

# Managed Letting Scheme 2020

Searivers Leisure Limited Caravan Parks





Searivers

LEISURE LIMITED

# Welcome to the Searivers Sublet scheme....

Our holiday parks have fewer Holiday Caravans to hire out than some of the major holiday park operators. For many of our owners, that is part of what makes our parks different and individual.

The sublet scheme enables us to act as agents for caravan owners, and hire out your caravan alongside our hire fleet.

It also provides owners with a valuable source of income without the stress of organising adverts, cleaning or the distribution of keys.

The modest size of our letting operation provides an opportunity for those that do want to let out their caravan to make a very nice return as there's less competition!

The next few pages outline all the information you need to know about the scheme and you'll find the forms required to join the scheme at the back.

If there is anything you would like to know that isn't covered in this guide, please do not hesitate to call or drop in to reception to speak to the holiday sales team.

## Get your agreement form in early....

This will give us more time to hire out your caravan at the best rates.

Also, the more availability you provide will give us a better opportunity to promote holidays in your caravan and therefore the potential for a greater income for you.

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Whilst we cannot guarantee the amount of income you receive by letting your caravan through the scheme, there are a few things you can do to potentially boost your earnings:

- Give us plenty of notice of your intention to join the scheme - the earlier your caravan is available for hire, the more bookings you are likely to get in your van
- Make your van available for hire during peak times
- Make yourself aware of arrival/departure days and times so you can arrange having the caravan for your personal use around these times
- Pet friendly caravans tend to get booked out more quickly
- Caravans with double glazing and central heating tend to be more popular than those without at the beginning and end of the holiday season

Whatever your income, the main bonus is the knowledge your caravan is making you money when it would otherwise be empty.

# What we need from you....

In order to join the scheme, we ask you to provide a few basics, the details of which are outlined below:

## Inventory Packs

A standard inventory must be in place before we can hire your caravan out.

Full standard inventory packs for 4, 6 & 8 berth caravans can be purchased through Searivers Leisure Ltd or you can, of course, provide your own

## TV's & Microwaves

Every caravan must be equipped with a TV (min. 24"), DVD player and Microwave

Owners are also required to arrange for a TV licence for each caravan.

## Grading

Your caravan will be graded according to the Searivers brochure description. Gradings are decided based on the following:

- Year of manufacture
- Size of the caravan
- Caravan facilities (ie, central heating, double glazing)
- Condition of the caravan

Gradings are occasionally re-assessed and may change during the season.

Generally, only caravans up to 10 years old are considered, but we will assess each individual caravan on it's own merits and will accept older, well maintained caravans if they meet the standards.

**If you would like to upgrade or part exchange your caravan, please contact the Caravan Sales Team on 01970 871399**

## Pets

Dogs are welcome on all of our parks so you have the option of whether or not to allow pets into your caravan - pet-friendly caravans tend to get hired out more quickly than non-pet friendly caravans.

## Owners with dogs

If you have a dog and allow your dog into your caravan, your caravan will automatically be graded as standard in accordance with our policy - it can be graded higher only if you are happy to allow dogs.

We have an obligation to respect those that may have pet allergies; if a caravan is advertised as 'pet free' the owner must also respect this.

## Personal Belongings

We appreciate that it may be helpful to leave additional items in your caravan but this can have implications on the grading of your caravan and can make customers feel uncomfortable. Therefore, personal belongings must be packed up and removed from your holiday home before hiring commences (If we are required to do this on your behalf, you will incur a charge to your owners account).

## Keys

3 sets of keys must be provided before we start hiring out your caravan.



# Frequently asked questions.....

## What is the sublet scheme?

The sublet scheme provides you with the opportunity to hire out your caravan to holidaymakers when you are not using it. The extra income you earn can be used towards your site fees or simply paid directly to you.

## How much can I earn from hiring out my caravan?

Potential earnings really depend on the grade of your caravan, how much availability you allocate for hiring your caravan out and how long before the start of the season you allow us to put your caravan up for hire.

A price list of how much we charge for bookings is available from reception, which will give you an idea of how much you can potentially earn.

## Which dates will give me the highest earnings?

It all depends when you make your caravan available for hire and for how long. July, August and school holidays are the easiest dates to fill and will generate more income—it should also be noted that short breaks (Mon-Fri, Fri-Mon) will generate more income than 7 night stays.

## What if I want to change my dates later in the year?

The holiday sales team will, where possible, endeavour to move bookings out of your caravan provided there is alternative accommodation available.

To check availability, just call 01970 871399 - All date changes must be confirmed in writing.

## How will Searivers Leisure get bookings for my caravan?

We will promote holidays through online marketing on our website and on various third party websites, offline marketing - brochures, flyers and letters to our extensive customer database - and through select advertising nationally and locally.



We will strive to get the best price for your caravan - However, we will at times offer discounts during quiet periods or for last minute bookings.

## How will I receive my income?

You will receive a statement after the close of the holiday season detailing the income for your caravan and the deduction of our commission and the changeover charges.

The income paid to you will be credited to your owner account and can be left there to be paid towards your site fees. Alternatively, we can pay the income to you by cheque or bank transfer.

## Can I withdraw from the sublet scheme after signing the agreement form?

Yes - providing you give us a minimum of 8 weeks notice, in writing, to allow us time to re-allocate bookings from your caravan.

Any income you have earned will be subject to a 28% commission.

## SUBLET SCHEME CHARGES

The secret of successful holiday hire is understanding in advance what expenses you may incur during the holiday season. Please read this section carefully and contact reception if there is anything you are unsure of.

**Joining Fee** - There is a one off fee of £50 for owners who are new to the sublet scheme. This fee covers the costs of setting up your van on the subletting scheme and can be taken out of the sublet income at the end of the season.

**COMMISSION** - A commission fee of 22% plus VAT is charged to the net accommodation tariff. Details of what this charge covers can be found on page 7 .

If you opt out of the scheme early or leave park prior to the end of the season, we deduct 28%.

**CHANGEOVER CHARGE** - We provide a full linen service including the supply, delivery, collection and laundry of bedding for the holiday hire period. This service costs £12.50 plus VAT and is deducted from your sublet income.

**SAFETY CHECKS** - We reserve the right to invoice you, upon completion, of compulsory gas and electrical checks. These checks are a legal requirement.

**GAS & ELECTRICITY** - Electricity is metered and invoiced annually in August. Gas bottles will be charged to your account as required.

**INVENTORY** - Your caravan must be equipped with the full standard inventory as detailed on page 8. We will invoice you for any necessary replacements during the season.

**MINOR ESSENTIAL REPAIRS** - Once we commence hiring your caravan, we will carry out any necessary repairs and you will be invoiced for these during the season. We will advise you of the need for any major repairs before going ahead with them.



## Insuring your caravan...

At Searivers Leisure, we always do our utmost to look after our valued owners and their caravan. You should, however, maintain insurance for your caravan in the unlikely event of loss or damage.

Under the terms laid out in the licence agreement, all owners are required to insure their holiday home—however, it should not be seen as complying with the agreement but also providing you with peace of mind to enjoy your caravan free of the anxiety that comes with ownership.

Should you decide to join the subletting scheme you would be well advised to ensure that your insurance includes cover for loss or damage by a hirer to maintain your peace of mind while others are using your holiday home.

We are happy to provide you with details of our recommended insurer, Compass Insurance which includes cover for damage caused by hirers providing they have booked through Searivers Leisure Ltd. Details can be obtained from reception, or by calling 01970 871399.

You do not have to insure your caravan with Compass Insurance but we do need to be provided with a copy of the policy you have to ensure the amount of public liability. Failure to provide evidence of your insurance in a timely manner will result in an administration charge.

# What do we do?...

Our holiday sales team will help every step of the way and to ensure the subletting service is a rewarding and stress-free experience for you. We charge a commission on bookings and part of the service we offer for this charge includes:

## MARKETING

- ⇒ Online advertising on our own website and on various third party websites
- ⇒ Offline marketing - we handle all brochures, flyers and letters to our extensive customer database
- ⇒ Select advertising locally and nationally

## HOUSEKEEPING SERVICE

- ⇒ Cleaning - we arrange a full clean of your holiday home after each let
- ⇒ Linen service - we manage a full linen service including delivery and pick up of laundry for all lets
- ⇒ Key handling - we run a full key handling service to ensure we know who is in your holiday home for the duration of your subletting period

## ADMINISTRATION

- ⇒ Taking bookings on the telephone, in person and processing online bookings received
- ⇒ Balance collection - we arrange the collection of all holiday payments on your behalf
- ⇒ Customer correspondence - we deal with all confirmations and invoices
- ⇒ Reception service - we handle all customer enquiries before, during and after the holiday lets

**Please note, Searivers Leisure are taking bookings in your caravan on your behalf. We cannot be held responsible for any items that are lost, broken, or stolen and any replacement inventory items will be charged to your owner account**



# Standard Inventory:

When you join the sublet scheme, you will need to ensure that there is some basic inventory in your caravan. The list below details the items and quantities for a 6 berth and 8 berth caravan. If you have any queries, please do not hesitate to contact reception.

Cooking & Utensils	6 Berth	8 Berth	Crockery	6 Berth	8 Berth
Measuring Jug		1	Dinner Plates	6	8
Egg Cups		6	Side Plates	6	8
Casserole Dish		1	Mugs/Cups	6	8
Pudding Basin/Mixing Bowl		1	Cereal Bowls	6	8
Oven Dish		1	Drinking Glasses	6	8
Salt & Pepper Pots	1 of each	1 of each	Wine Glasses	6	8
Tea Pot		1	Fruit Bowl	1	1
Chopping Board		1	Water Jug	1	1
Colander		1	Cutlery	6 Berth	8 Berth
5 Piece Saucepan Set (inc. Frying Pan)		1	Cutlery Tray	6	8
Kettle		1	Knives	6	8
Microwave		1	Forks	6	8
Toaster		1	Dessert Spoons	6	8
Cheese Grater		1	Tea Spoons	6	8
Butter Dish		1	Slotted Spoon	1	1
Whisk		1	Serving Spoon	1	1
Cleaning Materials & Furnishings	6 Berth	8 Berth	Wooden Spoon	1	1
Washing Up Bowl		1	Carving Fork	1	1
Washing Up Drainer		1	Vegetable Knife	1	1
Broom		1	Bread Knife	1	1
Dustpan & Brush		1	Scissors	1	1
Clothes Airer		1	Carving Knife	1	1
Coat Hangers	12	16	Tin Opener	1	1
Toilet Brush		1	Corkscrew	1	1
Pedal Bin		1	Fish Slice	1	1
Waste Paper Bin		1	Potato Masher	1	1
Bathroom Bin		1	Potato Peeler	1	1
Mop & Bucket		1			
Digital TV		1			
Pillows		1			
Double Duvet		2			
Single Duvet		2			

**Searivers leisure can provide inventory packs. A price list is available on request, please contact a member of the reception team.**

Please note, Searivers Leisure are taking bookings in your caravan on your behalf and for this we take a small commission. **We cannot be held responsible for any items that are broken, stolen or lost** and any replacement inventory items will be charged to your owner account. It is important to ensure that you have adequate insurance to cover damage by holidaymakers.



Our staff work to time constraints and a caravan must be easy for us to keep clean and maintain. Whilst a few ornaments and items such as books and games will not cause a big problem, the more additional items left in a caravan, the harder it is for us to maintain it to the required standard.

- Surfaces should be clutter free.
- Cupboards, drawers and cabinets must be left empty.
- Inventory must be kept to that required. Whilst a few extras will not cause a problem, the more inventory in the caravan; the more cleaning and checking is required.

We understand that you may use the caravans yourselves also and if you do wish to keep a few personal items in the caravan, please speak to us and we will agree with you beforehand if they can remain in the caravan and where they should be stored so as not to inconvenience guests. Without this agreement, ALL personal belongings MUST be packed up and removed from the caravan.

**The following items cannot be left in the caravan under any circumstances;**

- Hazardous cleaning chemicals and anything that carries a hazard warning (e.g bleach)
- Food items of any description including condiments, tea, coffee etc.
- First Aid Kits (some items carry an expiry date)
- Blankets, towels, tea towels, shower mats, bath mats and other items which, for hygiene reasons, would need to be washed between uses. We are unable to offer a laundry service.

We are happy to meet you in the caravan to discuss any of the above further. This is very useful for all concerned especially with owners who are new to subletting.



## **Terms & Conditions:** The Park provides leisure facilities for family holidays and short weekend breaks.

Searivers Leisure Ltd provides an agency service to Caravan Owners whereby holiday accommodation can be hired out to holidaymakers.

The Sublet Scheme Agreement is conditional on the following:

1. You agree to hire out your holiday home to holidaymakers through Searivers Leisure Ltd who are acting as your agents for this purpose
2. As a general rule, caravans aged from 2010 onwards qualify for subletting. However, this is at the company's discretion and older, well maintained caravans will also be considered.
3. All holiday homes must be of a modern design, clean, and of smart appearance internally and externally.
4. We will inspect caravans accordingly once you have expressed an interest in subletting. We will then advise you if your caravan meets the criteria for subletting and the relevant grade.
5. Searivers Leisure Ltd reserves the right to re-grade your holiday home at any time during the season if it does not conform to our policy and specifications set for the grade.
6. It is your responsibility to ensure the caravan is ready for letting at the beginning of the season. We will inspect the caravan and carry out further cleaning, repairs or replacements as necessary and charge your account accordingly.
7. Following a booking taken by Searivers Leisure Ltd, cleaning is included in our changeover charge. You are responsible for ensuring the caravan is cleaned to the required standard following use by yourselves, friends or private lettings. If it is not cleaned to the required standard, we will carry this out and charge your account accordingly.
8. All sublet caravans require an annual Gas Safety Test and a 3 yearly Electrical Installation Certificate. The inspection certificates will be held on park and a copy available on request. All portable electrical appliances must be PAT tested. The cost of these tests is payable by you.
9. Gas bottles must be stored outside of your holiday home in an adequately ventilated non-combustible area.
10. Three labelled sets of keys must be given to reception before letting commences at the beginning of the season.
11. All personal belongings MUST be packed up and removed from your holiday home before any hiring commences (if we are required to do this on your behalf you will incur a charge to your owners account.
12. The Park is not liable for any repairs or damage to inventory items caused through normal wear and tear. These will be replaced if necessary and your account charged accordingly.
13. We will check and clean the caravan after each booking. We reserve the right to carry out any required repairs and replacements to maintain the caravan to the required standards for letting. All expenses for such repairs and replacements will be charged to your account. We will make every effort to inform you of any major repairs or replacements required.
14. It is the responsibility of the owner to provide a full inventory of items as detailed in our inventory list. Saucepans, meat tins etc must be rust free. If necessary, items will be replaced as required throughout the season and the cost charged to your account. We will, whenever possible, advise you of any required replacements.
15. Caravans must have a fully operational CO and smoke alarm, 2kg powder fire extinguisher and a fire blanket. We can provide a quote for these items if required.
16. Every caravan must have a flat screen colour TV (min. 24") and DVD player. The park reserves the right to provide a replacement television and charge you accordingly if the original requires replacement or repair.
17. We will charge 22% plus VAT commission on all bookings made through the park. In addition, a changeover charge of £12.50 plus VAT will be made on each booking.
18. To encourage bookings during the off peak season or at quiet times when we have last minute availability, we may offer discounted breaks and short stays. On such reservations, commission will be charged on the discounted rate.

18. If you decide to leave the park before the end of the season - or to opt out of the scheme - any sublet income paid early will be subject to a commission charge of 28% plus VAT.
19. Owners must ensure they have comprehensive insurance cover including public liability cover for no less than £5Million. We can provide details of our recommended insurer or you may arrange your own insurance but we will need a copy of the policy before the letting season begins. You need to ensure your insurance provides cover for damage caused by holidaymakers as Searivers Leisure Ltd cannot be held responsible for damage caused by hirers.
20. We reserve the right to cancel or move a booking at any time.
21. You are still permitted to let your van privately at times that have been identified for your 'own use'. However, we do not allow advertising for private lets. There can be no literature left inside the van relating to letting privately or signs in the window or outside the caravan. Should this happen you may be removed from the scheme.
22. At times that you do let your caravan privately, Searivers Leisure Ltd cannot be responsible for handing out the keys to holidaymakers. It is the owners' responsibility to arrange for the collection and safe return of keys.
23. The holiday home must be vacated by 10am on the commencing date of the letting period and re-access will not be granted until after 3pm on the stated departure date. This is to ensure the terms of the hiring period are met and the holiday home can be thoroughly cleaned ready for holidaymakers and for you on your return.
24. To change availability dates, call 01970 871399 Mon-Fri 9am-5pm. If your caravan is available we will reserve it for you. All changes to availability dates must be confirmed in writing.
25. It is the responsibility of the owner to check the requirements regarding paying income tax on caravan letting income.
26. Should your holiday home be repossessed during the letting period, we reserve the right to retain your income to cover any debt in your rent ledger. Where we need to discharge any finance obligations you have incurred or we have any obligations to the person providing the finance arising from your default, we can use the money that you have earned from letting to reduce or discharge the finance or reimburse Searivers Leisure Ltd for money paid to the person providing the finance.
28. Searivers Leisure Ltd reserves the right to cancel the letting agreement at any stage.







## SUBLET AGREEMENT FORM 2020 SEASON

Name: \_\_\_\_\_ Park: \_\_\_\_\_  
Address: \_\_\_\_\_ Plot: \_\_\_\_\_  
\_\_\_\_\_ Phone: \_\_\_\_\_  
\_\_\_\_\_ Mobile: \_\_\_\_\_

### Declaration:

- I would like to register for the 2020 subletting scheme with Searivers Leisure Ltd.
- My caravan is insured with Compass insurance via Searivers Leisure Ltd (if not, please provide evidence that your policy includes public liability cover).
- Dogs are permitted in my Caravan

*Please tick one of the boxes below;*

- I would like Searivers Leisure Ltd to undertake thorough cleaning and checking of the inventory before the start of the season (to include carpets, washing of curtains and cleaning of all surfaces etc.). We will charge this to your account (price available on request)
- I will undertake the cleaning of the caravan and checking of inventory before the start of the season. This will be inspected prior to the caravan being let. Searivers Leisure Ltd reserve the right to make a charge for any additional cleaning deemed necessary prior to letting.

I declare that I am/am not registered for VAT (delete as appropriate)

VAT number: \_\_\_\_\_

**I have read the full terms and conditions of the sublet scheme for the 2020 season and will notify you of any changes of the dates requested in writing (subject to the caravan being let). I agree to the following year's site fees and any other outstanding amounts owing on my account being deducted from my subletting income.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Sublet Start Date: \_\_\_\_\_ Sublet finish Date: \_\_\_\_\_