

2026 Community Companion

ALL THE BRILLIANT BITS*

* ... plus the important
ones too

CC
third
place
social

Swanage Bay *View*

Welcome ^{*legends} to the Away Resorts Family*

Congratulations and welcome to Away Resorts. We are delighted that you have chosen to join our community, and we look forward to supporting you as you begin your journey with us.

As an owner, you now have access to a range of exclusive benefits designed to enhance your experience with us. These include a calendar of owners' events, special food-and-beverage offers, and a variety of additional perks available throughout the park. Our owner community is known for being welcoming and friendly, and we encourage you to take part in these events as a wonderful opportunity to connect with fellow owners.

To stay up to date with the latest news, offers, competitions, and events, we invite you to join our private owners' Facebook group, **Third Place Social**. If you do not use social media, key updates and information will always be available on the **Owners' Board in Guest/Owner Services** and on the **Owners' Portal**.

You should already have received the relevant park contact information. However, if you need to get in touch with us directly, please feel free to contact the team at:
owner.engagement@awayresorts.co.uk

Finally, we would love the opportunity to meet you in person. Our park teams look forward to welcoming you, so please do take a moment to stop by and say hello during your next visit.

Once again, welcome to Away Resorts - we are delighted to have you with us.

Kind regards,



Regional Operations Director



Lines open

9am – 5pm every day

01929 422 130

Out of hours emergency

07984 258 385

Useful Information

About Away Resorts	4
Useful information	6
Owner events	8
Sublet	9
Owners Facebook page	10
Owners website	12
The Away Resorts app	13
Annual running costs	14
Other Charges	17

Essential Holiday Home Information

Functional ownership	19
After-sales and warranty	20-21
Getting ready for winter	22
Owner repair & maintenance promise	23
Holiday home support services	24
Fire precautions and emergencies	25-27
Gas and electrical checks	28
Community charter	29-31
Appendix to licence agreement	32

Upgrading and recommending

Don't keep it a secret	33
Assisted Sale	34-35
Upgrading your holiday home	36
Tomorrow's forests partnership	37

Your Feedback

Let us know... we're here to help	39-41
Park map	42-43

A wonderful experience awaits

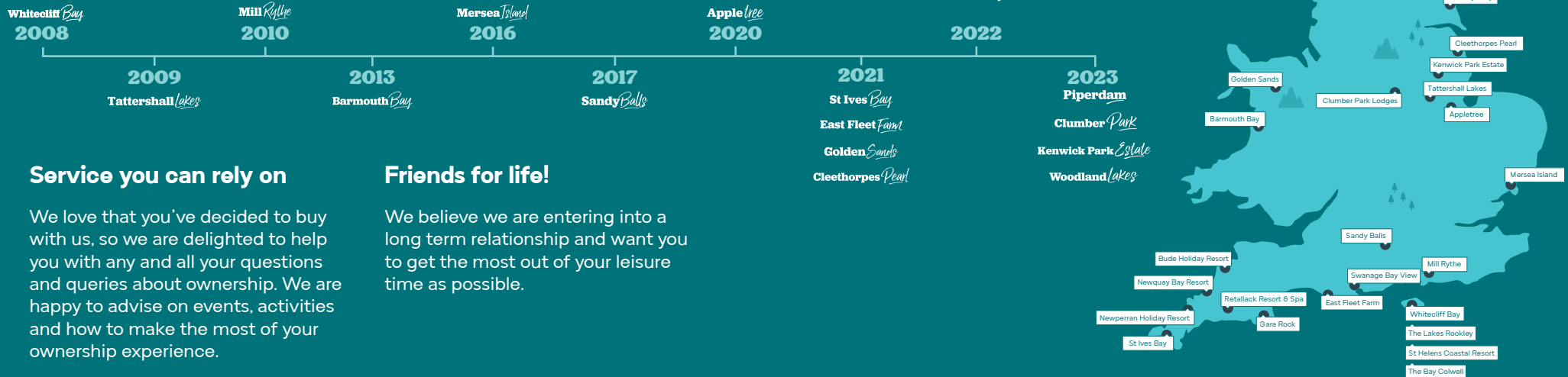
Home sweet home...
but with the bonus of holidays!

So many exciting options! No doubt, so many questions too. From the logistics of ownership through to the squeals of delight that are part of the package, this little guide contains everything you need to know in one handy reference.



About Away Resorts

Away Resorts is the home of the great British holiday park. Our parks each have their own individual attractions, and avoid the chain-like feel of some other UK holiday parks. Away Resorts operates holiday parks in the most stunning UK locations.



Service you can rely on

We love that you've decided to buy with us, so we are delighted to help you with any and all your questions and queries about ownership. We are happy to advise on events, activities and how to make the most of your ownership experience.

Friends for life!

We believe we are entering into a long term relationship and want you to get the most out of your leisure time as possible.

Useful information

Amenities

Guest Services

Holiday Home Sales

The Swimming Pool

The View Bar and Coffee Lounge

Please see your opening times on your Owners Board or on Third Place Social

Address

Swanage Bay View Holiday Resort
Panorama Road, Swanage BH19 2QS

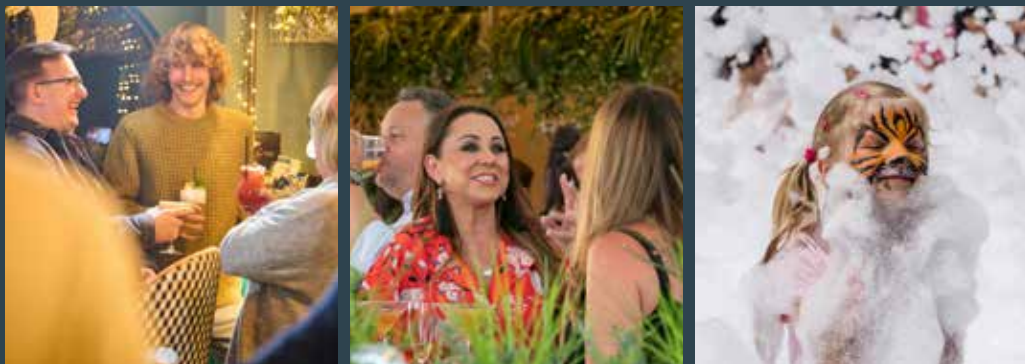
Contacts

Please contact Owner Services
on Park

01929 422 130

Owners Only

Throughout the year we organise exclusive events for our Holiday Home Owners. These events are a great way of meeting the neighbours. Most events are free of charge, great fun and outrageously popular.



Events

Keep an eye out for upcoming events on our owner's Facebook page 'Swanage Bay View Owners Third Place Social'.

To make a booking

For bookings please call the Guest Services Team on **01929 448 901**

All events are on a strictly first come first served basis so please book early.

Cancellations

If you are unable to attend we request that you inform us no less than 7 days before the event.



New events coming soon...

Our 2026 offers

Let your holiday home work for you!

Introducing.. our **Peak Payment Promise**, offering guaranteed fixed income over peak weeks.

PLUS! a suite of offers to suit you...

Offer 1

Guaranteed Income!

Offer 2

FREE valet[~]
and repair plan

Offer 3

£150/£75
Electricity credit unit*
(with/without hot tub)

Guaranteed minimum of **£50** on every booking.

Did you know?

Owners on your park have earned an average of **£4,428** from **10 weeks** this year!?[^]

[^] In accordance with your Peak Payment Promise form. ~Valet to take place in September - October 2026. Book with the team on park, at a suitable date whilst not on let. *Subject to participating weeks.



A great place for a chinwag

Third Place Social

Join our owners community on your owners Facebook page; 'Swanage Bay View Owner's, The Third Place Social'

Hear about any park news & updates first

- Chat & connect with other owners
- Exclusive competitions
- First for event news



“**third place social**”

What is The Third Place Social?

In 1989, Ray Oldenburg published a book about civil society, democracy and civil engagement. Oldenburg suggests that for a healthy existence, citizens must live in a balance of three realms: home life which is the first place, the workplace which is the second and the inclusively sociable places which are the third.

You're probably wondering what has this got to do with Away Resorts?

Well we have an exciting new brand, The Third Place Social for all our lovely owners, showcasing never before seen owners' events plus much more! We want to make Away Resorts the 'third place' in your life – A place to relax, a place with familiar faces and a place for new friends.

Be part of a community

We believe that The Third Place is the anchor of the community and facilitates more creative interaction between people. A neutral ground where you are free to come and go as you please, no importance of status in society, witty conversation, frivolous banter, feelings of warmth, possession and belonging.

Click, Share and Like.

We want you in the know – always Our Facebook groups will feature the latest news and updates, as well as ensuring you are the first to know of any park updates. It's also a place for support to help answer the questions you may have, a place for discussion and a place to share your favourite experiences.

Rewarding loyalty

We value loyalty. We want our owners to feel loved and that loyalty should be rewarded with something amazing. Keep an eye out for this on The Third Place Facebook page.

Private events and parties

Throughout the year we organise exclusive events for Holiday Home Owners from summer pool parties to cheese and wine tasting, exclusive cinema experiences to life drawing! These events are a great way of meeting the neighbours and having a giggle!

Exclusive virtual live entertainment

Don't miss our Third Place Social Live events which are our virtual online owner experiences, featuring anything from live acts and quiz nights, to celebrity broadcasts exclusive just for Away Resorts owners!

Owner Offers & Competitions

Enjoy offers & discounts to fun and funky competitions to naming the next big thing on park.

How do I join?

Join us on Facebook! Search for Swanage Bay View Owner's, The Third Place Social, answer a couple of questions and once checks have been done to ensure you are an owner, one of our Ownership Team will grant you access.



Your owners portal

View documents

Download useful documents and menus and grab your latest newsletter, with a message from your General Manager, latest news and updates.

Check your account and make payments

If you want to keep track of your account, you can view your bills and make payments at the touch of a button.

Recommend a friend or family member

If you know someone who may be interested in holiday home ownership at any Away Resorts location, be sure to check out our new owner referral area.

View letting calendar

If you let with us, you can view all your letting dates, including booked dates, on our handy digital letting calendar.

Holiday discount

You can enjoy an exclusive discount of up to **10% off on Away Resorts holidays**. Here's the cherry on top: spread the joy to your friends and family by sharing a special code with them for up to 10% off their bookings. Go on share the love!

Here's how it works;

book a holiday for this year or next by visiting our website or calling 0330 053 7000 and speaking to one of our friendly team. Quoting one of the following codes:

Owner up to 10% off quote code:
OWNER10

Friends and family up to 10% off quote code: **OWNER10**

Activating (or recovering) owners account

Activating your owners account on the portal and app couldn't be simpler. Just visit owners.awayresorts.co.uk and click on 'I need to activate my account'

From there, you can activate your account by filling out the form details on screen which will include your account number, activation code and the email address you provided to park when purchasing your holiday home. If you don't have an activation code, you can click on '**Don't have an activation code**' which will trigger the activation code to your email address. If your details can't be matched, please contact park to confirm what email address you provided to park

To recover an existing account, click **Forgotten Password** to create a new password.

We've got an app too!

- View your bills
- Book your activities
- Make payments
- Purchase owners services



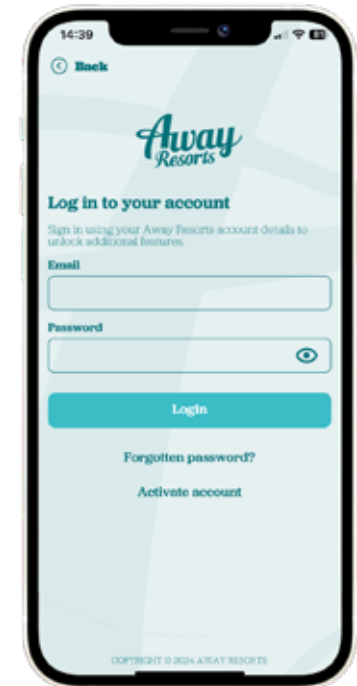
Download the Away Resorts app to view bills, make payments, view park information, book leisure activities, request maintenance services, purchase additional services such as ordering food and drinks, and you can even *submit your sublet dates now too!

The Away Resorts App is available to download from Google Play and the App Store. All you will need is your username and your password to login, this will be the same username and password you use for your online owners account.

Please note the app is dedicated just for owners and therefore requires you to activate your account online before being granted with full, secure access.

Details on how to activate your account can be found on your left.

If you have any issues whilst using the app please contact ownerfeedback@awayresorts.co.uk.



The Apple Logo and the App Store are trademarks of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

You can also leave us some feedback within the app too, we'd be happy to hear from you with anything we can improve on or help you with.

*Currently you are unable to manage your sublet dates on the app.

*Request owner services (safety testing, drain down)

For any questions or help logging in to the owner portal or app, just call Owner Services or email ownerfeedback@awayresorts.co.uk

To download our app simply go to Google Play or the App Store and search for the Away Resorts app. You will need your owner portal log in details to gain access.

Don't worry, no exercise involved!

Annual Running Costs

There is an annual pitch fee that is paid by all holiday home owners and covers the following:

Exclusive owners parties and events throughout the season. We also carry out other duties that are covered by the pitch fee which include:

- Park landscaping and gardening services
- Refuse disposal
- Road and drainage maintenance
- Park street lighting
- Park security systems

Annual Charges Schedule and Charge Reviews

About This Document

This document explains the annual charges that apply to static holiday home owners and how those charges are reviewed each year. It follows Away Resorts' standard approach and is designed to be clear, transparent, and easy to understand.

Our aim is to ensure that all charges are fair, reasonable, and reflect the cost of providing and maintaining high-quality facilities and services across our parks.

Important: This document is provided for information only. It is a summary and does not form part of your contract. Full details of charges, how they are calculated, and your rights in relation to any changes are set out in your Holiday Home Licence Agreement, which will always take precedence if there is any difference.

What Charges Apply

The annual charges covered by this document are:

- Annual Pitch Fees
- Non-Business Rates
- Water and Utilities (including electricity, gas and wastewater, where applicable)

These charges apply to all static holiday homes, unless your Licence Agreement states otherwise.

Our Approach to Charges

Away Resorts is committed to:

- Transparency – clearly explaining what you pay for and why.
- Fairness – ensuring charges reflect the reasonable cost of services provided.
- Consistency – applying a standard approach across our parks.
- Compliance – meeting all legal and contractual obligations.

We do not seek to profit from utility charges and only recover costs where permitted.

1. Annual Pitch Fees

1.1 What Is the Pitch Fee?

The Annual Pitch Fee covers the cost of providing your pitch and maintaining shared park facilities and services.

1.2 What the Pitch Fee Includes

- Your Pitch Fee contributes to:
- Maintenance of park roads, paths, and communal grounds
- Groundskeeping and landscaping of shared areas
- Street lighting and communal utilities
- Park management, administration, and customer services
- Health, safety, and compliance activities

The Pitch Fee does not usually include personal utility consumption unless explicitly stated in your Licence Agreement.

1.3 Annual Pitch Fee Review

- Pitch Fees are reviewed once each year.
- Reviews take into account:
 1. Increases in operating and maintenance costs.
 2. Inflationary pressures
 3. Investment in park infrastructure and facilities
- Any proposed increase is supported by a clear explanation.

1.4 Communication of Changes

We will always notify you in writing of:

- Your current Pitch Fee
- Any proposed change
- The date the new fee will take effect.
- The reason for the change

Notifications are issued in line with your Licence Agreement and relevant legislation.

2. Non-Business Rates

2.1 What Are Non-Business Rates?

Non-Business Rates are charges relating to costs that Away Resorts is required to pay for the park, which are recoverable from holiday home owners under their Licence Agreements.

2.2 How These Charges Are Calculated

- Charges are based on the actual or estimated costs incurred.
- Where costs are shared, they are fairly apportioned across holiday homes.

2.3 Review and Notification

- Non-Business Rates are reviewed annually or when costs change.
- We will explain the basis of the charge and provide supporting information on request.

3. Water and Utilities

3.1 Utilities Covered

This includes:

- Water supply
- Wastewater and sewerage
- Electricity
- Gas (where available)

3.2 How Utility Charges Are Set

- Where meters are installed, charges are based on actual consumption.
- Where metering is not available, charges are apportioned fairly.
- Utility charges reflect supplier tariffs and infrastructure costs.

Away Resorts does not add a profit margin to utility charges, except where administration charges are permitted under your agreement. i.e. bulk gas

3.3 Review and Billing

- Utility charges are reviewed at least annually.
- Bills clearly show the period covered and the basis of the charge.
- Any overpayments or underpayments identified through reconciliation will be adjusted.

4. Annual Charges Table (BELOW)

The table on the next page explains the types of charges you may see. Actual costs vary by park and are confirmed each year in your Annual Park Charges List, which forms part of your Licence Agreement information.

Charge Type	What It Covers	How It Is Calculated	Review	Notification Of Charge	2025
Annual Pitch Fee	The right to keep your holiday home on its pitch, and pitch services not charged separately.	Reviewed in line with the Licence Agreement, taking account of inflation, park costs, and services provided.	Annually	Written notice at least 90 days before the new Pitch Fee Year	Pitch fee Increased by 2.3% for 2026
Non- Business Rates	Your contribution to the park's non-domestic business rates	Based on the park's rateable value, apportioned equally across rateable pitches.	Annually	Annual invoice	£263.64
Water & Sewerage	Water supply and wastewater services	This is apportioned across all pitches on the park.	Annually	Annual invoice	N/A
Electricity	Electricity that is supplied to your holiday home	Metered usage, charged at the price the park pays the supplier, plus any standing charge.	Periodically	Usage based, invoiced in arrears	£0.2232 per unit
Gas (Metered)	Metered gas supplied to your holiday home	Or piped gas based on meter readings or average consumption.	Periodically	Usage based, invoiced in arrears	N/A per unit
Gas Bottled (If applicable)	Price per Bottle	Bottled gas at the recommended retail price.	Periodically	Payable on request	£79

5. Questions or Concerns

If you have any questions about your charges, our team is here to help. You can contact Customer Services or request further information about how a charge has been calculated. Any complaints will be handled in line with Away Resorts' complaints procedure.

6. Keeping This Information Up to Date

We review this document every year to ensure it remains accurate and reflects current practices and regulations.

Optional Services

Winterisation

We strongly recommend that you "drain down" your holiday home during the winter months to protect your home from potential frost damage. We can provide this service.

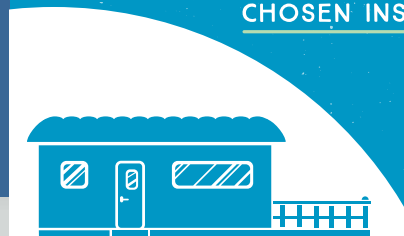
For more information see page 22.

Managed Letting Service

Let us show you how many of your fellow Holiday Home Owners cover their running costs by using our Managed Letting Service.

For more information see page 9.

CHOSEN INSURANCE PARTNER OF AWAY RESORTS



Leisuredays
INSURANCE THAT LETS YOU RELAX

Call 01422 396 888
Lines open every day



Your essential holiday home information



Functional ownership

We know it might all seem a little daunting when you first become a holiday home Owner but don't worry, it's really easy. Basically, everything revolves around Owner Services, but here's an overview of the main things you need to know.

When will I get invoiced for things?

As an owner you will receive a statement confirming details of your account and the following charges will be made annually.

Pitch Fees
Rates
Gas
Electric
Water

Please refer to your pitch licence agreement for dates.

How can I pay for my bills?

When our new owners portal is up and running you'll be able to easily pay your bills and keep up to date with your account on our owners website awayresorts.co.uk/owner-accounts/ and even on our dedicated owners app too. You could also pay by cash, cheque or card in Guest Services, or by our easy direct debit scheme.

How do I request repairs?

Most types of repairs can be arranged – please ask at Owner Services for further details. Replacement items or equipment are also available. Any invoices for repairs and replacements are payable within 14 days of receipt.

Facility passes

Holiday Home Owners are entitled to receive free passes up to the number of berths of the caravan, that allow free entrance into the facilities and clubs for all normal sessions. These passes are renewable annually. Additional passes can be purchased (subject to availability) in certain circumstances for £50 per adult and £25 per child. Away Resorts reserves the right to make a reasonable charge for additional special events.

Lost passes

Once issued, replacement passes can be purchased (subject to availability) in certain circumstances for £50 per adult and £25 per child.



Purchasing a brand new, ex-demo or pre-loved holiday home with Away Resorts* allows you to enjoy peace of mind with our 3-year Warranty package.

To us, age doesn't matter, at Away Resorts, we've got you covered!



3 Years extended Warranty

For more information please go to
<https://www.awayresorts.co.uk/holiday-homes/latest-offers/>

After-sales & Warranty

Purchasing a brand new, ex-demo or pre-loved holiday home with Away Resorts* allows you to enjoy peace of mind with our 3-year Warranty package. To us, age doesn't matter, at Away Resorts, we've got you covered!

Shortly after handover we'll get in touch with you to ensure you're in love with your new lifestyle, but in the rare case of an issue, please contact Owner Services who will be on hand to help you with filling out the relevant warranty paperwork.

Brand new and ex-demonstrator models under 1 year old

Details of items included in the manufacturers warranty can be found in your service handbook supplied inside the holiday home upon handover.

Brand new, ex-demonstrator or used

Your holiday home has an extended three-year warranty valid from the date of purchase as shown on your invoice. The warranty is not transferable.

Due to the nature of this offer all modular and brick build holiday home accommodation sale types are excluded.

What isn't included in the Warranty

Defects arising from normal wear and tear commensurate with the proper use of the holiday home.

Defects caused by inappropriate use or as a result of storm, flood, frost, accident or breakdown.

Defects caused as a result of a lack of proper maintenance [e.g. failure to winterise/drain down].

Water ingress caused by the use of pressure washers or inappropriate cleaning machinery.

Defects arising from any repairs carried out by the purchaser or a third party.

Any item not fitted as part of the manufacturer's original specification.

Any item subject to normal wear and tear, including, but not limited to; curtains, cushions, carpets, upholstery, work surfaces, glass, paintwork, tyres, tubes, batteries, gas bottles, bulbs, LEDs, fuses, entertainment systems.

Any works instructed by you [the owner] conducted by you or a third-party in-which alters the holiday homes original spec or spec upon purchase, will void your warranty. Please seek advice from Owners Services before commencing works or any intended alterations.

Claims procedures

In the rare case you find a defect, please contact Owner Services at the park who will talk you through next steps and be on hand to help.

Authorised personnel

All Warranty works must be carried out by the park team, the caravan or lodge manufacturer or an authorised and registered partner of the park.

Your statutory rights

This warranty does not affect and cannot exclude any of your statutory rights as a consumer. For more information on these statutory rights contact a local authority Trading Standards Department or Citizens Advice Bureau.

Getting Ready for Winter

Along with a scarf and gloves!

Holiday homes that are left unoccupied over the winter can be susceptible to frost damage, so don't put your nice shiny holiday home at risk in the winter.

Let us help...

Timely reminder

Each winter we will send you a reminder letter that offers a variety of services to protect your holiday home, (even if you have our warranty package please let us know what you would like.) We can offer you a wide range of services and protection measures to avoid the hassle of cleaning and employing contractors yourself.

These services include:

- Drain Down
- Gas Safety Test & Certification
- Electrical Test & Certification
- Portable Appliance Test
- Gas Boiler & Gas Fire Service
- Spring Clean
- Exterior Wash
- Smoke Alarm Service
- Smoke Alarm Replacement
- Fire Extinguisher Service

Don't take the risk

It's a frustrating truth that every year there are always a few Holiday Home Owners that decide to take the risk of not winterising their holiday home and are faced with a large repair bill for the damage, which is uninsured. Winters can and do get particularly cold with temperatures dropping below freezing. So please don't take the risk!

Leave us a key

If you do decide to use our services, please remember to leave a key with us at Owner Services so we can gain access to your holiday home and carry out the protection services you have chosen.

Important

We will not automatically drain down your holiday home, you will need to inform us in writing using the form we annually will provide. If you require gas testing, refill will take place a few days before you wish to start using your holiday home.

Owner Repair & Maintenance Promise



Service

We are committed to providing timely and efficient service to all our valued owners. Your needs and concerns are our top priority, and we pledge to address them promptly and effectively.

Our team will assess any reported issue to ascertain whether it can be resolved by the in-house team or whether a specialist/external contractor is required.

If the team can complete the required works a timeframe will be given along with the cost involved.

If we fail to meet the commitment, you will not be charged for any of the inhouse teams' time.

Communication & Transparency

We are committed to keeping you informed about any repairs that may take longer than 7 days to complete. Following this timeframe, we will provide weekly updates via email to the address registered against the owner account.

Please note that this communication excludes updates related to repairs managed by external contractors.

Expectation of Timescales

- 1 hour response for loss of Electricity, Gas or Water *
- If you experience loss of electricity or gas or water, we promise to visit your holiday home within 1 hour to assess the problem. This is only applicable whilst Guest Services are open.
- 7-day** for any minor repairs, where parts are not required.
- 28-day^ for non-stock items
- 12-Weeks^^ for repairs 8 replacements for manufacturer's warranty claims, decking repairs, groundworks, replacement carpets, upholstery etc.

Service timescales: *One-hour loss of electricity, gas, or water If you experience: Loss of electricity, loss of gas, loss of water, a major water leak or health and safety issues, we promise to visit your holiday home to assess the problem within 1 hour. If the loss of gas, water or electricity occurs to a section of the park rather than your individual holiday home, individual attendance may not be possible. We promise to repair any one-hour attendance issue within 24 hours that are within our control. Delivery of Gas bottles is not included, please refer to your owner team for timescales. **Seven-day minor repairs. If parts are in stock, any minor repairs will be completed within seven days of confirming your quotation or estimate with your Maintenance and Services team (exclusions are shown below). ^Twenty-Eight-day services; non-stock parts; refurbishment If parts are not in stock, we will complete your repair within 28 days of approving your quotation or estimate with your Maintenance and Services team. The 28-day repair promise also includes: Gas and electrical safety tests. ^^Twelve-weeks service, manufacturers repairs. For exterior panel replacements or where parts must be ordered direct from the manufacturer, groundwork requests, balcony, veranda and disabled ramp requests, carpet, lino, upholstery, curtain, and blind replacements, or a third-party Terms and conditions: Please review your service and repair charter terms and conditions for full details. Work undertaken as part of an insurance claim may take considerably longer as we await approvals – in such cases we will update you weekly on the progress of your claim. Work in relation to frost damage may take longer subject to demand and harshness of winter. Particularly on older model holiday homes, it is not always possible to match parts like for like. In such situations we will always discuss this with you to agree a suitable alternative. For details regarding repairs whilst your holiday home is on let, please review Letting Service terms and conditions. This is not applicable to any repairs carried out under the sublet Repair Plan.



Holiday Home Support Services

Fixing, freshening & fine-tuning -
so you don't have to!

Service	Cost	Service	Cost
Disconnection charge	£425	Labour charge per 1/4 hr	£12.50
Gas Bottle - 47kg	POA	Light Bulb Change	£18.00
Changeover Value	£148	Smoke Alarm Replacement	£33
Regulator	£340	Carbon Monoxide Alarm Replace	£36
Caravan Drain Down	£92.50	Toilet Seat	from £28.50
Lodge Drain Down	£118	Roller Blind	from £22
Anti Freeze Top Up	Caravan - £50 Lodge - £70	Locks	£59.50
Annual Gas Test	£120	Shower Bar	from £80.50
Gas Service Per Appliance	POA	Bathroom Taps	from £74
Pigtails replacement	£50	Kitchen Tap	from £84
3 year Electrical	£165	Toilet Flush Buttons	from £21
Package Gas & Electrical Test	£210	Window Handle	£6.75
PAT Test Per Appliance	£10	Fire Blankets	£22
Annual Fire Ext Service Cert	£29.50	White Main Door Handles	from £51
Batteries Replaced and Installed	£18.45	Black Main Door Handles	from £58
Shower Head Sterilisation	£13.45	Bathroom Interior Door Handle	from £25
Spring Clean	£135	Interior Door Handle	from £20
Exterior Wash	POA	Window Corner Cap	£0.60
Inventory Paack 6 berth	£589	Outside Tap	£105
Inventory Pack 8 Berth	£689	Bed Leg from	£13
Centurion	£2,025	Washing Machine Install inc Plumbing & Electrics	£262
Asguard Shed	from £980	Paving Slabs	£28.50 per slab
Replacement Key	£7		

Fire Precautions and Emergencies

In the event of any emergency, please let the nearest team member know what is going on and they will happily assist you.

Safety Alarms

If you hear a smoke alarm please report it immediately to a team member.

Fire Extinguishers

The caravan must be equipped with a portable fire extinguisher containing a minimum of one kilogram of dry powder and fitted with an indicator dial.

Fire Action

When you arrive at your pitch or accommodation, note the nearest Fire Point.

In the event of a fire...

- Evacuate your accommodation and alert your neighbours.
- If possible turn off gas and electric supplies
- Raise alarm by contacting Guest Services or phoning 999
- Please contact Owner Services or Out of Hours Security in the event of any fires or fire concerns.
- Do not re-enter accommodation to retrieve personal belongings
- Tackle a small fire with extinguishers or hoses, if safe to do so.

Important Safety Advice

Drive Safely

Kids and dogs + fast cars = bad news. The maximum speed limit around the park is 10mph but we strongly suggest you drive as slowly and carefully as you can. Excitable little ones (whether human or canine) don't always pay attention to the dangers.

Park roads are public roads and are therefore subject to the same driving laws as anywhere else. This includes not drink driving, wearing seat-belts and observing speed limits. We want you to have a great holiday and that means being safe on the roads.

Car Parking

As you would anywhere else, take care when parking. Don't block access routes that may be needed by emergency vehicles and stick to appropriate parking areas. Caravan pitches are not free car parks, despite their alluring appearance of free space. All vehicles are parked at your own risk so lock up your valuables.

Gas Leak

Report any gas leak. Don't hope that others will.

- Do not smoke or use a naked flame
- Do not operate electric switches or use mobile phones
- Turn off the gas supply & open doors and windows to disperse the gas as you leave the accommodation
- Contact Owner Services or Park Security straight away.

Gas Cookers (without ignition switch)

Always light the match before turning the gas on. Turn the control knob on and light the gas.

Gas Oven (without ignition switch)

Turn the control knob on, place the lighted match near to the burner at the back of the oven and push the red button on the fascia of the cooker. Release the button after 10 seconds.

Legionella

Please flush your taps through when your holiday home has not been used for a period of time, and disconnect hose pipes after every use. Follow online guidance for the cleaning of showerheads and taps.

Gas Grills (without ignition switch)

Turn the control knob on, place the lighted match near to the burner in the middle of the grill. Push in the control knob for the grill and turn on. Once the grill has ignited keep the button pushed in for 10 seconds on release.

Play Safely

Mums & Dads

Always ensure your children know how to get back to your accommodation. Be sure to know exactly where they are and tell them where you will be. If you have lost your children please go to Guest Services or contact Park Security to help you.

Entertainment for Children

Organised activities for children are provided as entertainment only. Please note that we do not offer childcare facilities and your children remain your responsibility at all times.

Children under 8 years of age must be accompanied by an adult at all times.

Children should wear clothes that are appropriate for the activity they are attending and remember that they should be given a drink and sun block in hot weather. Please ask your children to be well behaved at all times.

Important fire safety upgrade for your holiday home

New fire safety regulations apply if you rent out your holiday home – even occasionally.

In March 2023, the UK Government introduced A Guide to Making Your Small Paying – Guest Accommodation Safe from Fire to help landlords understand their legal responsibilities under the Regulatory Reform (Fire Safety) Order 2005.

One key update is the requirement for enhanced fire detection coverage.

This means:

- All smoke and heat alarms must be mains-powered with a tamper-proof standby battery (Grade D1 alarms).
- Smoke detectors must be installed in every room except bathrooms.
- A heat detector is required in the kitchen.
- A carbon monoxide alarm is mandatory if you have gas appliances.

At Away Resorts, we are currently upgrading all our accommodation. As a holiday home owner who sublets through us, you must comply with this upgrade before the 2026 sublet season; if your unit does not meet these standards by then, you will not be able to sublet through Away Resorts.

To assist you, we can arrange for our on-park contractors to complete the upgrade, a quotation can be provided upon request. Alternatively, you may source your own contractor, subject to our approval.

Additionally, we are:

- Providing all sublet units with a new Fire Action Notice to guide guests in case of an emergency.
- Offering to replace your powder fire extinguisher with a fire blanket as part of our fire risk assessment, which could result in cost savings on inspections.

PLEASE NOTE:

Even if you sublet your holiday home privately, you will still be legally responsible for ensuring compliance with these fire safety regulations.



Gas & Electrical Checks

All holiday homes must have a valid Gas & Electrical safety certification, and copies must be handed into the park office. Properly maintained appliances are safe to use and should be no cause for concern.

The service should include:

- Ventilation check
- (air inlets are clear and adequate)
- Flue check (smoke spillage test)
- Appliance safety devices are working correctly
- Appliances are safe for further use
- A check for gas leaks and condition of pipework and hoses

This work must only be carried out by a gas installer who is Gas Safe Registered and carries a registration card covering their competence. Always ask for a gas safety inspection record form to be provided for the work carried out.

Landlord Checks

If you let your holiday home you may be seen as a 'landlord' under the Gas Safety (Installation & Use) Regulations and thereby face other legal duties. If you are planning on letting we can help you with this.

Electrical System

Periodically, usually every 3 years, the holiday home electrical installation should be inspected and tested and a report on its condition obtained. We also recommend all appliances are checked on an annual basis with PAT (Portable Appliance Testing). Again, this can be arranged through Guest Services. Away Resorts will ensure a safe and reliable supply of electricity throughout the park and to your holiday home.

Don't Worry

All Holiday Homes purchased from Away Resorts have had all necessary safety checks carried out. Your owner services team can arrange all future necessary checks for you at your request.

Community Charter

APPENDIX 1 TO LICENCE AGREEMENT

PARK RULES: Swanage Bay View Holiday Park

These Park Rules are in place for the good management of Swanage Bay View Holiday Park (the "Park") and the benefit of all who use it. These rules form part of the Licence Agreement that is the contract between us for your occupation of a Pitch on the Park. They should be read alongside your Licence Agreement.

The Park Rules do not affect anything to which you are entitled under the terms of your Licence Agreement.

The expression 'you' 'your' means the Holiday Home owner and/or occupier, and this includes anyone visiting, using or hiring the Holiday Home from you. The expression 'we' 'us' 'our' refers to AG Swanage Limited.

You must make sure that anyone using or visiting the Holiday Home is aware of and complies with the park Rules.

The rules set out below are the Park Rules referred to in your Licence Agreement. You are reminded that breach of these rules is a breach of your Licence Agreement and could result in termination of the Licence Agreement. The Park Rules may be amended from time to time in accordance with clause 14 of your Licence Agreement, and any changes will be notified to you in writing.

General

1. We will notify you on an annual basis prior to the relevant season of the dates between which your Holiday Home may be occupied for holiday use during that season, subject to the terms of your Licence Agreement. Holiday Homes cannot be occupied outside this period.
2. All Park grounds besides designated pitches are communal for use by all owners or other lawful guests and visitors to the park.
3. Obstructions, fences or barriers are not allowed in the communal areas around the Holiday Homes because they may hinder access for emergency/Park vehicles.
4. Advertisements, notices and posters must not be displayed externally or in Holiday Home windows without prior written permission from the park staff.
5. Sheds and cars must not be used as alternative or additional sleeping accommodation. Motorhomes, touring caravans and tents may be used as accommodation only on pitches so designated.
6. We ask that you refrain from using drones on or over our parks.

Driving and Parking

7. Cars are limited to two per Holiday Home and must be parked only in the parking spaces provided, must be taxed (where used on roads, including the roads on the park), and have a current MOT certificate (where applicable) and current insurance cover. Other vehicles, such as vans, motorhomes, and commercial vehicles, are only allowed with the park's express permission and may need to park in designated areas.
8. Any Park speed limits must be observed at all times. All vehicles must drive on Park roads only (not on grassed areas). Learner drivers are not permitted to drive on Park.
9. Please note that these rules apply to all vehicles, including golf buggies, and that you must also comply with any other written instructions we may give you from time to time about these vehicles. Boats, jet skis and accompanying trailers must be stored in the designated storage area and not near to Holiday Homes, where applicable.
10. The use of E-scooters and quad bikes is not permitted on the park. Golf buggies must not be driven by anyone who does not hold a full driving licence.

Communications

11. Postal letters or other communications must not be addressed to a Holiday Home owner at the park; please use your main residential address for any post. If the Park agrees to accept deliveries for a Holiday Home occupant, such as birthday gifts, flowers, or a food delivery from a local supermarket or takeaway business during the holiday period, they must be delivered to the park office. Holiday Homes must be used for holiday and recreational purposes only. A Licence Agreement may be terminated [see clause 10 of Part 2 of the Licence Agreement terms and conditions] if a holiday home is used as a main or permanent residence.
12. Telephones must not be installed in Holiday Homes. Wi-Fi may not be installed in any Holiday Home without the Park's prior written consent.

Pets

13. Animals are not permitted on any part of the park without prior written permission from us, except for two dogs and/or one cat per Holiday Home. Dogs that present a serious danger to the public, as described under the Dangerous Dogs Act 1991 or any equivalent succeeding legislation, are not allowed on the park under any circumstances.
14. Dogs and cats must be kept under proper control at all times and are not allowed into any facility buildings unless stated otherwise

on those buildings. Dogs must be kept on a lead when outside the Holiday Home and must not foul the Park's communal areas. All dogs and cats must be kept under the control of a responsible adult at all times so as not to cause a nuisance to others. We may require the owner of any dog to remove it from the park if it is not well-behaved, causes a nuisance, or interferes with the comfort of other guests. Dog owners are responsible for clearing up after their dogs and disposing of dog waste in the bins provided.

15. Nothing in these Park Rules prevents you or any member of your party from bringing an assistance dog to the park, or from using the dog exactly as at home, if this is required to support a disability and Assistance Dogs UK or any successor body has issued an Identification Book or other appropriate evidence. We will make decisions about emotional support animals on a case-by-case basis and may require reasonable supporting medical evidence.

Refuse

16. Refuse must be disposed of in the relevant bins provided. Only domestic refuse is acceptable for disposal in the bins provided; waste other than this must be disposed of in an appropriate fashion by you, the owner. Where applicable, please use the provided recycling facilities.

Health & Safety, Additional works to the Holiday Home

17. You must use the Park safely and should not cause danger to others.
18. You must obey all health and safety notices displayed on the park and act on the reasonable instructions of Park staff in matters of health and safety.
19. Any accident occurring on the park must be reported to the park management as soon as reasonably practicable after the accident.
20. You must ensure that the Holiday Home is capable of being used safely at all times. We operate strict policies regarding alterations to the park, pitches and holiday homes to ensure that the Park remains safe, compliant with applicable legislation and well-presented at all times for the benefit of everyone on the park. As set out in clause 4.10 of Part 2 of your Licence Agreement, any alterations or improvements to your Holiday Home or Pitch (including the building or installation of any structures) may only be made once written permission has been sought. Any requests for permission must be made by completing our standard Pitch Improvement request form [a copy of the current form is attached in Appendix 3 and may be amended from time to time]. The completed form must be submitted to the Park General Manager. Further details of our requirements relating to Holiday Home and Pitch improvements are set out in Appendix 3.

21. Where the owner is given written permission to make alterations to the Holiday Home or to construct patios/decking or any other structures on the parkland, then the work must comply with relevant legislation. No combustible structures are allowed in the communal areas adjacent to the pitches.
22. All holiday homes must have a valid Gas & Electrical safety certification, and copies must be handed into the park office.
23. A suitably qualified and Gas Safe registered contractor must carry out any maintenance or other work to be completed on the gas supply and the appliances contained in the Holiday Home. Owners must not interfere with the gas supply to the Holiday Home without our prior written permission.
24. A suitably qualified and NICEIC or ECA registered contractor must carry out any maintenance or other work to be completed on the electrical supply and the appliances contained in the Holiday Home. Owners must not interfere with the electrical supply to the Holiday Home without our prior written permission.
25. The Holiday Home must be equipped with a fire blanket.
26. If you hire out the Holiday Home through our agency, or hire it out privately, you must ensure that all fire safety requirements are met in accordance with the Fire Safety Regulations. Effective from 1 October 2023, new legislation has been introduced under the Building Safety Act 2022, which updates the Regulatory Reform (Fire Safety) Order 2005 and places additional requirements on the "responsible person" to ensure fire safety across all accommodation. These changes ensure that all "responsible persons" identify fire risks and make adequate preparations. As part of these regulations, you are responsible for making arrangements for fire safety in any accommodation that you let to others.
27. Should you let your holiday home to others (privately or through Away Resorts), you must ensure that all fire safety requirements are met in your holiday home, including complying with all safety requirements outlined in these rules. You can find further supporting information on these legislative changes on the respective national government websites.
28. The use of naked flames, candles and smoking within accommodation is prohibited. Fireworks, Chinese lanterns, and any similar open-flame heat source cannot be used in the park. Barbecues are permitted within the area of your accommodation but must be placed on solid ground and not on decking.
 - a. ensure that the gas installation and appliances in the Holiday Home have been checked under the Gas Safety & Use Regulations and that a current certificate is on display in the Holiday Home (*);
 - b. ensure that a current electrical installation test certificate is on display in the Holiday Home (*).
 - c. ensure that all portable electrical appliances in the Holiday Home have been tested as appropriate under the PAT regulations (*).

- d. ensure that the fire extinguisher has a valid test certificate (*).
 - e. ensure that the soft furnishings in the Holiday Home comply with the appropriate fire regulations.
 - f. ensure that a check is carried out on the Holiday Home's smoke detector immediately prior to each use (where the Holiday Home is being hired out under the Away Resorts Managed Letting scheme, we will carry this out).
 - g. if you intend to supply a cot fitting to a child's bed, you must employ a qualified fitter of this type of accessory, and your fitter must be approved by the park. The Holiday Home manufacturer may be able to provide fittings designed for their Holiday Homes and/or qualified fitters; and
 - h. If you have a hot tub, then you must operate it in accordance with any health and safety guidance and any individual written instructions we may give you from time to time. You will be issued with a hot tub compliance letter by the park, which must be signed by the registered owner(s) and returned to the park office.
29. Whilst the checks and tests referred to in clause 21 of Part 1C above are mandatory where you are hiring out your Holiday Home, we strongly recommend that you carry out the checks and tests on the Holiday Home's systems described in Appendix 1 clauses 28(a) to (h) above in any event to ensure your safety and the safety of any family members or friends who you permit to use your Holiday Home. Clause 4.9 In Part 2, the Licence Agreement obliges you "To keep the Holiday Home in a good state of repair and condition both visually and structurally and so as to retain its mobility and in a safe, habitable state, including the repair and maintenance of all installations and appliances and undertaking and/or commissioning all relevant periodic safety checks as appropriate."
 30. We will advise you as necessary of any repairs and/or replacements to the Holiday Home and any associated fixtures or structures that we reasonably consider to be necessary so that you can arrange for the necessary works to be done.
 31. In an emergency or for urgent site safety reasons (such as a fire, flood or storm), we may use our powers under clause 3.9 of Part 2 of the Licence Agreement to enter the Holiday Home without giving you advance notice. If we carry out any immediate works in these circumstances, we will be entitled to recover our reasonable costs from you on providing full details of the works and the costs.
 32. It is your responsibility to drain down and prepare the Holiday Home for the closed season.
 33. You must ensure all gas, electricity and water connections are switched off throughout the closed season.
 34. During the closed season, we recommend that the curtains of your Holiday Home be drawn back and that all items of value be removed.

Security

35. Any video, voice or motion recording devices, such as cameras installed in doorbells and other recording devices which you have installed for use in or around your Holiday Home are your sole responsibility. Under data protection law, it is likely to be unlawful to record images of individuals outside the boundary of your Holiday Home unless certain safeguards are in place. See ICO guidance Domestic CCTV systems – guidance for people using CCTV | ICO for more information. It is your sole responsibility to comply with any applicable data protection law in this regard. Please also note that any such devices must be deactivated during any periods when your Holiday Home is hired out to guests via the Away Resorts-managed letting scheme.
36. You are solely responsible for securing the Holiday Home.
37. You may only use alarms of the silent, monitored type and not audible alarms.

Pitch Improvements Form

38. Clause 4 of Part 2 of your Licence Agreement requires you to seek our permission before undertaking any works to your Holiday Home or the Pitch. Any requests for permission must be submitted by completing the Pitch Improvement Form available on request from our team on the park and delivering this to the park office.

Photography & Social Media

39. From time to time, we take photographs or videos of events and activities at our Parks. We will put up prominent notices when doing so in any of our facilities or other parts of the park. If you do not wish to be included in any such images, please avoid the area, inform the Park office, or speak to the staff or contractors working on this project. If we wish to take images specifically of you or any member of your party, or in areas where you may reasonably expect privacy, such as at sports facilities, we will always ask for your individual permission in writing.
40. We reserve the right to use any images or videos taken on the Parks for marketing or promotional purposes, including social media. Additionally, if you post any images taken in our Parks on the Away Resorts group's social media channels (including, but not limited to, Facebook, Instagram, Twitter, Snapchat, or other platforms), we reserve the right to use them for promotional purposes.

Exercising our discretion

41. Where these Rules give us discretion, we will exercise it reasonably.

APPENDIX 2 TO LICENCE AGREEMENT

Holiday use

Purpose of Use: Holiday Homes at the Park may be used only for holidays, not as a main residence. Owners must provide their main residence address, which may not be other holiday accommodation.

Holiday Duration: The length of a holiday varies, but your Holiday Home should not be someone's main home.

Holiday Frequency: There is no limit on the number of holidays taken, as long as your Holiday Home isn't used as a main residence.

Working or Schooling Locally: Commuting for work or school indicates your Holiday Home is a main residence, which is not allowed.

Doctor Registration: You can see a local doctor as a temporary patient, but someone with a main residence elsewhere does not need to register with a local doctor.

Retired Owners: Being retired does not allow main residence use; you need another main residence.

Overseas Residence: An overseas home may count as a main residence, but factors like ownership and time spent in each location matter.

Running a Business: No business activities are allowed in your Holiday Home, though occasionally keeping in touch with work is fine (like checking emails). If you have our written permission to hire out your Holiday Home for holiday purposes, you may also spend some time on this.

Commercial & Sign-Written Vehicles: Our Park Rules may ban some vehicles. If we allow any commercial or sign-written vehicles, we would still consider this unusual and may ask you why you have done so.

Deliveries: As this is a holiday park, we do not have to handle deliveries for customers, such as letters or parcels. Receiving letters here which would ordinarily be sent to your home, such as doctors' letters, would suggest your Holiday Home is a main residence.

Council Tax and Housing Benefit: Holiday Homes are subject to Business Rates, not Council Tax. Claiming benefits would suggest your Holiday Home is a main residence.

Consequences of Breach: Breaching the holiday rule can lead to termination of the Licence Agreement.



Upgrading & Recommending

Don't keep it a secret

A great many of the Holiday Home Owners here have joined us because they were recommended to the park by their friends or family members. You can't keep a good thing secret for long!

Love is... a holiday home!

If you find yourself falling in love with and always counting down the minutes until you next visit, then you may also find yourself telling your nearest and dearest about it too.

Whether you want to enjoy holidays with family or friends or you just want them to have as much fun as you do, don't hide the light under a bushel. For a start, the bushel might spontaneously combust from your excitement. Secondly, it's nice to share.

How about £1,000 in Pitch Fee Credits?

Do we have a deal for you? You bet! If you recommend a friend who becomes a Holiday Home Owner here at then you get some additional benefits.

Not only can you enjoy holidays together, but we will also give you an account credit of £500 once they have taken over their holiday home.

The second person you refer will earn you £750 and the third is worth a whopping £1,000. Bring your friends and help save on your pitch fees. For referrals to escalate, all sales must be complete within a 12 month period.

How it works

All you have to do is complete an owner referral form and send it in to us and let us do the rest. Alternatively you can bring them along or even call to make an appointment for them. Simple!

No hard sell, promise

Yuck, don't you hate a hard sell? We do too. It's not our way. We think we have a great offering which doesn't need a hard-ball pitch because you don't need a sledgehammer to crack a walnut.

We promise that we will treat your referrals with absolute respect and courtesy and that includes giving them the option to say 'no thanks.' No pressure.

Assisted Sale

Agree your price, with the confidence and support of Away Resorts

- ### Why consider an Assisted Sale?
- ✓ Agree your price upfront with no surprises
 - ✓ We support the marketing and buyer enquiries
 - ✓ No need to manage viewings yourself
 - ✓ Reach a wide audience of potential buyers
 - ✓ Supported by our experienced team throughout

A supported way to sell your holiday home, with added buyer benefits to help you move forward with confidence.

Here's how it works....



1. You agree your price

We agree a price with you — the amount you'll receive when your holiday home sells.



2. We package your holiday home

We enhance your holiday home with added benefits including warranty, pitch fees and finance options.*



3. We market and manage the sale

Our team supports the marketing, viewings and enquiries to help find the right buyer.



4. You receive your money

Once the sale completes and the new owner moves in, you receive your agreed amount.^

Choose the way that works for you

There are different ways to sell your holiday home, here's how they compare...

	Private Sale	Away Assisted Sale
Finding a buyer	You find your own buyer	We support marketing to help find a buyer
Warranty	Not typically included	3 Year Warranty included
Pitch fees	Payable as standard	Covered as part of the sale
Licence agreement	Remaining term transfers	New licence agreement issued
Handover	Supported by the park	Fully supported by the park
Finance options	Arranged independently	Finance options available*

Exploring your options? We're here to help.
 Speak to the team today to find out how much your home could be worth with an Away Assisted Sale.

We present your holiday home like an Away Resorts purchase, so buyers feel more confident and are more likely to buy.

*Away Resorts is a trading name of Away Resorts Limited which is a company registered in England and Wales (Reg. number 06458827). Registered Office: 200 Maylands Avenue, Hemel Hempstead, HP2 7TG. Various companies within the Away Resorts group are authorised and regulated by the Financial Conduct Authority (FCA) for consumer credit broking activities. Please see FCA Disclosure | [awayresorts.co.uk] for details of these companies who act as a credit broker, not as a lender, for the introduction of customers to a limited number of finance providers who provide finance in relation to purchasing a static home/caravan/holiday lodge. Finance subject to status and income, written details available on request. ^Terms and conditions apply, please ask for more details

Upgrading your holiday home

We know, it sounds strange to be talking about upgrading to a new holiday home on the day that you are buying your first one! We also know people never stop dreaming, so don't be shy if now that you've reached this dream, the next one has started to demand attention.

Perfecting perfection!

We just want you to know that it is all quite normal for people to upgrade their holiday home. Honestly, it's fine! Circumstances can change and the perfect holiday home just needs to be, well, more perfect!

There are always a great variety of new and preloved models available, so feel free to pop in to Guest Services for a cup of tea and a rummage around the latest holiday homes that are available.

Simple to upgrade

When you decide you want to think about a new holiday home, simply contact the Ownership Team via Guest Services. They are trained to take you through everything you need to know. You may even consider moving to another pitch on the park at this time.

Upgrades available

Step 1

One of our Ownership Team will visit you at your holiday home for an inspection to help us value it.

Step 2

We will then prepare a 'no-obligation' proposal for you, including the part-exchange allowance on your current holiday home and the full delivery, siting and connection costs. We will also prepare a finance package designed to suit your specific needs if you wish to use our competitive finance schemes.

Step 3

If you are happy to proceed and let us have some of your hard earned cash, we will advise you of the expected handover date. We can also arrange to exchange your holiday home for your new one all in one day if you like.

Step 4

If you have an approved veranda on your current holiday home, this will be removed and fitted to the new one by the Park Services Team or an approved contractor.

Step 5

Move into your new holiday home, kick back, relax and wonder why on Earth you didn't do this sooner!



Scan here to see our latest upgrades and holiday homes available!

Creating Tomorrow's Forests Partnership

Away Resorts are committed to fighting climate change, and doing our bit to protect our planet. We are excited and proud to have just started work with Creating Tomorrow's Forests, to offset our carbon footprint by planting trees & creating real change. Even the smallest change can make a big difference, so for every holiday home we sell, we are planting a tree!

At the start of January 2025:

- We've planted 1,665 trees
- Our trees have helped absorb 416 tonnes of CO₂ [that's like taking over 300 cars off the road for a year!]
- Restored over 6,227 square metres of nature



For more information please visit:
www.awayresorts.co.uk/holiday-homes/tomorrows-forests/

We wanted to shout this from the treetops and work towards a greener more ecological future.



Your Feedback

Let us know we're here to help

Like agony
aunts but
better...

Someone wise once said "you can't fix what you don't know is broken". Someone else, who was also wise, said "you never know the miracles you create with a kind word". We agree with them. Your feedback matters.

Whether you need something attended to or you want to tell us that our team have done a great job and you've had a great time, we will make sure your comments result in action (the latter always involves a dance of joy!) Our aim at all times is to make our Holiday Home Owners happy. But we're not great mind readers so just tell us like it is.

The power of a compliment

The performance of our team members is extremely important to us and we enjoy recognising those who have delivered exceptional service to our customers. This recognition helps motivate all team members to exceed Holiday Home Owners' expectations, so we are extremely grateful for all positive comments received about our team members. But if things go wrong...

Waiter! There's a fly in my soup!

All our team members are keen to resolve any issues that arise as quickly as possible. We've told you that we want to make you happy and we mean it. We like to make things work, so don't be shy about telling us if something doesn't meet your expectations. We will do our best to resolve it. The power of talking cannot be over-emphasised here. But, if the unimaginable happens and you feel that talking hasn't got you anywhere, there is an alternative. As members of the NCC Approved Holiday Park Holiday Home Ownership Scheme, we have an industry-agreed and well-established procedure in place.

A key commitment under the code of practice that lies at the heart of the scheme is that we maintain a clear and formal written complaints procedure and take effective and immediate action to try and resolve any customer complaint

Our procedure is as follows:

1. If you want to make a complaint:
 - a. We will acknowledge your complaint, in writing or by phone, within 7 days of receipt.
 - b. We will issue an initial response or a final decision, in writing, as soon as possible or at the latest within 14 days of complaint receipt.
 - c. If we issue an initial response and you notify us that it does not resolve your complaint, we will issue a final decision, in writing, as soon as possible or at the latest within a further 28 days.
 - d. In all instances, if we justifiably need more time to investigate and manage your complaint (e.g.: Because it involves another party), we will provide written reasons why and an estimate of the date when we expect to be able to issue an initial response or final decision.

- e. We will keep a complaints log which will be available for inspection by NCC assessors.
2. We will keep you informed either by letter or e-mail, whichever you prefer.
 3. For all complaints we will provide either a response and/or a final decision in writing. Any final decision will include details of the NCC Informal Dispute Resolution Service and the Independent Case Examiner [the Examiner] in case you require independent redress. Please note that the Examiner will only consider complaints that have been first sent to, and considered by, the NCC Informal Dispute Resolution Service.
 4. If you are not satisfied with our final decision, or if we exceed the response timescales (see 1 above), you can then refer your complaint to the NCC for informal dispute resolution. If this fails to resolve your complaint or if the NCC Informal Dispute Resolution Service is not able to handle your complaint, the NCC may escalate your complaint to the Examiner. We will co-operate fully with the Examiner during an investigation and comply with his final decision which is binding on us both. Please note an administration fee of £50 (+ VAT) will be charged by the NCC should you wish to use the Examiner service. This fee is refundable only if the Examiner finds in your favour, subject to his/her discretion. There are no other charges to you for using the service.

5. We will liaise, at your request, with anyone acting formally on your behalf (e.g. Trading Standards, Citizens Advice Bureau, Consumer Advice Centre, etc.).

Correspondence

In the unlikely event that your queries are not resolved by a member of the park management team, correspondence should be sent to:

Jackie Hutson

Head of Owner Engagement,
Away Resorts, 3rd Floor,
Maylands Building, 200
Maylands Ave, Hemel
Hempstead Industrial Estate,
Hemel Hempstead HP2 7TG

Email:

ownerfeedback
@awayresorts.co.uk

Note: The National Caravan Council (NCC) is the UK trade body for the tourer, motorhome, holiday home and park home industries. It has developed a number of NCC Approved schemes, each with a Code of Practice at its heart, to ensure that subscriber members treat customers fairly, deliver high levels of customer satisfaction and provide full protection and access to redress should this be needed. Further details can be found via:

approvedholidayparks.co.uk

Comments



Park Information

Getting around...

Buses run regularly from the High Street, a 10-minute walk from the park.

Stay connected...

Wi-Fi is available in The View Bar and Coffee Lounge.

Looking for somewhere to plug in?

Currently there are no EV charging points here on park. The closest to park is on Priests Way (BH19 2RS).

Key

- A** - Guest Services
- B** - Holiday Home Sales Office
- C** - The View Bar and Coffee Lounge
- D** - Indoor Swimming Pool
- E** - Gym
- Recycling
- Bins
- Parking
- Fire Assembly Point



A fire box is close to your accommodation. Please take a moment to familiarise yourself with its location.

For park safety information and to find all you need, from taxis to takeaways, petrol stations and pharmacies, scan here...

Scan me

Reduce, reuse, recycle...

Please help us to protect the environment

Use the designated bins around park for mixed recycling, glass and general waste, and we recommend that you turn off the lights each time you leave the room.





*Away
Resorts*