

# Your new guide to letting 2021

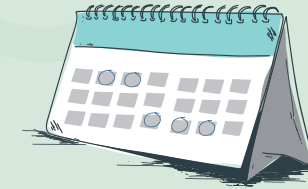
| *Sandy Balls*





# Thank you for letting with us!

Here's what's changed or is new for 2021...



- Managed Letting Scheme charges are now based on berth - and is broken down clearly for you to see what these costs are; cleaning, linen, hot tubs, marketing, etc
- Scheme criteria has been updated, such as grade, size, condition and age
- **New bonus** for early sign ups, includes brand new inventory guarantee and more!

# Don't forget...



Your holiday home cannot be older than seven years unless agreed by the Guest Experience Manager. Your grade is determined by a number of factors, including its age, size and condition. We have tweaked this slightly for 2021, so we may be required to review this.

*See the new requirements by grade opposite.*



The demand for peak school holidays as always is greater than any other time of the year and usually commands the best prices! Peak average tariff is usually greater than a typical off-peak date. We also recommend you give at least a six week commitment to letting.



Remember, you need to have the relevant safety checks complete prior to your holiday home being let: TV license, gas and electric safety checks, fire extinguisher checks, adequate insurance cover, a working smoke alarm, and carbon monoxide detector. Please provide a copy of these to the Guest Experience team.



Make sure you have the right inventory in your holiday home and that all is still suitable and useable for 2021 (checklist form enclosed).



Remember to remove all personal items before letting - this also includes any additional decor to your holiday home, such as ornaments and cushions. We also must still have enough keys (three sets) for your holiday home.



Complete your Holiday Letting Form (make sure you sign the declaration!) and return to us in the envelope provided or give to the Guest Experience Manager on the park. We aim to always honour the dates requested by you for your own use of your holiday home. If you do require any further dates once you have sent back your form, our team will do their best to move any bookings to help you. If we are fully booked however then please remember, we may not be able to accommodate this.

Requirement	Comfort	Superior	Luxury	Exclusive*
Inventory (see enclosed sheet)	✓	✓	✓	✓
Heating throughout		✓	✓	✓
Double glazing		✓	✓	✓
32" TV in the lounge with Freeview	✓	✓	✓	
55" TV in the lounge with Freeview				✓
DVD player	✓	✓	✓	✓
Cooker and oven	✓	✓	✓	✓
Microwave	✓	✓	✓	✓
Fridge	✓	✓	✓	✓
Freezer				✓
Dishwasher				✓
iPod dock / Bluetooth speaker			✓	✓^
Decking or patio and outdoor furniture			✓	✓
Hairdryer				✓^
24" flatscreen TV in the master bedroom			✓	✓
Flatscreen TV in the second bedroom				✓
En-suite to master bedroom				✓^
Allocated parking	✓	✓	✓	✓

*\*Excludes the 'Burst of Blue' and 'Vista' \*Our new accommodation grade for 2021, includes our 'Exclusive to Away Resorts' range, such as the TriBeCa, the Burst of Blue, the Heartwood, the Zen, the Knightwood and the Vista*

# Four easy steps of how it works...

## Step 1

You decide the dates you wish to let out your holiday home, making sure you keep back the dates you want. Remember, the dates you put on the form are the ones you wish to GIVE us to let. You can do this via the form enclosed or via the Away Resorts app. (Search 'Away Resorts Park Guide' on your app store if you haven't got it already.)

## Step 2

We rent out your holiday home for you, taking care of everything from marketing, all the way through to housekeeping and key handling.

## Step 3

Don't forget, you will receive statements and earnings from the bookings we place in your holiday home, nine times a year! You can use the money to put towards the following years pitch fees or you will be able to request payment by BACS or cheque at any point after the credit has been applied to your account and the necessary deduction of charges relating to our Managed Letting Scheme have been applied.

## Step 4

You can then use these earnings to offset your running costs and pitch fees! Remember, we can never guarantee your letting income, but we can assure you that we'll do our very best at the best price to fill your dates!

No.	Bookings made	Credited in
1.	January – April	May
2.	May	June
3.	June	July
4.	July	August
5.	August	September
6.	September	October
7.	October	November
8.	November	December
9.	December	January

## Plus, you could earn these potential bonuses...

New for **2021!**

### Tier 2

#### FREE inventory cover, two mini deep cleans and quartely jet washes

Sign up by the 28th February and give us 7 of the 13 peak weeks (*shown on the agreement form included within this pack*) plus an additional 15 weeks between April and September 2021 and you can enjoy the inventory guarantee plus two mini deep cleans and four quarterly outside jet washes of your holiday home!

### Tier 1

#### FREE inventory cover

Sign up by the 28th February and give us 7 of the 13 peak weeks (*shown on the agreement form included within this pack*) and you can enjoy our inventory guarantee!

#### What is our inventory guarantee I hear you ask?

*Our inventory guarantee allows you to be rest assured that should any of the inventory shown on the list in this pack (highlighted with a thumb symbol) get lost, or stolen whilst on letting dates with us, we will replace the item free of charge.*

## Just a little reminder...

Gas, electric and fire extinguisher checks must be carried out once a year and are **compulsory**:

- ✓ Gas check is £93 inc. VAT
- ✓ Electrical checks are £120 inc. VAT
- ✓ Fire extinguisher test is £17 inc. VAT

let us know and we'll invoice you accordingly – unless of course you have our inventory guarantee!

### TV

Remember the right size of TV is required dependant on the grade of your holiday home. And don't forget your TV license!

### Inventory

To meet our grade requirements, inventory for your holiday home must conform to the checklist within this pack. These are available to buy from the Guest Experience team if you do not already have these items. If you require any replacements throughout the year, please

### Insurance cover, smoke alarm and carbon monoxide detector

Don't forget to make sure these are up to date, and we have copies of the relevant certificates.



## Costs that may arise during letting...

### Inventory

Should anything be missing, get lost, broken or stolen\* throughout the letting period of your holiday home, we will invoice you for any necessary replacements throughout the season – unless you have our inventory guarantee in place.

*\*Not applicable to personal items – please make sure you remove these!*

### TV

We reserve the right to replace or repair TVs as and when required. We will charge you, the owner, accordingly.

### Minor essential repairs

We will carry out any minor repairs, and you will be charged accordingly. This includes but is not limited to carpet cleaning, door handle replacements, and light bulbs.

### Major repairs

We will advise you of the need for any major repairs before going ahead\* with them but remember they should be dealt with as quick as possible in order for your holiday home to meet guest expectations and in some instances, remain on our Manage Letting Scheme.

### Housekeeping

Once your holiday home has been inspected again for the new season, we'll advise if any additional services are required such as mattress cleaning, upholstery, spring cleaning and the outside of your holiday home. You will also be expected to have quarterly jet washes to keep the outside of your accommodation as sparkling as it is on the inside – unless of course you qualify for our tier 2 bonus!

*\*Unless the repair is urgent and/or we cannot relocate the guest into alternative accommodation.*

## What are the charges for the letting scheme?

As you know, the income you receive from subletting your caravan or lodge is taxable income. It is your responsibility to ensure you report your tax liabilities to HMRC via self-assessment.

	4 & 6 berth caravan	7 & 8 berth caravan	4, 5 & 6 berth lodge, TriBeCa, Heartwood, Zen and Vista	7 & 8 berth lodge
Cleaning*	£53 + VAT per booking	£59 + VAT per booking	£64 + VAT per booking	£70 + VAT per booking
Linen	£15 + VAT per booking	£19 + VAT per booking	£15 + VAT per booking	£19 + VAT per booking
Accommodation with hot tub*	£100 + VAT per week			
Marketing & administration^	10% + VAT			
Guest facility passes	<b>2-6 berth holiday home</b> <b>Peak weeks</b> 2-6 nights: £36 7+ nights: £70 <b>Off-peak weeks</b> 2-6 nights: £26 7+ nights: £50	<b>7-10 berth holiday home</b> <b>Peak weeks</b> 2-6 nights: £46 7+ nights: £90 <b>Off-peak weeks</b> 2-6 nights: £34 7+ nights: £66		

*\*Please note, if your holiday home is let for less than seven nights, this charge will be pro-rata.  
^Charged to the NET tariff letting income.*



## A reminder of what do these charges include...

- The marketing of your holiday home across various channels; including TV, radio, direct mail, PPC, SEO, display and so much more for 2021
- Cleaning and preparing your accommodation throughout the period of letting
- A dedicated team to assist and advise
- Passes for all guests to be able to access our facilities. This includes our swimming pools, all entertainment and events
- The linen charge is based on all bed sheets, duvets and any towels, per booking - including supply, delivery and laundering
- The cost of:
  - Accommodation welcome packs at £17 per booking – applicable to all Luxury grades and above
  - Twice daily maintenance and safety checks of hot tubs, monthly microbiology testing and quarterly legionnaires – applicable only to those who have hot tubs of course!

## Frequently asked questions

### What if I need to change my dates?

We always aim to honour the dates our owners wish to stay in their holiday home. All you need to do is request the changes in writing by email [sandyballsguestservices@awayresorts.co.uk](mailto:sandyballsguestservices@awayresorts.co.uk), we will then check availability and confirm back to you in writing. Please do try to give us as much notice as possible so we can move any customer bookings and please note that in busy periods this may not be possible as we may not have any holiday homes to move them to. If the dates requested are not available, we will look for alternative options to best suit you.

Whilst we would love to communicate what bookings you have and on what dates, please note that this is not possible at this time. We can also never guarantee those bookings, due to macro factors such as COVID and holidaymaker cancellations.

### What if I wish to withdraw from the Managed Letting Scheme?

No problem at all! If for any reason you wish to withdraw from the scheme, a minimum notice period of six weeks is required, this allows us time to rebook our customers into alternative accommodation.

### Will pets be allowed in my holiday home?

Unless you state otherwise on the Letting Agreement Form, pets (especially dogs) are allowed in all grades of accommodation at Away Resorts. Please note, that if you do have a dog, you MUST tick that pets are allowed.

### What if I want to private let instead?

If you decide you wish to private let this year, instead of subletting through Away Resorts, there are a number of things you should consider:

- Proof of gas checks
- Proof of electricity checks
- Hot tub cleaning and test checks
- Adequate insurance
- Your guests must register and have facility passes to enter and enjoy the facilities on park – these passes are more expensive for private letting guests
- You must sign a private letting agreement form – available from the Guest Experience team

Please also note that you may not use any of Away Resorts marketing materials or promotional images. Failure to comply with this is treated seriously as it is a breach of copyright.

### How will you ensure my hot tub is kept clean?

You can be assured that your hot tub will be managed within strict guidelines, set out by Away Resorts and external third parties. The safety of all our guests is of our utmost importance.

See opposite for more hot tub info...

## Hot tub actions

## How often...

You must keep these records

Replace cartridge filter with cleaner cartridge	○	At water replacement
Inspect strainers and grilles	○	At water replacement
Record incidents and remedy issues	○	As appropriate
Check any automatic systems are operating correctly	○	Daily, where fitted
Drain hot tub, clean whole system including strainers and refill	○	Between each group of users or at least weekly, whichever is shorter
Inspect accessible pipe work and jets, and clean as necessary	○	Weekly
Disinfect flexible hoses	○	Monthly
Microbiological testing (by an external company)	○	Monthly for ACC, coliforms, E. coli, paeruginosa and quarterly for legionella
Clean input air filter	○	Monthly
Water safety test	○	Twice a day
Full chemical test dependent on water quality	○	As determined by risk assessment
Disinfectant / PH controller – clean electrode and check calibration	○	Monthly, where fitted, or according to manufacturers' instructions
Check, clean, disinfect and dry filter cartridge	○	Between each group of users or weekly, whichever is shorter

Bad stuff!

## Terms and Conditions

### Owners Part

1. All holiday homes must be of a modern design, clean and of smart appearance inside and out, and conform to the grading as shown online under 'ways to stay'.
2. As Away Resorts is the acting agent for the owner, it is the owner's responsibility to ensure that the holiday home is adequately insured against loss, damage and third-party liability.
3. You are required to equip your holiday home with a full standard inventory pack for the number of people it will sleep. For full details, please see the holiday home standard inventory form included in this guide. The Guest Experience Manager can help with queries and arrange for you to purchase inventory packs from us if you wish.
4. All owners should have gas and electrical appliances inspected once a year for which there is a small charge. The appliances will be inspected in accordance with Away Resorts guidelines which are available at Guest Services. Any gas bottles must be stored outside the holiday home in an adequately ventilated, non-combustible area.
5. Keys - three labelled sets of keys per holiday home should be handed to the Guest Experience Manager before letting commences. If you cannot provide three sets of keys, we can arrange additional copies for a charge of £7 per key. Lost keys are charged at £7 per key.
6. Owners dates – for alterations to owner dates, please contact your Guest Services Manager to check availability of your holiday home. Details for contacting your Guest Services Manager are on the back cover. If your holiday home is vacant, we will be happy to then reserve it for your own use.
7. Please make sure if you are private letting and subletting that you check your dates. Should your holiday home not be available, due to an error on your behalf, we may charge you the cost of the holiday.
2. Website with live 24hr online booking facility.
3. All correspondence with holidaymakers and general administration of all bookings.
4. Being accepted onto the Away Resorts Managed Scheme is at the discretion of the Guest Experience Manager, and their decision is final.
5. Collect all letting income on behalf of the holiday home owner.
6. Clean the holiday home between lettings.
7. Replace any letting inventory, equipment, breakages and renew gas cylinders when empty. Replacement bottles and gas are charged to the owner's account.
8. We reserve the right to carry out all repairs and replacements to maintain the holiday home to the letting standard required and any damages to accommodation will be charged to owners' account. We will arrange for gas and electrical appliances to be inspected each year and maintain them to the standard required. Electrical appliances will be repaired or replaced if necessary, at the owner's expense.
9. Statements, nine times per year. We send you, the owner, a statement showing a breakdown of lettings for the season in the form of a Statement of Account.
10. A charge is made for on-park entertainment and access to facilities. This charge is retained by us. The price for accommodation is subject to deductions necessary for the wide range of discounts, reductions and part weeks which are essential for us to offer the holiday maker in order to achieve maximum bookings for you. Such discount offers are made according to season and demand.
11. Our marketing, administration and cleaning fees set out in this document are subject to VAT. Where holiday homes are let on behalf of owners who are not registered for VAT, the booking charge will not be subject to VAT but a further handling fee will be applied so that the final holiday price for the same holiday accommodation is identical.

### Away Resorts' Part

1. Advertising across the full marketing mix, driving campaigns across multiple platforms including digital, above and below the line marketing.
12. Following the deduction of all necessary holiday discounts, our handling fee, the Managed Letting Scheme charges and any other costs incurred for letting your holiday home, all letting income earned will be credited to your Owner account.

# What happens next?

When you have decided whether to let your holiday home through our Managed Letting Scheme, simply follow this step-by-step guide:

## Step 1

Please complete the top part of the Holiday Home Letting Grading Form.

## Step 2

Please complete the Holiday Home Letting Agreement Form. Simply complete the section at the top and sign to acknowledge you have read and agree to the Terms & Conditions of our Managed Letting Service. Then, in the date grid, please tick the dates you wish to retain your holiday home for your own use. Each box represents one night.

## Step 3

Please return the Holiday Home Letting Grading Form and the Holiday Home Letting Agreement Form.

## Step 4

When we receive the above forms, we will inspect your holiday home to make sure everything is in order. We then assess the correct accommodation grade for your holiday home. If any maintenance or cleaning work is required before we can commence letting, we will advise you of the work needed and the cost. You can then decide either to carry out the work yourself or we can do it for you.

## Step 5

Once your holiday home grading is agreed, any necessary maintenance work has been completed and standard inventory is in place, we will send you a confirmation letter. This will inform you of your holiday home accommodation grading, the dates we have reserved for you and confirmation that your holiday home is now being let on our reservation system.

Please do not assume that your holiday home is being let until you receive confirmation from us in writing. Please contact the Guest Experience Manager if you do not receive confirmation within 21 days of returning your forms.

### Got any questions?

So that's it. Only a few forms to fill in and then you can begin earning some money from your holiday home. Lots of people do it; it's a really simple and easy way to help offset some of your annual running costs. However, we realise that it can be a very important decision which is why if you have any queries at all, please speak to the Guest Services team.

*Top tip!*

The earlier you complete all the maintenance work and cleaning, the earlier we can begin to secure bookings for your holiday home.



And relax...







Sandy Balls Holiday  
Village, Southampton  
Road, Fordingbridge,  
The New Forest,  
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[awayresorts.co.uk](http://awayresorts.co.uk)

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**Sandy Balls**