



# Letting your holiday home

Fixed income  
every time your  
holiday home is let



# Welcome

## to your 2024 Lettings Brochure!

At Park Holidays UK, we specialise in turning your holiday home into a profitable and hassle-free source of income.

With years of experience and a passion for creating memorable holidays for our guests, we're here to help you maximise the potential of your holiday home while ensuring peace of mind.

Our brochure will walk you through the exciting opportunity of letting, showcasing the benefits of working with us, the seamless service we offer, and how we can transform your holiday home into a sought-after destination for guests from around the UK. Join us as we unlock new opportunities, generate income, and make your holiday home a haven for guests seeking their next dream getaway. Your journey to hassle-free letting starts here.

YOU EARN INCOME,  
WE TAKE CARE OF  
EVERYTHING ELSE.



Refer a friend and earn

# £100 EACH\*

When they let their holiday home for  
4 qualifying short breaks

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

\*To qualify you must have let with Park Holidays UK during the 2023 season. Your referred friend must not have joined the letting service before and must provide a minimum of 4 short breaks during qualifying periods. Bonus will be added to your loyalty card at the end of the letting season.





## Why let with us?

Choosing to let your holiday home with us is a decision that promises peace of mind and maximum returns. With our dedicated team, we ensure your holiday home is not just a place to stay but a cherished destination for our guests.

What sets us apart is our commitment to personalised service, ensuring both you and our guests enjoy a seamless, unforgettable experience. By partnering with us, you'll join a trusted community of holiday home owners who have seen the exceptional benefits of letting their holiday homes with Park Holidays UK.

Discover the assurance of consistent and predictable income when you let your holiday home with us. With our fixed earnings programme, we guarantee the amount of income you will receive for each break when your holiday home is let. For a breakdown of what you could earn, please see your enclosed earnings guide.

## How does it work?

Our experienced team takes charge of marketing, the guest booking journey, and operational management, ensuring your holiday home is occupied as much as possible. We handle everything from guest check-ins to maintenance (see Repair Plan), allowing you to enjoy the benefits of holiday home ownership without the stress whilst receiving an income to help off-set your running costs.

Rest assured, we handle everything to guarantee a truly hassle-free experience while you let your holiday home with us. We will take care of:

### Marketing

- Online Advertising
- Contact Centre
- External Partners

### Housekeeping

- Cleaning Service
- Linen Service

### Guest Care

- Bookings
- Reception Service
- Customer Care

### Administration

- Balance Collection
- Guest Queries
- Key Handling
- Guest Facility Passes



OVER 70% OF OWNERS TOOK OUT THE REPAIR PLAN IN 2023.

## Repair Plan

At Park Holidays UK we understand that accidents can happen, and damage by guests is a concern for any holiday home owner.

That's why we've got you covered. Our dedicated team is well-equipped to handle any damage caused by guests swiftly and professionally. We ensure that your holiday home is promptly restored to its original condition, and we take care of the necessary repairs or replacements when you take out the Repair Plan. With us, you can rest assured that your investment is protected, and we'll handle the complexities, so you don't have to. Trust us to sort out guest-related damage, leaving you with peace of mind and a beautifully maintained holiday home.

For just £175, you will be covered for the 2024 Letting Season in the event your holiday home is accidentally damaged by one of our guests. We will arrange the repairs/replacements for you at no extra cost. Simply tick the Repair Plan opt-in box on the Lettings Agreement Form and the charge will be added to your Owner's Account.

Please note this is an optional service.

## What's covered?

- Standard inventory items\*
- Internal fixtures, fittings and decorations
- Damaged mattresses
- Damaged electrical inventory\*
- Soft furnishings and floor coverings

## What's not covered?

**Works prior to letting** your holiday home with us. Our experienced team will assess your holiday home and advise you of any works or inventory items necessary.

**Loss of earnings** as a result of your holiday home being under repair.

**Wear and tear** can occur in your holiday home over time just like at home.

**External features** including panels, decking, doors and windows.

**Personal items** which are not part of standard inventory.

**Gas bottles**

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



# Guaranteed Lettings

Take advantage of our Guaranteed Lettings deposit contribution programme to help you to upgrade to the holiday home of your dreams.



Whether you are considering a holiday home upgrade or additional purchase, Guaranteed Lettings can help financially.



Speak to your park Sales Office for more details.

**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.



## Requirements from you

A full inventory is essential when letting 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.

Removing personal items before letting your holiday home is a crucial step to ensure the privacy and comfort of our guests. A well-prepared neutral holiday home, free from personal items, presents a more professional and welcoming appearance and reduces the risk of guests feeling like they are intruding on someone else's space. By removing personal items, you reduce the risk of damage or loss to sentimental or valuable belongings. We cannot be held responsible for any personal items.

We will require at least two sets of keys, clearly labelled prior to letting out your holiday home.

Ensuring safety checks are in place is paramount when letting your holiday home to guarantee the well-being of our guests and the integrity of your holiday home.

Here are key safety checks to consider:

- **Gas and Electricity**  
To let your holiday home, an annual gas safety certificate is required as is a valid electrical safety certificate issued by a registered electrician and a Portable Appliance Test certificate for each electrical item within your holiday home. This applies to all appliances, old and new. Upon agreeing to let your holiday home, we will arrange for these tests to be undertaken and charged to your owner account. The cost of all gas and electricity usage in your holiday home throughout the year is your responsibility.
- **TV Licence**  
When letting your holiday home, you need to ensure that you have an additional TV License to your primary address. TV licenses can be purchased directly from the TV Licensing Authority [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).
- **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.



# 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.

## I have a pet, does that mean my holiday home will be graded as pet-friendly?

If your holiday home allows pets, it's important to label it as "pet-friendly" due to potential guest allergies. For those without pets, the choice is yours; you can decide whether you'd like your holiday home to be marketed as pet-friendly or not.

## What breaks would give me the highest earnings?

In general, stays during our peak periods often yield the highest earnings. You'll find these peak periods clearly marked on your earnings guide and agreement form for your reference.

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

Absolutely, you can request to reserve breaks for your personal use by sending an email to [ownerhelpdesk@parkholidays.com](mailto:ownerhelpdesk@parkholidays.com) at least two weeks in advance. Our Lettings Team is here to assist you with this. Please note that if there's a confirmed booking in your holiday home that cannot be rescheduled, we may not be able to accommodate your request.

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

You will receive a weekly email listing all upcoming bookings for your holiday home. Alternatively, don't hesitate to reach out to your Park Reception Team for updates on your holiday home's status.

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

In the unlikely event that an issue arises, we'll promptly notify you and dispatch one of our skilled maintenance team members to resolve any concerns. If you opt for the Repair Plan, you won't incur any charges for the necessary repairs or replacements\*.

## Do I still need insurance if I take out the Repair Plan?

Certainly, it remains essential to maintain adequate coverage for your holiday home with your insurance provider, even if you choose our Repair Plan. This ensures comprehensive protection in case of any unforeseen circumstances that may fall outside the Repair Plan cover.

## When will I receive my letting income?

Your letting income will be deposited into your Owner's Account on a regular basis. Kindly be aware that it may take up to two weeks after the guest's departure for the income to be reflected in your account.

## Where does my income go?

All earnings from letting will be credited to your Owner's Account. Should you wish to transfer funds to your bank account, simply contact the lettings team and we'll assist you with the process.

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

At the end of the letting season, you will receive a statement summarising your earnings. Alternatively, if you prefer more frequent updates, you can request a monthly statement by reaching out to our Lettings Team via email.

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

Whilst we hope you won't find a reason to part ways, we understand that circumstances can change. If you're not entirely satisfied with our service, you have the option to cancel your agreement at any time\*. To initiate the cancellation process, please send an email to [ownerhelpdesk@parkholidays.com](mailto:ownerhelpdesk@parkholidays.com) with a minimum of two weeks' notice.

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

If your holiday home falls within the 5 to 7-year-old range and meets our quality criteria, we can conduct a review to determine its suitability for letting. For more details, please don't hesitate to reach out to your Holiday Services Manager.

## How do I qualify for the Letting bonus?

To take advantage of this offer, all you need to do is submit your agreement before 31 January 2024, and opt for 9 qualifying breaks for letting. As a bonus, you can select between two enticing options: free superfast internet installation plus a £150 loyalty card credit or receive £300 loyalty card credit if you already have Superfast Internet installed.

OUR OWNERS  
EARNED OVER  
£2.5m IN 2023.



## Ready to sign up?

All you need to do is...

### Step 1

Complete the enclosed agreement form and select which breaks you would like us to let for you.

### Step 2

Decide if you would like to opt-in to the Repair Plan.

### Step 3

Send your completed form to your Park Reception with the required certificates.



## Over to us

When we receive your completed form, we will do the rest for you. We want to ensure that your holiday home not only meets but also exceeds guest expectations. Therefore, we will assess your holiday home and identify any necessary repairs, maintenance, or upgrades that may be required before letting can commence and send you a quote. You will then need to give us the authorisation to go ahead with the work or if you prefer, you can choose to carry out the work yourself.

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

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



# Terms and conditions

Please read the following carefully

## Your holiday home letting grade

The assigned grade reflects the condition of your holiday home at the time of registration. We reserve the right to modify the grade if your property fails to meet the predefined standards. We also reserve the right to adjust the grading criteria at our discretion. Detailed 2024 grading criteria can be found in this brochure, but the final grading decision rests with the park Holiday Services Manager.

If you own or allow pets in your holiday home, it will automatically be classified as 'Pet Friendly'.

All holiday homes must have central heating and double glazing to be eligible for letting.

## Preparing your holiday home for letting

Your holiday home should maintain a modern, clean appearance that aligns with the grading criteria established for the specific holiday park it is situated in. To qualify for rental, it should be equipped to accommodate the specified number of guests and meet the grade's specifications. Your holiday home must also contain all items listed in the standard inventory list, which can be purchased from your park reception. Any missing or damaged items that need replacement or repairs necessary to meet our letting standards will be notified and charged to your Owner's Account before any work commences. You must remove all personal belongings from your holiday home before letting begins. If we're required to perform this task on your behalf, you'll incur a charge to your Owner's Account, and we accept no liability for any damage that may occur during packing and storage.

## Superfast internet

Free superfast internet installation is provided when a minimum of 9 short breaks are booked within the specified dates on your agreement form, up to the value of £149. If the minimum short breaks are not met, a £149 installation fee will be applied to your account. In the event your holiday home already has an owner connection a Letting Switch Fee will be due which is £99. Please allow up to 2 weeks for superfast internet installation before letting.

## Letting dates

Dates indicated on the signed letting agreement form must 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 allows time for cleaning and preparation for the owner's return. Any necessary cleaning after owner-booked dates or if the holiday home doesn't meet the required standard will incur a £50 charge. Additional breaks can be reserved for the owner's use but are subject to availability and may incur a £200 charge if bookings cannot be reallocated.

## Cancellation Policy

To cancel your Letting Agreement, you must provide a minimum of 2 weeks' notice in writing via post or email, specifying your park, plot number, and the desired end date. If bookings cannot be reallocated, a £200 charge per booking will be applied to your Owner's Account. For any amendments or enquiries please send via email to [ownerhelpdesk@parkholidays.com](mailto:ownerhelpdesk@parkholidays.com).

## Insurance

It is your responsibility to ensure your holiday home is adequately insured against loss, damage, and third-party liability during letting. You must have adequate third-party insurance and provide us with a copy upon request. Details of our recommended insurance scheme are available at your Park Reception.

## Safety Checks

Gas and electrical appliances will be inspected before letting in accordance with Park Holidays UK guidelines. Charges for inspections are payable upon account rendering. Gas and electricity appliances will be inspected and maintained during the letting service term. Gas bottles should be stored outside the holiday home in a well-ventilated, non-combustible area.

## Television licence

When letting your holiday home, you must purchase an additional TV license. Contact the TV Licensing Authority for details on TV License requirements at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

## Your letting earnings

Your income is based on the average earnings paid to owners over the last two years. Specific dates may be adjusted to accommodate changes in demand, school and bank holidays, occupancy levels, and market trends. The income will differ from the Park Holidays UK website selling price due to the removal of linen charges, 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 2024 Letting Earnings Guide show the amounts you will receive if your holiday home has been let within the equivalent period.

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.

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 2024. Any bonuses earned will be credited to your loyalty card at the end of the letting season. Additional terms and conditions for the loyalty card are available on our website.

## Repairs and replacements

We may conduct necessary repairs and replacements to maintain your holiday home's required standard after notifying you. These replacements will be made on a like-for-like basis when possible, except for inventory items, bedding, and electrical items, which will be replaced with standard items corresponding to your holiday home's grade. Appliances will also be repaired or replaced if necessary. If you have not subscribed to the Repair Plan, all expenses incurred will be added to your Owner's Account. The Repair Plan is valid for the 2024 letting season only.

A set charge of £175 will be added to your owner account during the season. This amount is a set fee and will not be pro-rated based on the time of season you sign the Lettings Agreement. Cover applies through periods of letting with Park Holidays UK and the park team will check for damage when cleaning the caravan after the guest has 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 £50).

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 showers deteriorate with use. Normal wear and tear to your holiday home will not form part of the replacement service.

You agree that we may take whatever action we deem necessary to repair, make replacements to or to make safe your holiday home at your cost in the event of any emergency, accident or short coming that may be detrimental to the safety, comfort, or enjoyment of your holiday home.

## Promotion and administration

We will promote holidays through various means, including direct mail, brochures, print and online advertising, radio, third-party operators, and affiliates. We will also manage key handling, customer correspondence, general administration, and payment collection for all bookings.

## Our promise to you

At Park Holidays UK, we understand the importance of preserving the quality and security of your holiday home, even when it's being let to guests.

Our dedicated team is committed to providing comprehensive care and oversight throughout the letting process.

We ensure that your property remains in excellent condition and that guests have a memorable experience whilst staying with us.

Let us look after your holiday home, so you can relax and enjoy the benefits of letting without any worries, knowing that your investment is in capable hands.





# Letting your holiday home

## Here to help you

Our dedicated Lettings Team are here to answer any queries you may have.



[ownerhelpdesk@parkholidays.co.uk](mailto:ownerhelpdesk@parkholidays.co.uk)



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