

# Letting your holiday home

2022

Fixed income every time your  
holiday home is let with

**PARK HOLIDAYS**  
Holiday Home Ownership 



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Holiday Home Ownership 



# Welcome

to your 2022 guide to letting your holiday home with Park Holidays UK.

Join hundreds of owners who let their holiday home during our holiday season.



## BONUS

Just sign up before 31st January 2022, allow us to let 9 qualifying short breaks and you will receive:

**FREE Superfast internet installation**

Plus

**£150 Loyalty Card credit**

Or

**£300 Loyalty Card credit**

if you already have superfast internet installed

In 2021 UK holidays returned with a bang! At Park Holidays UK we saw unprecedented demand for holidays along with the highest occupancy levels on record. As we continue on the road back to normality, 2022 is set to be another great year for staycations. We expect demand for holidays in the UK to outstrip supply as we welcome a new generation of holiday makers to our parks.

By letting your holiday home with us, you can benefit from this.

Simply letting your holiday home for the times you are not using it could give you an income towards your pitch fees or other running costs. Plus, our fixed earnings programme allows you to see exactly how much you can earn each time your holiday home is let.

To take advantage of this service, read through our guide, follow the simple steps and start earning today.



## Why let with Park Holidays UK?

We have a friendly and experienced team dedicated to helping you every step of the way, ensuring letting your holiday home is a rewarding and stress-free experience. Part of the service we offer includes the following:

### Marketing

**Online Advertising** - our digital marketing specialists have created a leading online presence across the biggest search and social media platforms, ensuring maximum exposure for your holiday home.

**External Partners** - we work with reputable agents and tour operators such as Hosesasons and Breakfree Holidays who promote our parks to their customers.

### Administration

**Balance Collection** - we arrange the collection of all holiday payments on your behalf.

**Guest Correspondence** - we manage guest experience on your behalf from the moment they book until after their departure. This includes guest enquiries, confirmation and invoices.

### Housekeeping Service

**Cleaning** - we arrange a full clean of your holiday home after each let.

**Linen Service** - we manage a full linen service including delivery and pick up of laundry for each of our lets.

**Key Handling** - we run a full key handling service to ensure we know who is in your holiday home throughout the duration of your letting period.

## Keeping you informed

At Park Holidays UK we understand that we are letting your holiday home so we pride ourselves on keeping you as informed as we possibly can.

**We do this by:**

**Weekly Updates** - we send you weekly emails updating you on how your holiday home is performing.

**Central Support** - we have a dedicated team at Head Office that are solely responsible for helping manage your holiday home whilst it's let.

**Dedicated Reception Teams** - all of our parks have a reception team that will be more than happy to help you through the sign up process and throughout the letting season.

**Letting Statements** - we send you a letting statement at the end of the season.

## Keeping you safe

Health and safety remains our top priority. We will continue to keep our additional measures in place with your safety as well as guest and staff safety in mind across all our parks. Here is what you can expect from our dedicated park teams:

- ✓ Our staff will be temperature tested as they arrive for work and will continue to wear face coverings where appropriate.
- ✓ Your holiday home will be thoroughly cleaned and sanitised in between each let as part of our improved cleaning procedures
- ✓ Hand sanitizing stations will be widely available throughout our parks.
- ✓ All welcome information placed in your holiday home will be either single use or able to be sanitised
- ✓ All bed linen will be freshly laundered at a high temperature of over 70 degrees Celsius according to World Health Organisation (WHO) recommendation

- ✓ Our maintenance team members will sanitise any areas where they have been working before leaving your holiday home

We have invested heavily across our parks to ensure social distancing is maintained in accordance with government advice, frequent enhanced cleaning procedures are carried out and our facilities and entertainment can still run with full effect. If you require any further information about our procedures, please speak to your Holiday Services Manager.

# Lettings Repair Plan

The Lettings Repair Plan is an optional service exclusively available to those letting with Park Holidays UK.

Whilst we are sure our guests will take care of your holiday home, we understand accidents can happen.

The plan will cover you against damage or loss that may occur when your holiday home is occupied by a Park Holidays UK guest, so you don't have to worry about organising repairs or the cost of those repairs.

### What's covered?

- Missing inventory items\*
- Repairs to fixtures and fittings
- Internal decorations
- Replacement of damaged mattresses
- Repair/replacement of damaged electrical inventory\*
- Soft furnishings and floor coverings

### What's not covered?

- Lost income as a result of your holiday home being under repair
- Wear & Tear
- External panels & decking
- External doors & windows
- Personal items not part of standard inventory
- Gas bottles

### How much does it cost and how can I sign up?

For just £150 we can take care of everything for you during the 2022 letting season. Simply tick the Repair Plan opt-in box which can be found on your agreement form, we will then charge your owner account, it's as simple as that!

### What if I decided not to sign up to the repair plan?

All items that require repair or replacement will be charged to your owner account.



MORE THAN HALF OF THOSE WHO LET TOOK ADVANTAGE OF OUR REPAIR PLAN IN 2021

\*Inventory items are in accordance to our standard inventory list. Any additional items will not be repaired or replaced.



# Guaranteed Lettings

All the benefits of letting with the rental income received upfront



Guaranteed Lettings is a deposit contribution programme from Park Holidays UK. Whether you are considering a holiday home upgrade or additional purchase, Guaranteed Lettings can help financially.

We can let your holiday home to our guests for just a few weeks during the season and we'll give you your total rental income upfront as a deposit

contribution - which can be used in conjunction with your own deposit, to assist you with the purchase of your dream holiday home.

Ask at your park Sales Office for details and a Guaranteed Lettings brochure.

†Subject to minimum deposit criteria.

## Our requirements from you

We are committed to providing you with all the information you need to ensure that letting with Park Holidays UK is right for you. Please read the points below carefully.

- A full inventory is required in order to let your holiday home. You will probably have many of these items already, but don't worry if you haven't because we can supply them for you.
- Please check the grade requirements page enclosed for inventory/features specific to each grade.
- You should consider removing any personal items that you keep in your holiday home over and above the required inventory prior to a holiday let commencing, as Park Holidays UK cannot be held liable for any damage, breakage or loss to this property.
- There are a number of additional requirements, which include gas and electric tests as well as insurance. Please refer to the checklist on page 9 for further details.
- An additional television licence is also required, for details please contact the TV Licensing Authority [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).
- All gas and electrical equipment must be checked once a year in accordance with Health and Safety legislation, and also Park Guidelines. This testing can be organised by your park, the cost of which can be debited from your account.
- A smoke alarm, carbon monoxide detector and fire extinguisher (of at least 1kg dry powder with an indicator dial) must be installed in your holiday home and checked at least once a year.
- Holiday home insurance cover is mandatory for all parks, but please ensure that your holiday home insurance policy cover includes provisions for letting. Park Holidays UK can recommend a number of specialist insurers.



Refer a friend and earn  
**£100 EACH\***

When they let their holiday home for 4 short breaks between 22nd July and 28th August 2022

**FREE SUPERFAST INTERNET INSTALLATION**  
WORTH £149 WHEN YOU LET FOR 9 QUALIFYING SHORT BREAKS

Superfast internet is now a requirement for letting your holiday home. Please speak to your Holiday Services Manager to arrange installation.

\*To qualify you must have been on let with Park Holidays UK during the last year, your referred friend must not have joined the letting service before and must provide a minimum of 4 short breaks in between 22nd July and 28th August 2022. Bonus will be added to your loyalty card at the end of the letting season.



# Frequently asked questions

Everything you need to know - and more



## How will my holiday home be graded?

We have put together a guide to grading your holiday home, which you will find enclosed in this brochure. We would recommend that you speak to your Holiday Services Manager on park for more advice.

## What breaks would give me the highest earnings?

Typically, breaks within our peak periods and bank holidays tend to give you the highest earnings. Over the course of a season, you will earn the most during the summer holidays.

## How do I qualify for the bonus?

Simply hand in your agreement form before 31st January 2022 and select 9 qualifying breaks to let. You can choose from free superfast internet installation PLUS £150 loyalty card credit or £300 loyalty card credit. It's completely up to you.

## Are there certain things I have to have in my holiday home?

Yes, there is a standard inventory list of items that should be in your holiday home. For a list of what is needed please see the inventory guide. Should you require any of these items we can supply them for you.

## Can I still use my holiday home whilst on let?

Yes, you can ask to hold off dates for your own use by emailing [ownerhelpdesk@parkholidays.com](mailto:ownerhelpdesk@parkholidays.com). The Lettings Team will be more than happy to assist you.

## How will I know when someone is using my holiday home?

You will receive a weekly email containing all future bookings in your holiday home. Alternatively, feel free to contact your Park Reception Team who will be able to update you on the progress of your holiday home.

## What if something goes missing or gets damaged whilst on let?

On the rare occasion when something does go wrong, we will contact you to let you know and send one of our trained maintenance team round to rectify any issues. Should you decide to take out the repair plan, you will not be charged for the repair or replacement\*.

## Do I still need insurance if I take out the repair plan?

Yes, you will still need to ensure that your holiday home is adequately covered for lettings with your insurance company. This is to ensure you still have protection should something go wrong that we do not cover in the repair plan.

## When will I receive my letting income?

We will pay your letting income into your owner account on a regular basis. Please note, it can take up to two weeks after the booking has departed for the income to show on your account.

## How can I see how much I've earned?

You will receive a statement at the end of the letting season. Alternatively, you can request a sublet statement on a monthly basis by emailing [ownerhelpdesk@parkholidays.com](mailto:ownerhelpdesk@parkholidays.com).

## Can I withdraw from the service if I want to?

Although we don't like to say goodbye, if you are not satisfied with the service you can cancel your agreement at any time\*. To cancel, please email [ownerhelpdesk@parkholidays.com](mailto:ownerhelpdesk@parkholidays.com) at least two weeks in advance.

## My holiday home does not meet the grading requirements enclosed, am I still able to let it with you?

If your holiday home is in between 4 and 7 years old and meets our standards, we can review it to see if it is suitable to let. Please ask your Holiday Services Manager for further information.

\*Terms and conditions apply, please see page 10 for more information.

# What to do next

All you need to do is...

## Step 1

Complete the enclosed Lettings Agreement Form.



## Step 2

Decide which breaks you would like us to let on your behalf and select them on the agreement form.



## Step 3

Send your completed form to your Park Reception with the required certificates (see Your Checklist for details of what is required).



## Over to us

When we receive your completed form, we will do the rest for you. If any work needs to be carried out before letting can commence, we'll send you a quote.

You will then need to give us authorisation to go ahead with the work in order to bring your holiday home up to the required standard. If you prefer, you can choose to do the work yourself.

Once your holiday home has been approved for letting, we will send you a confirmation, upload your availability to our booking system and make it available online to over 6 million visitors.



## Your Checklist

Please ensure that everything detailed below has been completed before sending us your form:

- Received an earnings guide
- Terms and conditions have been read and understood
- 2022 Lettings agreement form completed and signed by you
- All required inventory in your holiday home as per the inventory checklist
- Your holiday home has been cleaned ready for bookings
- Gas and electric supplied to your holiday home
- Superfast internet installed/installation organised

Please also ensure you have a...

- Valid TV Licence
- Valid insurance certificate
- Valid gas test certificate
- PAT test certificate
- Valid electrical certificate
- Fire extinguisher, smoke alarm and carbon monoxide alarm



# Terms and Conditions

Please read the following carefully

## Your holiday home letting grade

The grade given is indicative of the standard of your holiday home at the time of sign-up. We reserve the right to alter the grading of your holiday home should it fail to meet the standards laid out for the agreed grading. We also reserve the right to alter the grading or requirements for grading at any time. A full breakdown of the 2022 grade criteria is enclosed in this brochure; however the final grade decision lies with the park Holiday Services Manager.

If you have any pets or allow any pets into your holiday home, your holiday home will automatically be graded as 'Pet Friendly'.

## Preparing your holiday home for letting

Your holiday home must be of a modern and clean appearance, and fit into one of our current holiday home gradings for the holiday park it is situated on.

In order to let your holiday home, it must be equipped for the number of people it sleeps and be the correct specification for the grade. Your holiday home must be fully equipped with all items listed in the standard inventory list.

Inventory packs can be purchased from reception. If after your own use there is a requirement for replacing missing and/or damaged inventory items and/or repairs to the holiday home which are required to maintain the holiday home to the letting standard of Park Holidays UK, you will be notified prior to any works commencing and this will then be charged to your Owner's Account and payable by you upon rendering of account.

All personal belongings must be packed up and removed from your holiday home before letting commences. If we are required to do this on park you will incur a charge to your Owner's Account. We accept no liability for any damage incurred during packing and subsequent storage of these items.

## Superfast internet

Free superfast internet installation is offered when a minimum of 9 short breaks are selected from the qualifying dates on your agreement form. A charge of £149 will be levied to your account to cover our installation costs should the minimum number of short breaks at the end of the letting season not be met. Please allow up to 2 weeks for superfast internet installation before letting.

## Letting dates

All dates selected for hire on the signed letting agreement form will need to be available for Park Holidays UK from 10am on the first arrival date. Your holiday home will be available for your private use from 4pm on the last stated departure date of each letting period. This is to ensure that the terms and conditions of the letting period are met and the holiday home can be thoroughly cleaned ready for the return of the owner. Any cleaning required after owner booked dates or if the holiday home does not meet the required standard will incur a charge of £50.

Additional breaks can be reserved for owner's use, subject to availability or where we can move our guests to alternative accommodation.

Should you need to cancel your Letting Agreement you will need to provide a minimum of 2 weeks notice. You must advise us in writing by post or email quoting your park, plot number and the date you wish to end your agreement. If we cannot reallocate any bookings a charge of £200 per booking will be applied to your Owner's Account.

Please email any amendments or enquiries through to [ownerhelpdesk@parkholidays.com](mailto:ownerhelpdesk@parkholidays.com).

## Insurance

It is your responsibility to ensure that the holiday home is adequately insured against loss, damage, and third party liability during letting (your current policy may not automatically include this).

Further details of our recommended insurance scheme are available from your Park Reception. You MUST have adequate 3rd party insurance and supply us with a copy of this upon request.

## Gas and electricity

We will renew any Calor Gas cylinders when empty and charge this to your Owner's Account. The amount of electricity used at your holiday home is recorded and invoices will be sent to you during the season. Owners are responsible for the costs of all the gas and electricity used during letting.

## Safety checks

Gas and electrical appliances will be inspected prior to letting in accordance with Park Holidays UK guidelines, which are available to view at the park reception. We will charge you for the inspection and certificates will be held on park. Such charges are payable upon rendering of the account. We will also arrange for the inspection of gas and electricity appliances during the letting service term and maintain them to the required standard.

Any gas bottles must be stored outside the holiday home in an adequately ventilated, non-combustible area.

## Television licence

If you let your holiday home either through Park Holidays UK or privately, you must purchase an additional licence for your holiday home. For details on TV Licence requirements, please contact the TV Licensing Authority - [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

## Your letting earnings

The amount you will earn is based on average income we have paid to owners over the last two years. Specific dates may be adjusted to account for changes in demand, school and bank holidays, occupancy levels and market trends.

The value will differ from the Park Holidays UK website selling price as we remove a linen charge, any discounts, commission, external partner charges and VAT. VAT at the prevailing rate has been deducted to offset the liability to HM Revenue and Customs.

The income figures detailed on the 2022 Letting Earnings guide show the amounts you will receive if your holiday home has been let within the equivalent period. A bonus scheme applies when 9 short breaks out of the designated 16 are made available for use to Park Holidays UK as highlighted on the Letting Agreement Form. The agreement form has to be signed and returned prior to the 31st January 2022.

At the end of the letting season, we will provide you with a statement detailing the breakdown of letting income during the season. The end of the letting season may vary between parks, and can be changed during the course of the season. All income earned will be first allocated to any outstanding debits on your Owner's Account prior to fulfilling any request for transfer of funds.

Any bonuses earned will be credited to your loyalty card at the end of the letting season. For full terms and conditions please refer to the loyalty card terms of use which can be found on our website.

## Repairs and replacements

We reserve the right after notifying you to carry out all repairs and replacements to maintain your holiday home to the required standard. These replacements are made on a like for like basis where possible, with the exception of inventory items, bedding and electrical items which will be replaced with our standard item for the relevant grade of your holiday home. Appliances will also be repaired or replaced if necessary. If you have not signed up to the Repair Plan then all expenses incurred will be added to your Owner's Account.

Repair Plan is optional and is valid for the 2022 letting season only. Cover applies through periods of letting with Park Holidays UK and the park team will check for damage when cleaning the caravan after our guests have departed. Any items specified that are not covered should be claimed against your insurance policy.

We will also clean the holiday home between lettings (any cleaning required after owner booked dates or if the holiday home does not meet the required standard will incur a set fee charge of £25).

Reasonable wear and tear to your holiday home should be expected. Just like in your main home, furnishings, floor coverings, mattresses and items such as cookers, fridges, boilers and shower deteriorate with use. Normal wear and tear to your holiday home will not form part of the replacement service.

## Promotion and administration

We will promote holidays via some or all of the following: direct mail, brochure, print advertising, online advertising, radio, third party operators and third party affiliates. We will also carry out all key handling services, correspondence with customers, and general administration for all bookings and collect all payments from the holiday guest.

## We are here to help:

### Enquiries

If you have any queries regarding letting your holiday home, please speak to your Holiday Services Manager on the park. Alternatively, you can call our Lettings Team on 0343 178 7080 or email [ownerhelpdesk@parkholidays.com](mailto:ownerhelpdesk@parkholidays.com) and they will be happy to help.

### Changing your letting dates

To make any amendments to your letting dates please email [ownerhelpdesk@parkholidays.com](mailto:ownerhelpdesk@parkholidays.com) or call our Lettings Team on 0343 178 7080 (Monday to Friday 9.00am – 5.00pm) who will be happy to assist you.



Any queries are handled promptly and professionally by the park team making letting our holiday home simple and stress free.

Gerry  
Pevensey Bay Holiday Park

