her mind to the 27<sup>th</sup> then back to 20<sup>th</sup> then changed again to the 27<sup>th</sup>. No problem, providing we have a vacancy and are kept informed. Guess who arrived on the 20<sup>th</sup> with her large, strange son.

One youth party (we don't take them any more) complained their beds were not made. (Up here, bedcovers are drawn back to show how clean they are) That I did not supply fluffy white bathrobes like a five-star hotel, or cook for them (Self catering ?!) And, had the nerve to get cross when they lost the only set of cottage keys ("They're probably in the garden somewhere") After they left, we identified stains on a brand new doubles duvet and down the kitchen door, as cranberry.

We installed power showers. Not long after, new guests dressed in expensive clothes and jewellery arrived in a brand new Mercedes. The car door opened, liberating a smell reminiscent of hot summer days before we replaced the old septic tank. During the week, being rather proud of the new shower, I asked the man how he found it? He replied, he "hadn't tried it" – in fact he "hadn't had a bath for several months!" When they left, we threw out a double bed – it was putrid! And the lady who did our laundry asked us "not to send stuff that was likely to stink her house out!"

## FLOOD WARNING

Norwich Union has launched a new national campaign to encourage the general public to set up local flood action groups throughout the country.

The launch follows research by the insurer showing that over 75% of people believe that both local and central government should be doing more to prevent a repeat of the flood devastation experienced by more than 10,000 over the past 18 months.

With last winter's heavy rainfall and flood warnings in place across the country, the research shows that over half of residents say they are ready to take the matter into their own hands and lobby the government in an attempt to safeguard their properties. The problem is how to do it, this is where Norwich Union's campaign comes into play.

The insurer, which itself is lobbying for better flood defences and an end to building on flood plains, can supply an action pack *Home and Dry – making a difference in your community*. It is designed to encourage the creation of local flood action groups, and to help in lobbying MPs and local authorities for better flood defences and improved planning processes.

For further information on forming a flood action group, telephone 0800 0930303 or visit the Home and Dry website [www.norwichunion.com/floods](http://www.norwichunion.com/floods)



*Property for sale? Just send us details and we will advertise it for you free of charge.....* Has appeared in our newsletters for several years, with each issue featuring at least half a dozen properties for sale. For the first time ever we have had no entries. Proof if proof was needed of the buoyant UK housing market. The feature still remains available and we welcome any adverts for properties for sale.

## AND FINALLY

We would like to bring E U Directive 760914 to your attention, it states – In order to meet the conditions of joining the Single European Currency, in future all citizens of Great Britain and Northern Ireland must be made aware that the phrase "spending a penny" is not to be used.

The correct terminology will now be "Euronating"