

escape

the everyday ...

*A caravan holiday home can turn
the dream of a holiday home into reality*



**All across the UK, there are holiday homes for sale in the most tempting locations. Coast or countryside, fun and family-friendly or a quiet, scenic hideaway?
Outdoor activities or indoor sports?
There's a place that is perfect for you.**

- If you have found your ideal park or stayed there, ask if they have homes for sale.
- You can buy new, or pre-owned homes and there is a list of UK holiday parks, manufacturers and distributors on www.thencc.org.uk
- If you have seen a home you love, ask the manufacturer or distributor about parks on which it can be sited.

Buying a holiday home is a significant lifestyle choice and it is crucial to make sure you are treated fairly and deal with businesses that operate to industry best practice.
That is where the NCC can help.



About the NCC

The NCC is the UK trade body for the caravan industry. We are a not-for-profit organisation. Working with our members, we ensure that customers receive quality products, professionally supplied, fairly traded and well supported.



**Helping you choose a holiday park that puts you first
and where peace of mind comes as standard.**



helping *you* choose...

a holiday park



When you find somewhere and you think 'we could keep coming back here', maybe it is to discover new things to do and see, or maybe it is just doing exactly the same as you did last time, you have found the ideal holiday spot.



Top tip:

If you are travelling with young children or with pets, while many hotels are not family or pet friendly, often you will find caravan holiday homes and parks are! Buying a holiday home can be the perfect solution.



APPROVED

Holiday Park
Holiday Home Ownership

www.approvedholidayparks.co.uk



Things you should know before buying

All reputable businesses will give you a written Licence Agreement and a set of park rules. These documents contain important information. The Agreement is the contract that will be made between you and the park - your right to keep the holiday home on the park, and the periods during which you can use your home, which can vary from park to park.

- Parks with holiday homes on them are licensed by the local authority - the licence should be provided on request.
- There will be an annual charge ('pitch fee') for keeping the home on the park and the use of park facilities. Generally the more services on offer, or the more sought-after the location, the more you are likely to pay.
- Always ask if the park is a member of the NCC - if they are, you can be sure that they will adhere to industry standards, best practice and treat you fairly.

Among the benefits of buying a home on a holiday park are that you can be more relaxed about leaving your home unattended and about maintenance issues. And you can be confident in the quality of a modern day home.



Top tip:

Before buying, have a good look around the park, talk to other owners and perhaps visit and compare several parks and different styles of home.



helping *you* choose...

a holiday home



*Your own private chill out zone or
base to explore - the choice is yours*

There is a fabulous choice of caravan holiday homes in most of the major holiday destinations throughout the UK. And by selecting an NCC Product Approved home, you can be confident in the quality of your chosen home.

Manufacturers now build caravan holiday homes that may look like timber lodges or even beachside villas, either to the exacting EN 1647 Standard or to the British 'residential' Standard BS 3632. In law, these are caravans - high quality, superbly designed homes.

New energy efficiency ratings now also help you to choose the home best suited to your needs.

To ensure caravan holiday homes comply with safety regulations and construction Standards, the NCC operates a Product Approval Scheme.

Look for the badge before you buy:



see www.thencc.org.uk



Important questions to ask

When can you use your holiday home (i.e. when is the closed season, if any)?

The maximum time will be specified on the site licence, but the park may choose to close at certain times each year.

What about the home's energy efficiency and typical running costs?

Are there other costs you need to consider such as winterisation and insurance.

Can you rent your home out? Will the park do this for you – if so, what commission does the park charge?

Are pets allowed on the park?

Are there any other restrictions for guests?

Buying guide checklist

Important things to look for in the Licence Agreement:

- how long can you keep your holiday home on the park.
- what is covered by the annual pitch fee, and when/how it can increase.
- what happens if you decide to sell your home in the future and what commission the park will charge.

The Licence Agreement should also give details of the holiday home you are buying:

- its price, age and specification (e.g. model, number of beds, etc.)
- the location of the pitch.
- any additional costs, eg: transportation, siting and commissioning.

Once the details are sorted, you can look forward to enjoying your caravan holiday home with greater peace of mind. You will be asked to provide evidence of your permanent residence (home address) - this is because caravans on holiday parks are not allowed to be permanently occupied all year round, or to be your sole residence.

For further buying advice, see www.approvedholidayparks.co.uk

To find out more about living permanently on a residential park - where you will have the protection of the Mobile Homes Acts, see www.theparkhome.net



helping *you* choose...

an NCC member

All NCC holiday park members commit to operate to industry best practice and to treat customers fairly

The NCC and its members recognise the vital role of quality customer service and high standards. That is why all holiday park members have signed up to the NCC Approved Holiday Home Ownership scheme which allows customers to make a more informed choice when selecting a holiday park to buy from. Being NCC Approved means that a park or holiday home distributor selling holiday homes agrees to abide by the Consumer Code of Practice that sits at the heart of the scheme:

- The Code establishes the benchmark for industry best practice and standards
- Members commit to treat customers fairly and operate in an open and honest manner
- Members are independently assessed against the Code and are regularly monitored through the scheme

Choosing an NCC member also means customers have access to informal dispute resolution in the unlikely event that this is needed. For further information on the NCC schemes see;

www.approvedholidayparks.co.uk
www.approveddistributors.co.uk



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