



Purchaser Information Guide



Tuesday, 25 September 2018

Dear Customer,

Welcome to Skegness Water Leisure Park. This letter and the enclosed agreements set out important information which you should keep on file. You should be sure that you understand all the information in this letter and the enclosed documents fully before you proceed. Please feel free ask us any questions you may have. So that we can be sure that you have read and understand everything, this letter is provided to you in duplicate. We ask that before you proceed with your purchase you sign and return the second copy to the sales team.

All plots are serviced with:

- Water
- Sewers
- 16 amp electric
- Ducting for BT telephone cables (*Not applicable to South Fields new development*)

2018 Annual Ground Rent – (March 1st – January 5th)

- 10ft wide plot **£2,680.00**
- 12ft wide plot **£2,750.00**
- Premier plot **£2,910.00**
- Twin unit plot **£3200.00**
- South Fields **£2,700.00 (March 15th – October 31st)**

What is included

- Water rates inc VAT
- Sewerage charges inc VAT
- Electric installation & test (*Test conducted every three years*)

Additional charges

- Electricity **19p per unit + 5% VAT** (Invoiced annually)
- Ramtech security **£69.00**
- Calor gas bottles **£58.00** (*Effective from April 15th, 2016*)
- Insurance **Quotes provided through AJ Gallagher Ltd**
- Gas test **£45.00 + VAT Non-central heated**
£54.00 + VAT Central heated
(Plus remedial action if required on gas test)

PLEASE NOTE THAT WE RECOMMEND A HOLIDAY HOME HAVE FACTORY OR PROFESSIONALLY FITTED CENTRAL HEATING AND DOUBLE GLAZING FOR THE WINTER SEASON.



Holiday Home Sales General Information

- Ground rent due in full by March 1st each year (pre-payment schedules)
- All sales include an electrical & gas safety test included in the sale price
- Skegness Water Leisure Park season
March 1st – Until January 5th (Closed at 12 noon)
- South Fields season
March 15th – October 31st (Closed Sunday at 12 noon)
- Ramtech security maintenance due in full by January 1st each year
- Caravans must be insured on a “New For Old” or “Market Value” policy either through Skegness Water Leisure Park or through an alternative insurer (Flood damage must be covered)
Proof of cover must be provided to the office every year
- Plot agreements will be issued to every new customer to SWLP, signed by all parties.
- Compulsory “Gas Safe” safety tests conducted every year
- Compulsory Electric tests conducted every three years
- Gas deliveries made same day if ordered before 3pm
- Maintain 2ft around holiday home at all times
- End of season drain down service available through SWLP

Life of Holiday Home – All Holiday Homes from new have a minimum of 15 years on site subject to sufficient maintenance internally and externally. All caravans over 15 years of age have a minimum of 5 years on site dependent on sufficient maintenance internally and externally. Please see “**How long your Holiday Home can remain on the park**” later in this document for further information.

- Reception open seven days a week (except public holidays in closed season)
- On site night time security Who to call? **07990685949**
On site day time security Who to call? Reception on **01754 899400**
- Strictly no letting on site – Only first relations to use holiday home
Example: Grandparents, Parents, Brother, Sister, Son, Daughter



Our Agreements

Enclosed is an example “Licence Agreement” which set out the full terms agreed between us and include a summary of some of the important terms; this Agreement is in common use in the holiday parks industry. You will be provided with two copies of each once a Holiday Home has been a sale has been agreed.

- The first is called the “Purchase Agreement”. This sets out the terms for the purchase of a Holiday Home.
- The second agreement is called the Licence Agreement. This sets out the terms on which you will station your holiday home at Skegness Water Leisure Park.

We will sign both copies to complete the Licence Agreement and the Purchase Agreement. If you decide to proceed with the purchase please sign and return the second copy of both Agreements to the office, the other copy is for your records.

Payment Arrangements

Unless we have agreed otherwise, we expect you to make any payment to us by one of the following methods:

1. by cheque to the park office
2. by bank transfer – (Ellis Bros. (Contractors) Ltd Client Account, Sort code 30-97-67, Account number 20446668, Lloyds Bank – Skegness)
3. by debit card payment over the telephone or in person at the park office

*We **do not** accept credit card payments. We **do** accept all major debit cards excluding American Express, and Diners Club. (Minimum deposit of 10% and balance in full before the holiday home is occupied)*

Our aftersales service and complaints procedure

You are legally entitled to expect that your holiday home is of satisfactory quality and conforms with the description stated in the Purchase Agreement. If you have any concerns about your Holiday Home please tell us and we will try to resolve your concern. For your convenience we have an in house “*Customer Aftersales Report Form*” available at the park reception for you to fill out and return to the sales team to formally report any problems.

If you are purchasing a used Holiday Home from Skegness Water Leisure Park **stock**, we will endeavour to put any major faults right, but this will not include the general wear and tear that one would come to expect buying a used product. If you are purchasing a used Holiday Home from a Skegness Water Leisure Park **customer**, we will not be able to carry out required works free of charge, alternatively you can request for work to be done through the park reception at your expense. We recommend you have an independent survey carried out before the purchase (*details explained later in this document*).

Your first point of contact should be Sam Ellis or Mark Holley.



Your standard manufacturers guarantee

If you are purchasing a **New Holiday Home** you will receive the benefit of a **manufacturer's** warranty. If relevant we will provide a copy for you with this paperwork.

Skegness Water Leisure Park do not **personally** offer a **company** guarantee for new or used Holiday Homes. *Your statutory rights are not affected by this guarantee.*

When your Holiday Home will be ready

Depending on whether you are purchasing a new or used Holiday Home, the length of time can vary on how long it will take to get it ready for your occupation.

New Holiday Home – If the Holiday Home is in stock, we will try to get it ready for you within three weeks from the date you have signed the Purchase Order form. If we have to order the Holiday Home direct from the manufacturer, we will receive an estimated completion build date. Delivery to site can depend on the transporters' time schedule. Once the Holiday Home has been delivered to the park we will endeavour to have it ready within three weeks.

When we are taking your existing Holiday Home in **part exchange** and you require your new Holiday Home to be sited on your existing plot, we require you pack down your current Holiday Home by placing all heavy items in the centre, over the axle. These will stay in your caravan until the new one is ready, Then you can transfer your things over. This will help us in the disconnection of the Holiday Home. We will then start connecting your new Holiday Home, again aiming to be being completed within three weeks of you moving out.

Used Holiday Home – Once you have completed the Purchase Order form we will try to have your Holiday Home ready for you within three weeks.

"Selling on behalf of" Holiday Home – If you are purchasing a Holiday Home that we are selling on behalf of another customer already on the park, the whole transaction can take up to three weeks from the date of purchase. This can vary on the time schedule of the vendor, so they have enough time to remove their personal belongings and vacate the Holiday Home ready for a gas and electrical safety inspection to be carried out. Different customers' personal schedules can vary and can change at a moment's notice, therefore we will keep you informed as much as possible as and when we expect the caravan to become available and ready for you to move into, this can take up to three weeks. Skegness Water Leisure Park are only marketing the Holiday Home, Veranda and Sheds (where applicable). All other white goods and additional items that did not come as standard with the Holiday Home belong solely to the vendor.



How long your Holiday Home can remain on the park

We give all Holiday Homes a minimum of fifteen years of life **from new** on Skegness Water Leisure Park. If/when you purchase a Holiday Home that is fifteen years or older, we will give you a Licence Agreement lasting up to the caravans age of twenty years. Once a Holiday Home has reached this age, we will assess its integrity internally and externally on an annual basis to make sure it is still safe for occupation. As long as the Holiday Home is in good working order we will not ask for it removed from site.

On the scenario that the Holiday Home is twenty years or older and you no longer require the use of it, under your instruction we will ask local independent traders to value your Holiday Home and offer you a “scrap value”. As the owner, you will be liable to pay for the disconnection fee of £500.00 + VAT unless the trader agrees to pay us direct and to settle all outstanding invoices.

Use of your Holiday Home

We are confident that you will enjoy using your holiday home for your holidays at our park. It is very important to understand that your Holiday Home **cannot** be used as your main place of residence. We have provided a more detailed explanation of what “Holiday Use” means in this document.

The Purchase Agreement and the Licence Agreement state that hiring out of your Holiday Home is **not permitted** here at Skegness Water Leisure Park. Your Holiday Home may only be used for holidays by you, your first family relations and not in return for payment. *Please refer to the Licence Agreement for the definition of first family relations.*

If you decide to cancel your order

We draw to your attention **Condition 2** of the Terms & Conditions set out on the reverse of the **Purchase Agreement**. If you decide not to proceed with your purchase order within a period of **five** days from entering the Purchase Agreement then you may cancel by giving us notice in writing without penalty. You do not have the right to cancel after this. If you do so then you will be in breach of the Purchase Agreement and as a consequence, we will be entitled to recover from you any losses incurred.

Questions

We hope that you find all the information in this document useful. If you have any other questions please speak to a member of staff in the office or contact us either by telephone on 01754 899400 or alternatively email us at sales@skegnesswaterleisurepark.co.uk.



Explanation of holiday use at Skegness Water Leisure Park

We are glad you have chosen to holiday at Skegness Water Leisure Park, we are confident you will enjoy many happy holidays here. Skegness Water Leisure Park is a holiday park and it is important you consider what that means. The following questions and answers explain the holiday use requirement.

Q. *What can my Holiday Home be used for?*

A. Caravan Holiday Homes at our park can only be used for **holiday purposes**. This means the Holiday Home may not be someone's main residence. That is why we ask you about the address of your main residence and will continue to do so while you own the holiday home.

Q. *What is a holiday?*

A. A holiday is a period of recreation time away from your main residence, during which no work is done.

Q. *How long can a holiday be?*

A. There is no hard and fast rule because people's individual circumstances vary so much. The point is that someone who is on holiday has their main residence elsewhere where they mainly live.

Q. *How frequently can I have a holiday?*

A. There is no limit to the number of holidays which can be taken in your Holiday Home provided that it is not used as someone's only or main place of residence.

Q. *Can I work locally and my children go to local schools?*

A. No - As commuting to work or school from Skegness Water Leisure Park would be taken as strongly indicating the Holiday Home is being used as someone's main place of residence.

Q. *Can I register with the doctor locally?*

A. Yes - People can become ill on holiday and may use the local doctor as a temporary patient. It should not be necessary for someone with a main residence elsewhere to register with the doctor for holiday periods unless they have particular health requirements.



Q. *I am retired and want to use my Holiday Home all the time?*

A. Being retired does not mean you are on holiday. The test is whether you have a main place of residence elsewhere.

Q. *My main residence is overseas does this count?*

A. Yes but all the facts are relevant when deciding whether the overseas property or the Holiday Home is your main residence. These would include whether you own the overseas property or, if it is rented then how long you have rented it for, how much time you spend in the Holiday Home and how much time in the overseas property.

Q. *Can I run a business from my Holiday Home?*

A. Definitely not. This would not be consistent with holiday use. However, if someone wanted to keep in touch with their work or business whilst they are on holiday for example, they could use a laptop, tablet or smartphone.

Q. *Can I have post delivered to the park?*

A. We only facilitate general post such as letters from family, birthday cards, and small parcels. Post meant for your main residence cannot be forwarded to Skegness Water Leisure Park, such as utility bills, NHS, bank statements and doctor appointments etc.

Q. *Can I register for Council Tax in order to obtain Housing Benefit?*

A. No - Business rates are charged for Holiday Homes, not Council Tax. Paying Council Tax or receiving Housing Benefit to pay the pitch fees would be taken as a strong indication the Holiday Home is being used as a main residence.

Q. *What happens if I break the holiday restriction?*

A. Your licence agreement with us contains your undertaking, to comply with the holiday condition. If you were in breach of the Licence agreement we would ask you to promptly rectify the breach in rules. If you were to fail to comply, we would be entitled to terminate the agreement and to ask you to remove your Holiday Home from the park. The planning authority might also take action against you for breach of the holiday condition by serving an Enforcement Notice.



Holiday Home Transfers

If you already own a Holiday Home on another park you may be eligible to transfer it onto Skegness Water Leisure Park. There are a few conditions that your holiday home must meet before it may be transferred and must be inspected by a member of Skegness Water Leisure Park staff.

- Good aesthetic condition (inside and out)
- Clean (outside, before or after siting and connection)
- Chassis painted (if not galvanised, or directed to do so by a team member)
- Legs oiled and checked for corrosion (if corroded they may need to be replaced and an additional charge may be incurred)
- Not previously rented out

Transfer prices

- **£3,000.00** inc. VAT – Non-Central heated Holiday Homes
- **£3,600.00** inc. VAT – Central heated Holiday Homes

What is included

- Siting, connection & commissioning
- “Gas safe” safety test
- Electric safety test
- One x 47kg gas bottle for a non-central heated Holiday Home
- Four x 47kg gas bottles for a central heated Holiday Home
- Ramtech security installation
- Chained down and axle stands fitted

What is not included

- Disconnection from previous park
- Transfer from previous park
- Transfer of a veranda and/or shed
- Additional slabs for veranda / shed
- Ground rent (Unless transferred after July 1st)

PLEASE NOTE THAT YOU WILL NOT BE ABLE TO USE OR MOVE ANY PERSONAL ITEMS INTO THE HOLIDAY HOME UNTIL ALL WORKS HAVE BEEN COMPLETED AND SIGNED OFF BY SKEGNESS WATER LEISURE PARK CONTRACTORS. COMPETENT CONTRACTORS FOR TRANSFERING YOUR HOLIDAY HOME, VERANDAS AND SHEDS CAN BE PROVIDED BY CONTACTING SKEGNESS WATER LEISURE PARK RECEPTION.



Used Holiday Home Optional Survey

When purchasing a used Holiday Home it is vital that you are satisfied with what you are buying. As with any used product, there will be slight wear & tear and you must be sure that you are purchasing a safe and useable product that you will be able to enjoy for many years to come.

We pride ourselves on our customer service and advise you to have an *independent* survey carried on the caravan you are purchasing. This service is certainly not compulsory but highly advisable. For peace of mind, all Holiday Homes are subject to stringent Electric and "Gas Safe" safety tests carried out by Skegness Water Leisure Park contractors, chargeable to only the vendor of the Holiday Home.

If you would like to have an independent survey conducted please contact reception for surveyor's details.

Veranda's & Sheds

To compliment your Holiday Home, many customers choose to have a veranda fitted, and shed to house items that are not required on a day to day basis inside the caravan. If you require any additional slabs, they will have to be installed by Skegness Water Leisure Park contractors at an additional charge. Please find a list of our currently approved contractors below who will be able to provide competitive quotes.

Veranda companies

- The Caravan Decking Company Ltd 01754 610538 / 07413 716546
- Sunnydecks Ltd 01754 881881 / 07802 569576
- Taylor Made 01754 880363 / 07890 650221
- CP Jackson 01754 611676 / 07590 446091
- SureStep Ltd 01754 767068 / 07768 445638

Shed Companies

- Coastal Sheds 07825 413680 / 07787 540301
- Bankside 01754 765696

**PLEASE NOTE – ALL VERANDAS MUST CONSTRUCTED WITH EITHER PVCu OR METAL /
SHEDS MUST BE METAL AND SECURED IN PLACE ON SLABS**



Declaration (Customer Copy)

Name/s..... Number.....

Make Year Plot

Model Dimensions ft ft

Once you are sure that you understand this letter, all of its enclosures and wish to proceed, please sign and return to us one copy of this letter and one copy of each of the Purchase and Licence Agreements.

We very much look forward to welcoming you to Skegness Water Leisure Park and hope that you will enjoy many happy holidays here,

Kind regards

Skegness Water Leisure Park

Please tick the relevant boxes below to confirm you have received the relevant information:

- General information
- Ground rent price list
- Additional charges
- Transfer price list
- Site rules
- Plot agreement template
- Terms & Conditions
- Receipt for purchase of caravan
- Caravan purchase order form (If applicable)

Your signature (All parties to sign)

Signature 1 - Date

Signature 1 - Date





Declaration (Office Copy)

Name/s..... Number.....

Make Year Plot

Model Dimensions ft ft

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