

Your guide to letting 2021

| Whitecliff *Bay*



Welcome to your letting guide for 2021.

Taking you through
everything you need
to know on subletting
your holiday home
with us...



What *is* the Managed Letting Scheme?

Our letting scheme allows you
to **hire your holiday home** to
holidaymakers, **through us**, on
the dates that you are not using
it. So rather than sat empty, this
brings you **additional income**
or can help to **offset** your
running costs.

It's all *so* easy!

What do I have to do to let my holiday home with you?

Please speak with the team on the park and they will happily take you through each step carefully. In summary though, here is what to expect:



Coffee and a read

Grab yourself a coffee, take a seat and have a thorough read through this pack and make sure letting is right for you



Dates

Decide the dates you want for yourselves, and the ones you want to let



Paperwork

Fill in the relevant paperwork with this booklet and submit to your park team



Grade and acceptance

We will grade your holiday home based on specific criteria such as age, size and condition. Please note your accommodation must not be older than seven years



Inventory

Make sure you have all the required Away Resorts inventory to meet our subletting standards (you'll find a list on the agreement form included within this pack)



Checks

Make sure your holiday home has all the relevant checks including a gas safety check and appropriate fire extinguishers and provide your Holiday Home Advisor with a copys



Your belongings

Please make sure you remove your personal belongings before letting



Marketing

We will market your holiday home through a range of channels and price appropriately



Statements

You get nine statements a year telling you exactly what you have earnt which can then be used to offset your running costs



Your use

Please make sure you leave your holiday home clean and tidy after you stay, ready for the next holidaymakers. We do ask that you vacate by 10am to allow us to do our relevant checks. Oh, and make sure you do not leave any personal belongings behind!

Have confidence in letting with us!

Sit back, relax, let us do the hard work and earn you some extra pennies!

What's included?	Away Resorts Managed Letting Scheme
Over £1m is spent on marketing every year to ensure we obtain maximum booking for your holiday home	✓
A dedicated team to support you and any queries you may have	✓
Check-in all guests	✓
Handle all pre and post arrival communication for the customer	✓
Clean your accommodation after every booking	✓
Replace any broken, lost, or stolen inventory from the Away Resorts inventory list*	✓
Linen will be provided with beds made up for you upon arrival for your own weeks	✓
Should there be any unfortunate breakages in your holiday home we will resolve these quickly^	✓

**Based on minimum number of weeks given. ^Costs apply for replacements*

What do I need to do to be part of the scheme, what's the criteria?

We will grade your holiday home based on specific criteria such as age, size & condition. Please note your accommodation must **not** be older than seven years, unless agreed by your Holiday Home Advisor.

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				✓

**Our new accommodation grade for 2021, includes our 'Exclusive to Away Resorts' range, such as the TriBeCa and the Rockstar*

What are the charges for the Managed Letting Scheme?

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. You should obtain advice from a tax specialist if necessary.

	4 & 6 berth caravan	7 & 8 berth caravan	4, 5 & 6 berth lodge and TriBeCa	7 & 8 berth lodge
Cleaning*	£43 + VAT per booking	£48 + VAT per booking	£54 + VAT per booking	£59 + 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			
	2-6 berth holiday home	7-10 berth holiday home		
Guest facility passes	Peak weeks 2-6 nights: £36 7+ nights: £70	Peak weeks 2-6 nights: £46 7+ nights: £90		
	Off-peak weeks 2-6 nights: £26 7+ nights: £50	Off-peak weeks 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.*

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 Holiday Home Advisor 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 £14 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!

What else do I need to consider?

Item	Details	Price	✔
Gas check*	A must have annual check for all owners with proof required. If your gas certificate expires whilst on the sublet programme, we will arrange for the annual test to be completed and the cost will be added to your account	£93 inc. VAT	
Electrical check*	A must have annual check for all owners with proof required. If your electric certificate expires whilst on the sublet programme, we will arrange for the annual test to be completed and the cost will be added to your account	£120 inc. VAT	
Fire extinguisher check*	A must have annual check for all owners with proof required	£17 inc. VAT	
Smoke alarm and carbon monoxide detector	A must have annual check for all owners	Available on request	
Hot tub set up costs (one-off fee upon joining scheme)	Supply and install a hot tap, drain hot tub and clean, super brominated and a change of filters if required	£100 inc. VAT	
General house keeping	May be required prior to letting. Includes items such as carpet clean or upholstery clean	Available on request	

Replacement gas bottles	We will replace these as necessary	£65	
Full Away Resorts inventory pack	To meet our grade requirements a full inventory pack, shown in the back of this document is always required	Available to buy from park if you do not already have these items	
TV license	A must have for all owners and our inventory requirement is for TV's	Apply online www.tvlicensing.co.uk	
Three sets of keys	To be given to our team on park prior to letting	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	
Insurance*	Adequate third-party liability insurance to cover any repairs that may arise		
Inventory and TV's	Should any unfortunate damage occur, or anything get stolen we will replace these items and charge you accordingly^		
Minor essential repairs	Minor repairs will be fixed, 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 contact you as soon as we can to achieve approval so we can continue letting as quickly as possible~		
Additional cleans & jet washes~	Should your holiday home require it throughout the letting period – this will be charged back to you	<ul style="list-style-type: none">· £98 per mini clean· £54 per caravan for an outside jet wash, no decking· £75 per caravan for an outside jet wash, with decking· £74 per lodge for an outside jet wash, no decking· £95 per lodge for an outside jet wash with decking	

**Proof required prior to letting. ^Inventory will be replaced on a like-for-like basis and remember - it is not applicable to your personal belongings - make sure you remove these. ~Unless the repair is urgent and/or we cannot relocate the guest into alternative accommodation. -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.*

So, what might I *earn* on the scheme?

The amount you earn really depends on the number of weeks, and the dates you choose to let with us. For example, letting your holiday home in peak school holiday weeks will generally earn you a higher income and we recommend you give us at least six weeks.

The agreement form at the back of this document will show you all the dates you can give us (and of course, the ones you are keeping for yourself!)

Please note that we can never guarantee what you will earn, based on many variables including macro factors such as COVID, but here's what our owners typically earned across the season in 2019.



New for **2021!**

**Plus, you could
earn a potential
bonus...**

FREE inventory cover

Sign up by the 28th February and give us 7 of the 10 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.

How and when will I receive my earnings?

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.

No.	Bookings made	Credited in
1.	March – 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

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 whitecliffbay.sublet@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.

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 overleaf 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

Bad stuff!

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

Check, clean, disinfect and dry filter cartridge

Between each group of users or weekly, whichever is shorter

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. Your Holiday Home Advisor 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 Holiday Home Advisor 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.
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.
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. If you require a cheque and are a Direct Debit owner and your account is in credit, simply write to the **Owners Account Team, Whitecliff Bay Holiday Park, Hillway Road, Bembridge, Isle of Wight PO35 5PL** who will organise a cheque for you. If however, you are a Non Direct Debit Owner and require a cheque, you still write to the Owners Account Team above who will first check your account, deduct any outstanding charges including your following year pitch fee charges and send you a cheque for the balance of holiday letting income.

Away Resorts' Part

1. Advertising across the full marketing mix, driving campaigns across multiple platforms including digital, above and below the line marketing.
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 Holiday Home Advisor, and their decision is final.

Ready to sign up?

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 Scheme. 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.

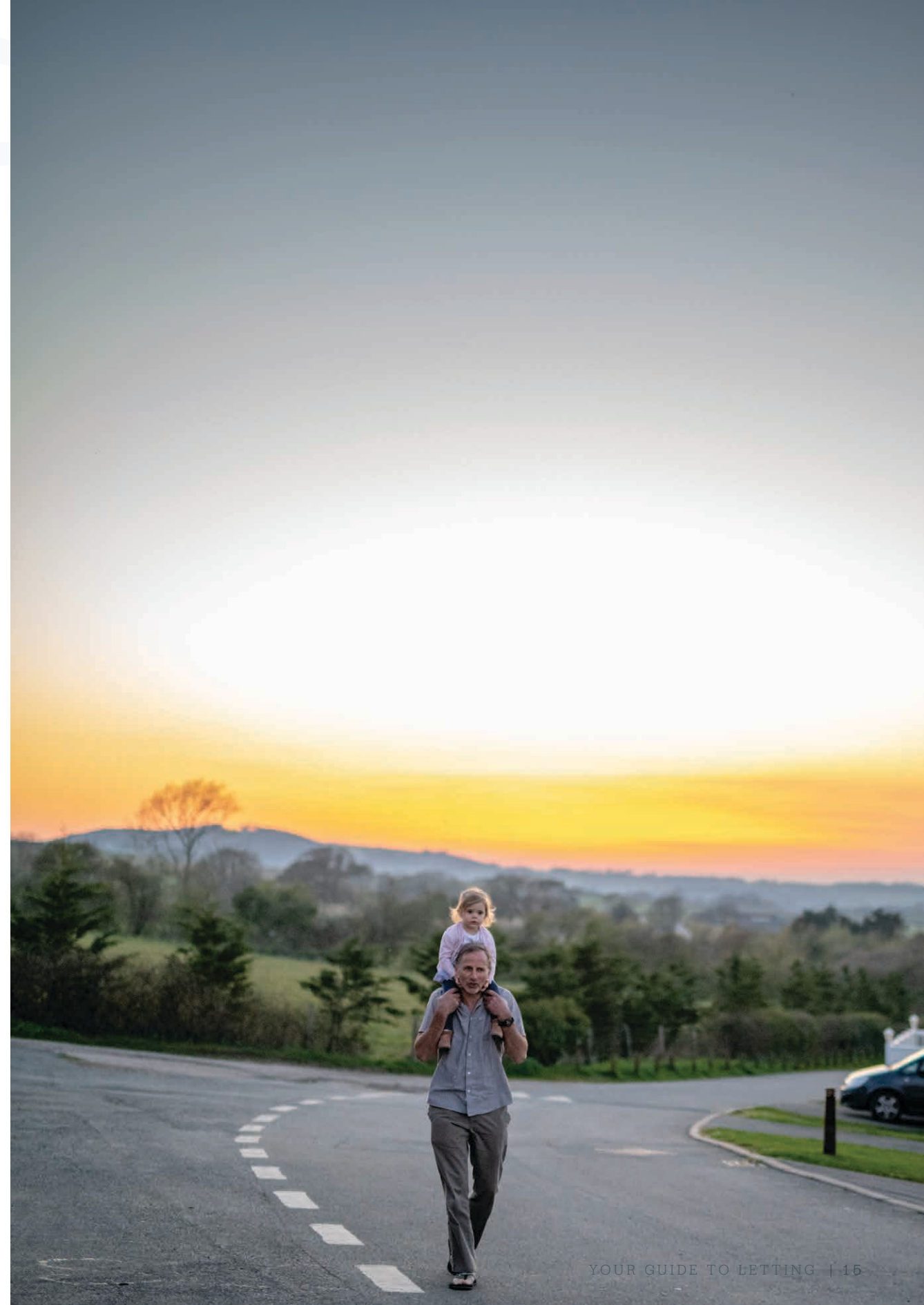
Please do not assume that your holiday home is being let until you receive confirmation from us in writing. Please contact your Holiday Home Advisor if you do not receive confirmation within 21 days of returning your forms.

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 we have appointed a Holiday Home Advisor to help answer any of your queries.

Top tip!

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





Whitecliff Bay Holiday
Park, Hillway Road,
Bembridge, Isle of
Wight PO35 5PL



awayresorts.co.uk



01983 874 365



[whitecliffbay:sublet
@awayresorts.co.uk](mailto:whitecliffbay:sublet@awayresorts.co.uk)



Whitecliff Bay