

**Mersea Island  
Holiday Park**

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Hi there!

We want to help you protect your holiday home and get prepared for the winter months. Included in this pack you will find your Winter Services Order Form, a Security Message with top tips of how to protect your holiday home whilst you're not here over winter, and a Drain Down Q&A Sheet.

Please let us know what you would like us to do for the close-down period by posting us back your Winter Services Form by 11th November 2020. If you purchased your holiday home on or after July 3rd, 2020 and taken advantage of our fantastic Warranty + offer or if you do not wish us to do anything please do send us the form back to let us know for our records.

**Draining**

Draining down can take place anytime up to **2nd January 2021** when the park closes, but if damage has already occurred before you drain down your holiday home we cannot be held responsible. If you choose to drain down with us, you needn't worry about any winter damage. Just fill out the form enclosed to request your drain down and winter services, and we'll take care of the rest.

**Refilling**

Once drained down, a holiday home cannot be refilled until **1st February 2021** at the earliest and occupancy starts on that date.

**Own service**

If you intend to complete a drain down yourself, please let me know. This enables me to take your holiday home off the 'Watch List' and keep our records up to date.

**Testing**

Gas and electrical testing takes place as close to the anniversary of your existing tests expiry date. These services must be ordered in advance.

**Security**

Our security advice is to remove all valuable belongings, including TV's and personal items. The best time to do this is when your holiday home is closed down for the winter.

We hope you have been able to enjoy your holiday home this year, the park will close on 2nd January 2021 and will re-open on 1st February 2021. No occupancy can be permitted during this closed period as you will be in breach of your contract and site license. Holiday home owners are welcome to visit their holiday homes for maintenance and checking purposes during daylight hours. Please do not store any type of vehicles on park.

Kindest regards

*Rosie-Ellis Brothwood*

Rosie-Ellis Brothwood  
General Manager



## Winter Services 2020-2021

Please fill in and sign this form and return by 18th November 2020 at the latest. You can return it in the post to the park, or scan and email to [hayley.button@awayresorts.co.uk](mailto:hayley.button@awayresorts.co.uk)

**Important - Please note, we will not automatically drain down your holiday home. If you require the park to drain down for you, please advise us via completion of this form. Please check your insurance policy regarding cover for frozen pipes and damage during that period if you are not fully drained down. If you require gas testing, refill will take place two weeks\* before you wish to start using your holiday home.**

If you purchased your holiday home on or after 3rd July 2020 and have the 3 year Warranty + please still fill out the form below using the Warranty+ column.

We apologise, but verbal instructions are not accepted. Please note if your holiday home is not fully certificated our team will not be able to enter for any reason.



### YOUR DETAILS

Full Name	
Pitch Name	
Owner Account No.	

Please drain down my holiday home on  (park closes for owners 2nd January 2021)

(Please note - frost/water damage may have already occurred by drain-down day)

Hot tubs, washing machines and dishwashers are not included in the drain down service.

Please re-connect and refill my holiday home on  (After February 1st 2021)

Demand on arrival for re-connect is not assured.

	Cost £ All prices include VAT	Tick if required	I have Warranty +
Drain down and refilling	£82.50		
Annual landlords gas safety tests <i>(Required if subletting)</i>	£93		
Three yearly holiday home electrical test <i>(Required if subletting)</i>	£120		
Portable appliance test (per item)	£4		
Annual fire extinguisher certification	£17		
Shower head sterilize	£8		
Spring clean	£98		
Exterior wash - Caravans & Lodges quoted separately	£54 with decking £75		
Smoke alarm service	£7.50		
Smoke alarm/CO replacement (each)	£29.50		

Replace bulbs or batteries in general £16.45 + VAT

General labour costs £16.45 +VAT per half hour

For hot tub winter clean please ask us for latest prices this is not included in the above drain down package.

### OWNER DECLARATION

I have indicated those services required for my holiday home by ticking the appropriate boxes above and I hereby authorise the park to charge my account, which I will pay on receipt of the invoice or through the online account system.

Signed		Date
Please print your name		Holiday home key number

## Draining down your holiday home

If you aren't using your holiday home for a period over the winter months, it's a good idea to drain down your holiday home. Here are some of the most common questions and answers to help you decide what's best for you.

### **If I don't arrange to drain down my holiday home, will you do it automatically?**

No, we will only drain down your holiday home if you ask us to. This also applies to Warranty + owners.

### **But I'm insured and damage will be covered?**

Not necessarily. You will need to check your insurance policy. It is our experience that you will not be covered if you have not had your drain down done and suffered bursts whilst not using your holiday home.

### **I've got a friend who can do it, that's OK isn't it?**

Yes, of course. However, they are then responsible for your holiday home. We would suggest that you check your friends' competence in this area. We cannot be held responsible if you choose to source the service from someone else or be able to fix the problem in the time frame you may hope.

### **I've never drained down my holiday home before, why the importance?**

Just because you have never done it before, doesn't mean you will not be caught out this time. Winters are impossible to predict; however, freezing is a risk that can potentially cause damage that is usually very costly to repair.

### **I want to use it through winter, what does this mean?**

Up until you have drained down, your holiday home is always at risk of freezing and is not always covered by your insurance. The risk to use your holiday home through winter is entirely your own and you are responsible for any damage that may be sustained. It's often not worth the risk for the sake of a few days use. At the very least if you are using it, turn off the water supply to your unit when you are not there.

### **Why can't I phone through at the last minute if I need a drain down?**

By having it in writing, both parties are protected in the event of a problem. We ask you to put your request in writing making it clear the dates you want us to drain down & reconnect.

### **Will my Holiday Home be drained down and reconnected on the dates I have requested?**

We will do our up-most to ensure we honour the dates requested. However, we work on a first come first serve basis.

### **My boiler has a winter setting, so I don't need to do a drain down.**

The winter setting is only applicable for the central heating and not the water pipes. You are also relying on the park not suffering electricity interruption during winter months.

### **Are hot tubs included within the drain down?**

No, please be aware that hot tubs are not included within our drain down service. It is advised that you follow your manufacturers winterisation instructions. Hot tub winterisation will need to be booked in through an Away Resorts approved contractor, details of which can be obtained from Owner Services.

We also ask that you ensure we have a key to gain access to your holiday home to carry out the drain down if you require us to do it.

Any further questions please feel free to drop us a line or pop into the Holiday Home Sales Office.

## Helping keep your holiday home safe

If you plan not to use your holiday home over a period of time during the winter months, here are some useful tips to ensure it stays safe.



- Check that your holiday home is locked and we recommend you remove all valuables including televisions.



- Move all soft furnishings away from walls and place damp crystals or bowls of salt around holiday home to help prevent condensation.



- Check you have adequate insurance and have taken the necessary precautions.



- Ensure you have filled in your drain down form and returned to us!

If you have any questions, please feel free to contact Guest Services on 01206 383 252. Out of hours emergency number 07749 609709.

