

LETTING YOUR HOLIDAY HOME

Offset your running
costs by letting out
your holiday home.



PARK HOLIDAYS
Holiday Home Ownership 

Welcome

to your 2025 Lettings Brochure!



Refer a friend and earn
£100 EACH*

When they let their holiday home for
4 qualifying short breaks

Discover hassle-free lettings

Join over 600 owners who've chosen to let their holiday homes with us. We're here to help turn your holiday home into a steady source of income in a way that makes sense to you. Many of our owners use letting income as a way to offset some of their running costs.

Discover how simple and beneficial letting can be for you and call us on **0343 178 7080** for more information.

For details on your potential earnings, please see your enclosed guide.

We look forward to welcoming you into our lettings programme soon.

*To qualify you must have let with Park Holidays UK during the 2024 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?



Enjoy a personalised, seamless experience for both you and our guests.

- Choose a letting schedule for your holiday home that fits perfectly with your lifestyle.
- Get transparent rental income
- Stress-free letting—leave everything to us.
- Use your income to offset running costs or pitch fees

How does it work?

Flexible lettings for everyone

Our flexible letting allows you to be in control of when you let. We can’t guarantee the amount of bookings you will receive, but your income will be paid on a monthly basis when your holiday home is let out.

We’ll handle everything

Unlike renting privately, you can relax while we take care of every detail of letting out your holiday home. Our experienced team takes charge of making sure your holiday home is occupied for the dates you’ve agreed

to, and that your guests have the best experience. When letting with us on a flexible basis, we’ll give you a fixed fee when your holiday home is rented out, so you’ll always know what you could earn.

	With Park Holidays UK	Private rentals
Marketing	✓	✗
Taking bookings	✓	✗
Housekeeping	✓	✗
Linen service	✓	✗
Key collection	✓	✗
Answering guest queries	✓	✗
Guest entertainment passes	✓	✗
Repairs	✓ Optional	✗

Add our optional Repair Plan

Over 70% of letting owner’s protect their holiday homes through our optional Repair Plan.

Accidents happen, but with our Repair Plan, we’ll fix guest-related damage for you. For just £185, you can be covered for the 2025 letting season. Our on-site team will arrange your repair or replacement (up to the value of £500) at no extra cost.

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
- ✗ Loss of earnings as a result of your holiday home being under repair
- ✗ Wear and tear
- ✗ External features including panels, decking, doors and windows.
- ✗ Personal items which are not part of standard inventory
- ✗ Gas bottles

For jobs exceeding £500, you will need to claim through your holiday home insurance. If this is required, we will contribute £50 per claim towards your insurance excess by crediting your owner account.

*Inventory items are in accordance to our standard inventory list. Any additional items will not be repaired or replaced. Items that are not essential for meeting the grading requirements of your holiday home will not be included in the cover.

“While we aren’t using the caravan it makes sense to let it out and get money towards our pitch fees.”

Stuart and Jennie at Rye Harbour



Boost your deposit with fixed lettings

If you're a new owner or are looking to part exchange, you can choose a fixed letting option to guarantee your letting income for the year. You tell us when we can rent out your holiday home and we'll give you an upfront payment.



Fix your letting dates for the next year and be paid up front.

- ✓ Available to new owners
- ✓ Agree for the next year on your letting dates and be paid upfront
- ✓ Use as an extra deposit, above your initial 10%, or towards your running costs

Speak to your park sales office for more details.

"Easy and less worry as Park Holidays UK deal with everything."

Sharon
at Chichester Lakeside

What you need to do to let your holiday home

1. Supply a full inventory

You'll probably have many of these items already, but if you haven't we can supply them for you. Please check the grade requirements page enclosed for inventory/features specific to each grade.

2. Remove personal items

To make your holiday home more inviting and professional, it's best to remove personal items. This helps guests feel at ease without the sense of intruding in someone else's space. Clearing personal belongings also lowers the risk of loss or damage to sentimental or valuable items. Please note, we cannot take responsibility for any personal items left behind.

3. Supply two sets of clearly labelled keys

We'll need access to your holiday home for guests and park staff such as housekeeping and maintenance.

4. Safety checks

Upon agreeing to let your holiday home, we'll arrange for safety checks and tests to be undertaken and charged to your owner account.

You will need:

- ✓ Annual gas safety certificate
- ✓ Valid electrical safety certificate issued by a registered electrician
- ✓ Portable Appliance Test certificate for each electrical item within your holiday home.

This applies to all appliances, old and new.

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.

The following must be installed and checked at least once a year:

- ✓ Smoke alarm
- ✓ Carbon monoxide detector
- ✓ Fire extinguisher (of at least 1kg dry powder with an indicator dial)

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.

Everything else you need to know - and more!

How much could I earn from letting my holiday home?

The amount of money you could earn will depend on your park, how often you want to let out and the age and size of your holiday home. You'll find a grading guide enclosed with this brochure for more information on how caravans and lodges are graded. Speak to your Holiday Services Manager on park for more information.

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 while on let?

Absolutely, you can request to reserve breaks for your own use by sending an email to ownerhelpdesk@parkholidays.com at least two weeks in advance. Please note 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 be sent a weekly email listing all upcoming bookings for your holiday home. Or, you can reach out to your Park Reception Team for updates.

What if something goes missing or gets damaged while on let?

If an issue arises, we'll promptly notify you and send 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?

Yes, it remains essential to maintain a good level of cover for your holiday home with your insurance provider, even if you choose our Repair Plan.

When will I receive my letting income?

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

Where does my income go?

All earnings from letting will be credited to your Owner's Account. If you want to transfer funds to your bank account, simply contact the lettings team and we'll help 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. If you prefer more regular updates, you can request a monthly statement by reaching out to our Lettings Team via email.

Can I withdraw from the lettings if I want to?

Yes, whatever your reason for wanting to stop letting, you have the option to cancel at any point by giving a minimum of two weeks' notice.

My holiday home doesn't meet the grading requirements, 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 tell you if it can be let through our service.

Ready to sign up?

All you need to do is...

Step 1:

Complete the enclosed agreement form and choose which breaks you'd like to let.

Step 2:

Decide whether to add the Repair Plan for only £185.

Step 3:

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

What's next?

When we receive your completed form, we will do the rest. We want to ensure that your holiday home not only meets but also exceeds guest expectations.

- We'll assess your holiday home and identify any repairs, maintenance, or upgrades that may be needed before letting can start 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'll send you confirmation, upload your availability and start booking guests to stay in your holiday home!

Our owners
earned over
£2.5m in 2024.

"It is stress free letting"
Nicholas at Hengar Manor

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

Park Holidays UK 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 2025 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 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.

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, which can be purchased from 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. 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 selected from the qualifying 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

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 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 owner’s use, subject to availability or where we can move our guests to alternative accommodation. A charge of £250 per booking will be applied to your Owner’s Account if bookings cannot be reallocated. Please email any amendments or enquiries through to ownerhelpdesk@parkholidays.com.

Cancellation Policy

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 £250 per booking will be applied to your Owner’s Account.

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 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

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.

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 2025 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 2025.

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 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.

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.

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 opted in to the Repair Plan, all expenses incurred will be added to your Owner’s Account. The Repair Plan is optional, and valid for the 2025 letting season only. A set charge of £185 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. The maximum claim covered on repair plan per job is up to the value of £500. Should your claim exceed this amount, it should be submitted through your holiday home insurance policy. Park Holidays UK will credit £50 into your owner account upon receiving written proof of repair costs, to be used towards your insurance excess. Any items specified that are not covered should be claimed against your insurance policy and will not qualify for the £50 credit towards excess costs.

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.

“Used the same service for the previous 4 years and we are very satisfied”

Lynne at Suffolk Sands

Grading Requirements

To give you an idea of our current grade requirements please see the below guide to grading your holiday home. Your accommodation will need to have central heating and double glazing in order to let with Park Holidays UK.

	Caravan			Lodge	
	Gold	Gold with decking	Platinum	Gold	Platinum
Double Glazing	✓	✓	✓	✓	✓
Central Heating	✓	✓	✓	✓	✓
Superfast Internet	✓	✓	✓	✓	✓
Minimum Width	12ft	12ft	12ft	20ft	20ft
Minimum Flat Screen TV Size	32"	32"	40"	40"	49"
DVD Player / Smart TV	✓	✓	✓	✓	✓
Full Size Fridge Freezer	✓	✓	✓	✓	✓
En-suite Shower / Bathroom	✗	✗	✓	✓	✓
Decking*	✗	✓	✓	✓	✓
Outdoor Furniture	✗	✓	✓	✓	✓
Dishwasher	✗	✗	✗	✓	✓
Full Size Bath	✗	✗	✗	✗	✓
King Size Bed	✗	✗	✗	✗	✓
TV in Master Bedroom	✗	✗	32" minimum	32" minimum	32" minimum

Should your holiday home not meet all the above requirements, is centrally heated and double glazed and is a maximum of 7 years old, please speak to your Holiday Services Manager for further information about letting your holiday home with us.

Please note, this is a guide and grading can vary depending on condition and layout of your holiday home. The final grading decision lies with the Holiday Services Manager. If you have any pets or allow pets in your holiday home, it will automatically be graded as pet friendly. *Decking must be a minimum of 72 square feet and able to comfortably fit outdoor furniture.

Inventory Checklist

QTY CHECK ✓			QTY CHECK ✓			QTY CHECK ✓		
Cereal Bowls	6/8	☐	Cheese Grater	1	☐	Coffee Machine^ (Lodges only)	1	☐
Mugs	6/8	☐	Measuring Jug	1	☐	Wooden Spoon	1	☐
Dinner Plates	6/8	☐	Kitchen Bin	1	☐	Saucepan (Set of 3)	1	☐
Side Plates	6/8	☐	Mixing Bowl	1	☐	Duvets – Single (1 duvet per bed)		☐
Bread Knife	1	☐	Wine Glasses	6/8	☐	Duvets – Double or King (1 duvet per bed, including sofa bed)		☐
Corkscrew	1	☐	Water Glasses	6/8	☐	Pillows (1 pillow per each single bed) (2 pillows per each double bed)		☐
Cutlery Tray	1	☐	Bread Board	1	☐	Clothes Airer	1	☐
Dessert Spoons	6/8	☐	Broom	1	☐	Steps and Handrail (per door)	1	☐
Dinner Forks	6/8	☐	Dustpan/Brush	1	☐	Smoke Alarm	1	☐
Dinner Knives	6/8	☐	Washing Up Bowl	1	☐	Carbon Monoxide Alarm	1	☐
Teaspoons	6/8	☐	Casserole Dish	1	☐	Flat Screen Television**	1	☐
Potato Masher	1	☐	Colander	1	☐	Fire Extinguisher (min 1kg dry powder with indicator display)	1	☐
Potato Peeler	1	☐	Frying Pan	1	☐			
Serving Spoon	1	☐	Grill Pan	1	☐			
Slotted Spoon	1	☐	Ice Tray	1	☐			
Tablespoons	2	☐	Kettle	1	☐			
Tin Opener	1	☐	Oven Tray	1	☐			
Vegetable Knife	1	☐	Microwave	1	☐			
Fish Slice	1	☐	Toaster	1	☐			

^Coffee Machine must be purchased from your park reception. Please speak to your Holiday Services Manager.
**Please see our Grade Requirements page overleaf for TV sizes specific for your grade.

Letting your holiday home

Need help?



ownerhelpdesk@parkholidays.co.uk



0343 178 7080

PARK HOLIDAYS
Holiday Home Ownership 