



**TRUCKSTOP
@ASHFORD**

OPEN ROAD

SUMMER 2021

THE NEWS WE'VE ALL BEEN WAITING FOR!

From 17th May, we are open for indoor dining and drinking (table service) following any guidelines in place, adhering to Government advice.



COVID-19 UPDATE

As the vaccination programme rolls out across the UK and Europe, it is just as important now as it has always been to remain vigilant and continue to follow the Health & Safety guidance as advised by the Government, Public Health England and Local Authorities.

Although we do like to follow government guidelines in regards to face masks, we ask all our customers to follow our own company procedures and wear one whilst in the building unless they can show the relevant proof they are exempt.

We have clearly signposted rules within our facilities and have also published all changes on our social media. Please continue to ask members of the team if you are unsure.

Once again, thank you all, our customers and my team, from the bottom of my heart for your resilience and drive throughout the pandemic, you truly are an inspiration to us all.

BUSINESS UPDATE

We are looking forward to sharing with you all the grand opening details of the all-new Ashford International Truckstop! Follow our social media to stay up to date!

Continue to stay safe everyone.

Darren

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Join us in saying thank you to our incredible team!



CHARITY INVOLVEMENT

As you all know we thoroughly enjoy getting involved with our charity partners and fundraising for them in any and every way that we can!

This Easter we had so much fun collecting Easter Eggs for the children supported by our charity partner, Holding On Letting Go. Pam from the charity came to collect these to distribute to the children.

We would like to say a very big thank you to our very own Lynne Moore for organising this, it means so much not only to the charity but also to your team!

We hope the children enjoyed the chocolate and we hope that you all had a wonderful, and safe Easter.

Restaurant Open 24/7





PLEASE HELP US REACH OUR GOAL

Raised	Our Goal
£767	£550
+ £90.35 GiftAid	



Wow! We were overwhelmed with the amount that the team were able to raise for March In March, in support of our charity partner, Combat Stress.

Darren Smith, Senior Business/ General Manager, and Lauren Mackay, Head of Marketing and Business Development completed their 62 miles each and raised an incredible £767!

We cannot thank everyone enough for your support and generous donations. Everything raised makes such an impact on this wonderful charity and the fantastic people that they support daily.

We know the team are looking forward to seeing how else they can get involved in the future!

USEFUL INFORMATION

For those of you who follow our social media, you will have seen that we post useful information, including links, when new information becomes available. Please see a refresh below and remember to follow our social media to be kept up to date.

The GB-NI explainer doc has now been published on the Govt. website here:

<http://gov.uk/trade-gb-ni>

Version 2 of “Driving on England’s Motorways” has now been uploaded to the below URL and is available to download in the following languages; English, Czech, French, German, Italian, Portuguese, Punjabi, Spanish, Turkish, Urdu, Bulgarian, Lithuanian, Polish, Romanian and Hungarian.

<https://highwaysengland.co.uk/road-safety/commercial-vehicles/driving-on-england-s-motorways/>

BAR AND GYM OPEN!



BAR OPEN

**For outside consumption
only**

6am - 10pm

GYM OPEN

We are delighted that our gym and bar were able to safely open 12th April.

We know that these two facilities were missed throughout the pandemic as many of our customers use these to socialise, meet old friends and make new ones on their journeys. This is why it's been great to see our customers using these facilities responsibly, helping our team keep you and our staff as safe as possible at all times.

Keep an eye on our social media accounts as the Government release further information on the roadmap out of lockdown. The team will keep you all updated at the earliest opportunity of all changes.



NEW TRUCKWASH!

External steam clean starting from £15

Internal cab dry steam clean and sanitisation from £20

Coming to Ashford Truckstop June 2021

- High pressure steam cleaning is the most effective method of cleaning and sanitising vehicles against the spread of COVID-19
- We do not use chemicals in your wash so we are not harming the environment in any way
- Offering you a cost effective way of keeping your fleet in pristine condition.

Please contact us to set up your CleanMe account

WE'VE GOT NEW NEIGHBOURS



We have welcomed our new neighbours SGS Customs House Clearance, who have joined us here at the Truckstop on 17th May until we open our new site. This will be situated in the old GSE Plant yard which is conveniently placed across from our existing security gates as you enter Ashford International Truckstop.

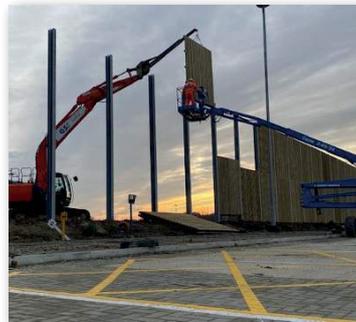
WATERBROOK PARK PROGRESS

As you all know, the all-new Ashford International Truckstop has been built a stones throw away from us.

If you're as intrigued as we are by the entire Waterbrook Park development, we can share with you that the teams on site are making great progress with the commercial units that you will have seen on your drive down to us.

They have also been hard at work completing the new acoustic fencing surrounding the new Truckstop, which looks great!

We cannot wait to open the doors and introduce you to our new home.



COMBAT STRESS

Combat Stress is the UK's leading charity for veterans' mental health.

Every quarter, we'll share news of how our support is making a difference to the lives of former servicemen and women across the UK.



This quarter Combat Stress tells us about why Armed Forces Day is so important, and what you can do to celebrate it this year.

The UK's annual Armed Forces Day is a chance to show your support for the men and women who make up the Armed Forces community: from currently serving troops to Service families, veterans and cadets. Sadly, most of the local Armed Forces Day events have been cancelled again this year.

The Armed Forces response to COVID-19 has been the biggest ever homeland military operation in peacetime with more than 5,000 personnel involved. This included 1,100 troops who were sent to help with the severe disruption caused at the English Channel border, providing coronavirus testing and distributing food and water to hauliers as part of the operation.

Evidently, this year's Armed Forces Day on Saturday 26 June is a great way of thanking our forces heroes for services that include playing a key role during the pandemic.

If you would still like to celebrate Armed Forces Day without attending an official event, why not host a BBQ at home and raise money for Combat Stress?

Our 'Battle of the Burgers' BBQ Pack is full of ways to host a brilliant BBQ for Armed Forces Day at home, including burger recipes from the Royal Navy, Army, and RAF. This is a wonderful way to finally get together with friends and family again this summer, whilst supporting, celebrating, and thanking our incredible Armed Forces community.

For more information and to download our 'Battle of the Burgers' BBQ Fundraising Pack, visit: <https://combatstress.org.uk/armedforcesday>

All money raised will enable the charity to treat veterans across the UK with complex mental health issues, like veteran, Derek, who describes how Combat Stress changed his life.





Derek's Story

"After being part of the TA volunteers, when I was 18 I enlisted in the Army. I'd enjoyed my weekends with the TAs and I needed a better job so it was an easy decision.

"Over my 17 and a half years in the Army from 1969 to 1986, I travelled the world, visiting 33 different countries and I undertook six tours of Northern Ireland. I really enjoyed my time in the Army, but I know now that all the different experiences I had did take their toll on my mental health.

"After my son was born in 1984, I decided to leave the Army. At the time I was living and working in London but I was going to have to move to Yorkshire with my job which I didn't want to do.

"So in 1986 I joined Thames Valley Police where I worked for almost twenty years. I then worked for Mercedes as a driver and also the Vehicle and Operator Services Agency (VOSA).

"It was when I retired in 2015 that my mental health issues began. I had time to think about my past and it didn't take long before the bad times took over. I began to struggle with depression, anxiety, nightmares and flashbacks. I started drinking, I withdrew from my family and friends, and I only saw the negative side of everything.

"My wife took me to the doctors and after explaining I was ex-service and ex-police, I was put in contact with The Royal British Legion who in turn referred me to Combat Stress. At that point I was ready to jump in front of a train.

"But Combat Stress showed me a way to cope. I am no longer afraid to say I have PTSD and have problems.

"During my treatment with the charity, I was introduced to hobbies through occupational therapy. I tried lots of different things but model making, using my own initiative, is something that really helped me and I continue to do to this day.

"While I was at Combat Stress, it was also recommended I join Help for Heroes to take up sports, even at the age of 67. Since then I've represented the UK in an international competition for Archery in Las Vegas and been to Tampa Bay, Florida for the Warrior Games to compete in archery, shooting, swimming, cycling and discus. This was an out of this world experience and really brought me out of myself.

"There is no doubt that had I not received help from Combat Stress I would have committed suicide. I'd say to anyone who finds themselves feeling like I did – ask for help, don't be ashamed. It happens to a lot of us and there is help available from Combat Stress and other organisations."

If you are a veteran or a family member in need of help, please call the charity's free and confidential 24-hour Helpline for advice and support on 0800 138 1619.

Find out more at [combatstress.org.uk](https://www.combatstress.org.uk)



HOLDING ON LETTING GO



The lockdown is easing, the sun has started to come out and summer is on the way – which makes most of us feel happier!

The last few months have been busy at Holding On Letting Go. Our virtual fundraising has become very well supported, by our regular supporters but also new ones too, which not only raises more funds for us, but also raises awareness, meaning that we can reach more of the bereaved children we support.

Holding On Letting Go supports children who have been bereaved. We help them to hold onto the precious memories and let go of the sad ones.

Our support during lockdown has been mostly remote for the children and their families, with resource packs sent to them, plus phone, email or video support too.

We've started to run our face-to-face bereavement support days again, following government safety guidelines and observing all of the current safety rules.

We hope that as the restrictions continue to lift, we will be able to get back to face-to-face fundraising and support too.

Please contact me if you'd like to know any more about how you can support Holding On Letting Go



We've come to the end of the online fundraising for the summer – we thought people would like to be out, visiting friends or enjoying the garden over the summer, so we will resume in the autumn.

Here are the dates to book in if you fancy a Speed Quiz with us. They're always a popular, fun and lively night and we welcome newcomers if you haven't done a speed quiz before!

The dates are:

Sept 21st
Oct 19th
Nov 16th
Dec 21st

The booking links will be here:

holdingonlettinggo.org.uk

HOW TO REFER

Anyone can make a referral to us to ask for support for a bereaved child. It doesn't have to be a professional already involved with them.

We welcome referrals from immediate family, friends, or others around them. We would advise you ask permission from the child's parent/carer first but you can make the referral on their behalf.

See our website (holdingonlettinggo.org.uk) for the form you will need – it is very quick and easy to fill in and once we have it, we will be in touch with them to see how we can support them.

Partnership with Demelza



HOLG's bereavement specialists have collaborated with Demelza Hospice Care for Children on a £20,000 project.

Demelza, based in Sittingbourne, supports families of children with life-limiting and/or long-term illnesses.

We will be giving bereavement training to their staff, as well as supporting their families before and/or after a bereavement. The project started in February, so we will give an update in the next newsletter on how it's going.

Brian's 48-hour challenge

One of our trustees, Brian Downton spent the Easter weekend unlike the rest of us – taking on a 48-hour challenge to raise money for us!

Starting on Good Friday, he took on the 4x4x48 challenge, to run 4 miles, every 4 hours, over 48 hours.

It meant he was running late at night, over night and early in the morning – but that didn't stop him from smiling, especially as he was joined by friends and colleagues along the way. Some even turned up for the 3am stints!



He raised around £4,500 for us, which was an amazing effort!

HOW TO HELP US

There are many ways to help us and it doesn't all involve running a marathon or jumping from a plane! (But if you'd like to, then do let us know and we'll send you a HOLG T-shirt and promote your event!)

We have some 'armchair' ways to support too – take a look!

Monthly Draw

Buy a number for £2 a month and you could win £50!

Amazon Smile

Amazon Smile works in a similar way to Give As You Live – only it's just on Amazon smile.amazon.co.uk

Share our socials

Keep an eye on our socials and share them if you can! Raising our profile and reaching those who need us is as important as fundraising

Corporate sponsorship

We welcome companies to partner with us to become their charity of the year or sponsor an event.

Give As You Live

If you sign up with Give As You Live, (GAYL) which is free and easy to do, every time you shop online, you could raise free funds for us. More details here: giveasyoulive.com

Join an event

Take a look at our events and join in! Bring your friends, family, colleagues or neighbours too!

Sponsor an event

We welcome companies and individuals to sponsor or co-sponsor any of our events. Contact Pam Meller to find out more.

Donate a raffle prize

We often hold raffles so are always looking for prizes! Big or small, unwanted but lovely gifts, gift vouchers – let us know.

Tell someone about us

Making sure people know about us is so important, so the more people who know about us, the more chance we have of reaching the families who need us.

DONATE

Donations are always welcome! Little or large, we welcome donations from many different things: See our website for all the ways you can help.

COMPLIMENTS TO THE CHEF!



Our Chefs receive a lot of compliments on our social media and for good reason too!

Throughout the pandemic our fantastic Chefs have been working incredibly hard to provide a variety of delicious meals for you, our customers.



Due to the COVID restrictions in place within the facility, following Government guidelines, all of our meals have had to be available to take-away.

We are so proud of the restaurant team for not only upholding the great quality and great tasting food, but for adapting and delivering this under the restrictions in place for the safety of our customers and our team.



THANK YOU TO OUR TEAM!

The below photo was taken before the pandemic began and is one of our favourite photos of the team all together!

Throughout the COVID pandemic, our staff have remained vigilant, patient and professional to provide the first class service our customers have grown to expect from their stay at Ashford International Truckstop.

We cannot emphasise enough how immensely proud we are of each of them and we hope that you join us in thanking them for all they have done, and continue to do, to ensure your stay with us is first class.

Thank you!





**TRUCKSTOP
@ASHFORD**

01233 502919

www.ashfordtruckstop.co.uk

www.mytruckparking.com