



Is your holiday home contract fair?

Holiday Park Advice Centre provide advice to prospective and existing holiday home owners. It is a good base with which to find out important information, but it should not be entirely relied upon. No research is better than your own, to make sure it is most relevant to you.

Before we get started on Red Flags, here's our quick tips on finding your holiday home:

- Look at the park's social media accounts and public review scores - verify whether it's trusted.
- Watch HARPAs ownership video: <https://www.youtube.com/watch?v=uqQTOSCOSTY>
- Find a park and sales team that you are happy and comfortable with - without pressure and stress.
- View the park and holiday homes available, potentially 2-3 times to make sure you are happy (we even suggest booking a short holiday if possible at the park - to get a real feel for it before committing to a purchase!)
- Get everything in writing - whether it's contracts or discussions, it's a great way to keep track and also refer to.
- Ask every and any question, owning a holiday home is a massive privilege and often achieved after hard work to be able to afford one. It can only work if you have all the information and are truly comfortable.
- Also, check out all of the resources available, check the sites owners FAQs to fully understand - it can help guide your understanding and conversations about expectations on ownership.
- Ask to meet some of the owners in the park and ask them questions.
- As a longer term view, you could purchase a more affordable pre-loved holiday home first, and see how much you use it and ongoing running costs are manageable. You could then look to upgrade to a new holiday home or lodge if you are happy.

1. We can change the terms anytime clauses

- Our agreements used when purchasing and owning a holiday home, are a legally prepared document from our trade association, HARPA. In place to protect both park and owner.
- Terms of site fee review are fixed in line with inflation.
- Park rules can be updated to reflect new laws or incidents.
- The P&L Agreement also highlights the citizens advice bureau if you feel something is wrong.
- Park rules are there to protect everyone and works both ways. Keeps everyone on the same path, and prevents other owners from doing things you may not want on park.

2. No clear end date or review point

- All sales at C&C have fixed term license agreements
- Pitch fees are reviewed annually and are in-line with inflation. These are typically reviewed in August, with the first payment required in October.

- Utilities are reviewed when we enter a new contract. We are legally only allowed to charge our owners the rate per unit that we are charged by the energy supplier.
- Our owner extras are there if you need them (GSC/draindowns etc), and are usually reviewed annually, unless our suppliers change their pricing more regularly.

3. Restrictions on Selling or Transferring Ownership

- No restrictions on your ability to sell your holiday home. We do not charge any upfront fee to sell, and only take the agreed commission once the sale has completed.
- We provide a recommended sale price, but as it is your holiday home, you as the owner have the final say on the marketing price. Once we receive offers, we also approach you with instructions on whether to accept the offers received, or to continue marketing.
- You may enlist a local estate agent, but they will charge a fee on top of ours, and often can't communicate the license structure to their customers.
- We have to be involved with the sale at all times:
 - We issue the sales pack to the new owners
 - We provide a safe buffer between the seller and the buyer
 - We handle all finances between the two parties. If dealing directly, if a buyer decides to pull out of the sale, they have no safety or guarantee that the seller will return their deposit.
- No fee or restriction on transferring ownership to a family or friend.

4. Excessive Exit or Removal Fees

- If for any reason you wish to exit early, whether you aren't using your holiday home, or there is a change in circumstance, there are a few options:
 - Agency sale
 - Park could potentially buy back
 - Terminate the License
- If you want to terminate the license, we do not charge to do this. Any outstanding pitch fees will be reimbursed in accordance with the P&L agreement. To remove the caravan from its plot, we do charge £500+VAT as this requires at least 3 members of the team to safely de-site the holiday home and move it to a point where it can be safely collected.

5. One Way Termination Rights

- The P&L agreements details obligations for both our holiday home owners and us as park operators.
- If there is a breach by either party, there is guidance on the steps forward.
- Enforcing a breach is the last and final resort for us. If we can maintain communication and work together, we hope to resolve any issue.

6. Unreasonable Pitch Fee Increases

- Per P&L Agreement, they increase either in line with inflation or if major infrastructure works are planned. We tend to only operate by inflation, and provide a c. 3 month notice period of the pitch fee review, before the first payment is required.

7. Lack of Consumer Law Protections

- The P&L is available to request for anyone interested in holiday home ownership, with no obligation. If you have any queries, please do ask questions.
- P&L highlights advice for holiday home owners, such as Citizens Advice.

- When purchasing a holiday home with us, the purchaser can pull out of the sale right up to the point of completion without cause or without forfeiting their deposit or purchase funds.

Coast & Country Parks is a family-run business that has been operating since 1988. We have welcomed hundreds of holiday home owners and holiday guests to our parks over the years, and now as a multi-generational family business, we want to continue to do so for years to come. Our Director and Head of Sales, Chris, is a part of the family who own Coast & Country Parks, and is always available to chat through holiday home ownership, answer any questions or offer advice or recommendations. Selling and operating holiday homes, we welcome owners into the Coast & Country Parks family. Owners joining us is a commitment for years, we are not in the business of holiday parks for a 'quick buck'. We also display this commitment with the continual investment and improvement of our holiday parks as well as our commitment to our local environmental, sustainability and impacts on the local ecology.