

Letting your holiday home



PARK HOLIDAYS

Holiday Home Ownership



Welcome

to your 2026 Lettings Brochure!

Share the joy - refer a friend and earn £250 each!

Letting is better together. Invite a friend to join our lettings programme and you will both receive **£250** when they let for **4 qualifying short breaks***



Your holiday home could do more than just offer memorable getaways—it could also work for you. By joining our lettings programme, you can turn unused time into a steady stream of income, helping to cover pitch fees, maintenance costs, or simply adding to your savings.

Over 650 owners discovered the ease and benefits of letting with us last year. Whether you're new to letting or looking to maximise your earnings, we're here to support you every step of the way.

We're proud to share that Park Holidays won three awards at the British Travel Awards in 2024 for our outstanding guest service—so you can feel confident knowing your holiday home is in trusted hands.

 Call **0343 178 7080** to speak with our friendly team

 Refer to your enclosed guide for your potential earnings

 Award-Winning Guest Service



*Terms apply. See enclosed guide for full details.

Why owners love letting with us

- Let on your terms with flexible scheduling
- Transparent monthly income
- Full-service management - no hassle
- Professional marketing with trusted partners

Letting made simple - here's how it works

You're in control

Choose when to let. We will manage bookings and pay you a fixed fee per stay (see enclosed earnings guide).

We handle the rest

From guest bookings to housekeeping, our team ensures your holiday home is well cared for and guests have a great experience.

Stay Protected - add our optional Repair Plan

Over 70% of our owners choose our Repair Plan for peace of mind.

For just £199, you are covered for guest-related damage up to £500. Our team handles the repairs - no stress, no extra cost.

Covered

- ✓ Standard inventory items*
- ✓ Soft furnishings
- ✓ Floor coverings
- ✓ Internal fixtures and decor
- ✓ Mattresses and Mattress Protectors
- ✓ Electrical Inventory
- ✓ Outdoor Furniture

Not covered

- ✗ Pre-letting repairs
- ✗ Wear and tear
- ✗ External features
- ✗ Personal items



Guaranteed Lettings - lock in your income

New to ownership or part-exchanging?

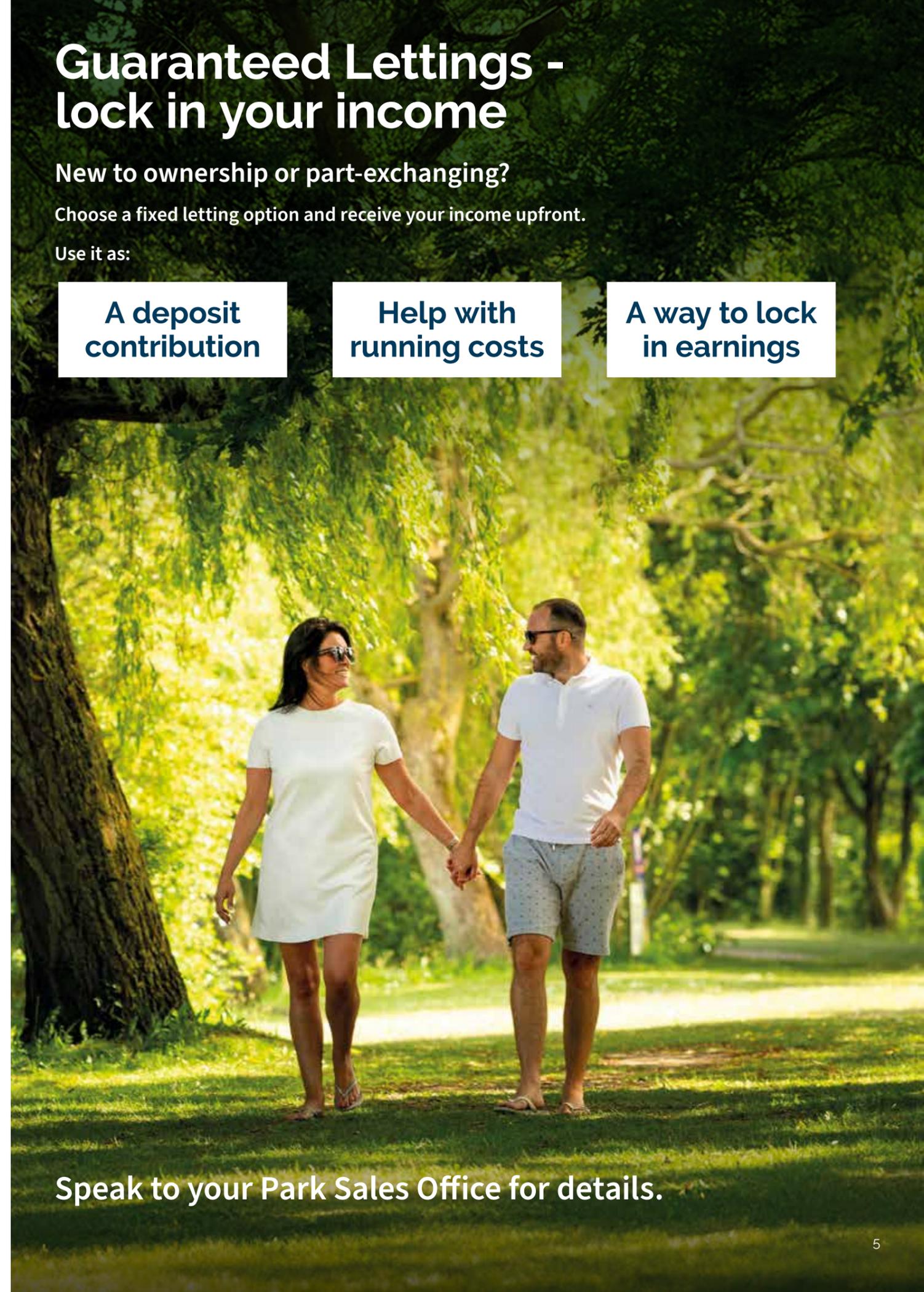
Choose a fixed letting option and receive your income upfront.

Use it as:

A deposit contribution

Help with running costs

A way to lock in earnings



Speak to your Park Sales Office for details.

*See full inventory list for details. For repairs over £500, we will contribute £50 toward your insurance excess. Exceptional circumstances may apply if the cost is over £500.

Get ready to let



Before you start letting, make sure your holiday home is ready to welcome guests.

Full inventory

A complete inventory ensures your holiday home is ready for guests and meets the standards for its assigned grade. You can refer to the enclosed guide for the full list of required items and if anything is missing, we can help supply it to get you set up for letting.

Remove personal items

To help guests feel comfortable and at ease, we recommend removing personal items from your holiday home before letting. A neutral, uncluttered space creates a more professional and inviting environment for guests.

Please note: Park Holidays cannot take responsibility for any personal items left in your holiday home. Removing valuables and sentimental belongings helps prevent loss or damage.

Providing access

You'll need to provide **two clearly labelled sets of keys** for your holiday home. One set is used by guests during their stay, and the other is kept by park staff for housekeeping, maintenance, and emergency access.

Safety checks

To ensure your holiday home is safe and compliant, you'll need to provide the following:

- ✓ Annual gas safety certificate
- ✓ Electrical safety certificate from a registered electrician
- ✓ PAT certificate for all electrical appliances
- ✓ TV Licence (separate from your residential licence)
- ✓ Smoke alarm, carbon monoxide detector, and fire extinguisher (minimum 1kg dry powder with indicator dial)

These checks are essential for guest safety and must be completed before your holiday home can be let.

Superfast Internet

Let for 9 qualifying short breaks and get **FREE installation worth £149** and a **FREE monthly subscription** whilst letting with us.

Everything you need to know

How much could I earn?

Earnings vary based on your park, holiday home size, and letting frequency. Use your earnings guide enclosed or speak to your Holiday Services Manager for a personalised estimate.

Is my holiday home pet-friendly?

If you allow pets when using your holiday home, it will automatically be listed as pet-friendly for guests too.

Which breaks earn the most?

Peak periods—such as school holidays and bank holidays—typically generate the highest income. These are marked in your earnings guide.

Can I still use my holiday home?

Yes! Just email lettings@parkholidays.com at least 2 weeks in advance to reserve your dates.

How will I know when it's booked?

You'll receive a weekly email with upcoming bookings. You can also contact your Park Reception for updates.

What if something gets damaged?

We'll notify you and arrange repairs. If you're enrolled in the Repair Plan, you won't be charged for covered incidents.

Do I still need insurance?

Yes—insurance is essential even if you have the Repair Plan.

Where does my income go?

All earnings are credited to your Owner's Account. You can transfer funds to your bank at any time.

When will I be paid?

Payments are made between 2-4 weeks after guest departure.

Can I track my earnings?

Yes - request monthly statements or wait for your season-end summary.

Can I opt out?

We don't like to see you go but yes — just give **4 weeks' notice** to cancel your agreement.

Does my holiday home qualify?

If your home is over 5 years old and meets our quality standards, we'll carry out a review to confirm eligibility.

What earnings will I receive for a Saturday to Saturday booking?

If your holiday home is let outside our standard periods as set out in the earnings guide, earnings will be calculated and paid on a pro rata basis.

Let's get started - sign up today

All you need to do is...

Step 1

Complete the agreement form.

Step 2

Decide whether to add the Repair Plan (£199).

Step 3

Submit your form and certificates to your Park Reception or online.

Once we receive your form, we'll assess your holiday home and identify any repairs or upgrades needed.

If we need to carry out any work that may be required, we will send you a quote for approval.

Prepare your home for letting and begin marketing – the earlier you sign up with us, the higher the chance of receiving more bookings!



What can I expect whilst letting?

Letting your holiday home with Park Holidays is designed to be a smooth, supportive, and rewarding experience.

Communication and Support

You'll receive regular updates including weekly booking emails, monthly earnings statements (if requested) and an annual earnings statement. Our teams on park and at Head Office are available to help with any questions.

Guest Management

We handle all aspects of guest bookings, including advertising, check-in/check-out, and housekeeping.

Our Maintenance and Care

Our on-site maintenance and housekeeping teams ensure your holiday home is clean, safe, and well-maintained.

Earnings and Account Management

Your income is **paid regularly throughout the season** and credited to your Owner's Account. You can use it to cover pitch fees, utility bills, or withdraw it to your bank account if there's no outstanding balance.

Connectivity

Once Wi-Fi is installed, you won't pay any monthly Wi-Fi fees while your holiday home is on let – it's all included as part of your letting service.

With Park Holidays, you can expect a professional, transparent, and owner-focused letting experience that helps you make the most of your holiday home.



Park Holidays UK Terms and Conditions

Your holiday home letting grade

The grade assigned to your holiday home reflects its condition 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. Full details of the 2026 grading criteria are included in this brochure, however, the final grading decision rests with the parks 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 have a modern, clean appearance and fall within one of the current holiday home gradings for the holiday park it is situated on. The internal layout of your holiday home must remain unchanged. Structural modifications—such as removing walls or altering fixed fittings—are not permitted, as they may affect safety, grading, and guest suitability.

Your holiday home must be suitably 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, up to the value of £149, is provided when you select a minimum of 9 short breaks from the qualifying dates on your agreement form. 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. Free monthly subscription whilst letting with us includes the Park Max package, upgrades to the Park Ultimate package are available at an additional monthly charge. Please speak to Vfast directly about upgrading your package. 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 to Park Holidays UK from 10am on the first arrival date. Your holiday home will be available for your personal use from 4pm on the final departure date of each letting period.

This allows time for cleaning and preparation before the owner's return. A £50 charge will apply if additional cleaning is required after owner-booked stays or if the holiday home does not meet the required standard.

Additional breaks can be reserved for owner use, subject to availability or where guests can be relocated to alternative accommodation without impacting their stay. If bookings cannot be reallocated, a £250 charge per booking will be applied to your Owner's Account.

Please send any amendments or enquiries to lettings@parkholidays.com

Cancellation policy

Should you need to cancel your Letting Agreement, a minimum of four weeks' notice is required. You must advise us in writing, either by post or email, quoting your park, plot number, and the date you would like the agreement to end. If we're unable to reallocate existing bookings, a £250 charge per booking will be applied to your Owner's Account.

Insurance

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. Information about 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. The cost of these inspections will be charged to your account, 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 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.

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. Earnings may differ from the selling prices listed on the Park Holidays UK website, as deductions are made for linen charges, discounts, commission, external partner fees, and VAT. VAT at the prevailing rate has been deducted to offset the liability to HM Revenue and Customs. The income figures shown in the 2026 Letting Earnings Guide represent the amounts you'll receive if your holiday home is let during the specified periods. If your holiday home is let outside these specified periods, earnings will be calculated and paid on a pro rata basis. 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 must be signed and returned prior to the 31st December 2025.

At the end of the letting season, you will receive 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.

Additionally, we handle key management, customer communication, 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 2026 letting season only. A set charge of £199 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.

Letting your holiday home

Need help?

 lettings@parkholidays.com

 0343 178 7080

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