

We chase away the stress



We understand that owning your very own holiday home is a decision not to be taken lightly, so our dedicated teams on the park are here to support you at every step along the way.

From time to time your holiday home may need a little TLC, and whenever the unexpected does occur, our team of fully-equipped engineers are ready to sort everything out for you as quickly as possible.

For complete clarity and peace of mind, we offer a service and repair charter as to the expected service timescales that we work to. The details of the charter will be clearly displayed in your Owners' Reception at all times.

You will see the service and repair charter provides a maximum time frame within which we will complete any outstanding works and should we fail to complete the job within the committed time, you will receive a £50 account credit*. We keep you informed at all times with updates on any repair job taking over seven days to complete.



Service timescales:

1 hour Loss of electricity, gas or water**

If you experience: **Loss of electricity, loss of gas, loss of water, a major water leak or health and safety issues** we promise to visit your holiday home to assess the problem within 1 hour, 24 hours a day, 7 days a week.

If the loss of **gas, water or electricity** occurs to a section of the park rather than your individual holiday home, individual attendance may not be possible.

24 hour Loss of electricity, gas or water resolved

We promise to repair any 1 hour attendance issue within **24 hours**.

7 day Minor repairs

If parts are in stock, any **minor repairs** or holiday home levelling will be completed within **7 days** of confirming your quotation or estimate with your Maintenance and Services team (exclusions are shown below).

3 weeks Services; non-stock parts; refurbishment

If parts are not in stock, we will complete your repair within 21 days of approving your quotation or estimate with your Maintenance and Services team.

The **3 week** repair promise also includes:

Gas and electrical safety tests, alarm repairs, ground work requests, balcony, veranda and disabled ramp requests, carpet, lino, upholstery, curtain and blind replacements.

8 weeks Manufacturer repairs

For exterior panel replacements or where parts must be ordered direct from the manufacturer or a third party engineer must attend, we promise to resolve your issues within **8 weeks**.

Do we have the correct keys?

Please remember we cannot begin to assess and repair unless we have entry to your holiday home.