

Frequently asked questions...



What is the Golden Sands Sublet Scheme?

Just think of those dates where you're not using your Holiday home and it's left empty. Think about how many others who are willing to pay for the use of your lovely Holiday home! Our scheme enables you to hire out to those people and you reap the benefit! The extra income you earn from holiday hire can then be used to offset against your running costs or pitch fees. We simply manage it all!

How much can I earn from hiring out my caravan Holiday home?

Potential earnings really depend on the grade of your caravan, how many weeks you decide to allocate your caravan for hire and the time of year. See 'Earnings Guide' on page 8. Note: these values are just that 'a guide' and cannot be guaranteed.

What dates would give me the highest earnings from holiday hire?

It all depends on how many weeks you allocate for holiday hire. July, August and school holidays are the easiest to fill and will generally earn you more money. The earlier we receive your Sublet - Agreement Form the better.

How will Golden Sands get bookings for my caravan Holiday home?

We will promote holidays in our brochure, our website, in national and regional press, external websites, tour operators, direct mail and much more. We'll strive to obtain the highest price for your caravan Holiday home, though there may be times we need to provide discounts.

What if I need to change the dates?

Don't worry, just give us a call and we'll try our best to move bookings out of your caravan Holiday home as long as we have availability in alternative accommodation. We work hard to fill your Holiday home with the dates you've agreed, so to change them we really need at least 6 weeks notice. Date changes will be confirmed in writing direct to you.

How will I receive my earnings?

You'll receive a statement at the end of the season detailing income for your caravan Holiday home. The income paid to you will be the net accommodation tariff, after the deduction of a handling charge, on-park entertainment and access to facilities charges plus any discounts. Deductions are made against this income for the Golden Sands commission (equivalent to the calculation of VAT within the net tariff) & linen charge. The remaining income is credited to your Owners account.

I think I'd get more money privately, why should I sublet through you?

Letting your Holiday home is hard work and there's never a guarantee that you'd receive a higher income subletting privately. We spend £'000s on promoting the Park and your Holiday home. We also take on all the administration, management of keys, organising linen and cleaning. Of course you too can do this but how much would you put a cost on your time to do it? Plus with schools being more stringent on children's absences, mid week breaks are harder to fill and we work hard with many campaigns for this.

We cannot guarantee to sell you caravan on the dates you provide on this scheme – it is all down to customer demand.

PLEASE NOTE:

If you do choose to go it alone, please be aware that your guests MUST complete a registration form and pay a fee for health, safety and security.

Please ensure they are informed and given a copy of the form (Private Registration Form - a copy of the form is available at Reception).

Breaking down your sublet income.

We appreciate before signing up to anything, it's important to understand all charges, so we've laid out below how our sublet calculations work.

The amount you receive will be based on the below deductions:

NET Accommodation Revenue

Monies received after taking off the cost of Entertainment passes, handling fee & any 3rd party costs*.

Commission Fee

19% (plus VAT)*. Covers all the marketing costs incurred to promote your holiday home.

Cleaning

£10 per let. We provide a full clean of your caravan after its use, ready for you to return or the next holiday date you have provided us with.

Other charges that may be incurred through the season include:

Cleaning after your use

If we find that the Holiday home is not suitable for let after your own use then we will need to clean and recharge at £20.

Safety checks

Compulsory gas and electrical and other safety checks are carried out once a year as a legal requirement. Costs can be confirmed by the team.

Gas & Electricity

As used by the Holidaymaker, either invoiced at the end of the season or if gas bottles, charged as required.

Damages, Replacements & Maintenance

Invoiced as required through the season, unless otherwise stated in your agreement.

Minor Essential Repairs

We will carry out any necessary repairs (including steam cleaning of carpets) 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.

Please ensure you take out Sublet Insurance.



*Our brochure prices are inclusive of VAT. However certain Holiday homes are hired on behalf of Owners who are NOT VAT registered and in this case the booking is not subject to VAT but a further handling fee will be charged (equivalent to the VAT rate) so that the final holiday price matches that of similar accommodation. We reserve the right to amend VAT should it be increased by Government. 3rd Party costs include, but are not limited to tour operators and travel agents. Prices for Entertainment passes will vary dependent on the time and length of stay. Please ask for further details *Please note this cost increases to 28% plus VAT if you opt for monthly payments, request your end of season payment prior to November or if you leave the Park prior to November.

Insuring your Holiday home

At Golden Sands we always do our utmost to look after our valued Owners and their caravan Holiday home. You should, however, maintain insurance for your Holiday home in the unlikely event of loss or damage.

Under the terms laid out in the Pitch Licence Agreement, all Owners are required to insure their Holiday home. Purchasing insurance should not only be seen as complying with the Agreement, however, but also providing you with the peace of mind to enjoy your Holiday home free of some of the anxiety that comes with Ownership.

We recommend insurance through Arthur J Gallagher Insurance. You can gain a copy of the prospectus for this which provides a summary of the cover from the Holiday Sales Manager, they will also be able to provide you with a quote. Full details can be found in the Certificate of Insurance, a copy of which is available on request.

Should you decide to join the Sublet Scheme and hire out your Holiday home 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.

If you insure your Holiday home through the Insurance Scheme with Golden Sands we are able to provide you with such cover for a small additional cost.

WE FULLY UNDERSTAND THAT SOME PEOPLE FIND INSURANCE SOMEWHAT CONFUSING SO YOU MAY FIND THE FOLLOWING USEFUL THESE ARE SOME OF THE QUESTIONS THAT WE ARE FREQUENTLY ASKED:

Can I arrange cover for 'loss or damage by a hirer' through Golden Sands if I am not insured by the Compass Insurance Scheme?

Unfortunately, no you cannot. This additional cover is an extension to the main Arthur J Gallagher and has been specifically negotiated for Golden Sands.

What is covered by taking the additional cover for 'loss or damage by a hirer'?

The extension to the Arthur J Gallagher provides cover for malicious damage caused by a hirer when you hire out your Holiday home through Golden Sands.

How will I know if I have the additional cover?

You will receive a Schedule which shows the Endorsement for 'loss or damage by hirer' has been added to your current Insurance – a copy of this is also held at the Golden Sands Office on Park.

What is the cost?

The Holiday home Sales Manager will be able to advise you on costs of this additional cover.

Is this on top of my usual premium for the Compass Insurance Scheme?

Yes, the cost of this extension will be in addition to your standard cover.

What is the excess?

The excess for the additional cover is the same as for the standard cover - £50*.

Why should I take the extension for 'loss or damage by hirer'?

If you choose to join the 'Sublet Scheme' and you do not purchase the additional cover you will not be insured for 'malicious damage' a hirer causes to your Holiday home and / or its contents.

Is it compulsory for me to take the extended cover?

No - It's for you to choose, if you want the added peace of mind to cover any malicious damage by a hirer.

It is ultimately your responsibility to organise this.

We hope we have provided all the details you require regarding insurance, however if you are unsure or have any further questions, please speak with the Holiday Sales Manager on Park.

*Correct at time of print.

Standard Inventory...

When you join our Sublet Scheme you'll need to ensure there are some basic inventory in your caravan Holiday home. The below details the items and quantities for a 6 berth and 8 berth caravan. If you have any queries, please speak with a member of the Reception team who'll be happy to help.

COOKING & UTENSILS	6 BERTH	8 BERTH
Glass measuring jug	1	1
Egg cups	6	8
Casserole dish	1	1
Pudding basin / mixing bowl	1	1
Glass oven dish	1	1
Salt & pepper pots	1 of each	1 of each
Tea pot	1	1
Glass chopping board	1	1
Stainless steel colander	1	1
5 piece saucepan set (inc frying pan & milk saucepan)	1	1
Kettle	1	1
Microwave	1	1
Toaster	1	1
Cheese grater	1	1
Butter dish	1	1
Whisk	1	1
CLEANING MATERIALS & FURNISHINGS	6 BERTH	8 BERTH
Washing up drainer	1	1
Washing up basin	1	1
Broom	1	1
Dustpan & brush	1	1
Carpet sweeper/Vacuum	1	1
Clothes airer	1	1
Door mat	1	1
Coat hangers	14	14
Toilet brush	1	1
Pedal bin	1	1
Waste paper bin	1	1
Bathroom Bin	1	1
Mop & bucket	1	1
Digital TV	1	1
Pillows	6	8
Duvets 13.5 tog	2 DOUBLE	2 DOUBLE

CUTLERY	6 BERTH	8 BERTH
Forks	6	8
Knives	6	8
Tea spoons	6	8
Dessert spoons	6	8
Slotted spoon	1	1
Serving spoon	1	1
Wooden spoon	1	1
Carving fork	1	1
Vegetable knife	1	1
Bread knife	1	1
Scissors	1	1
Sharp knife	1	1
Tin opener	1	1
Corkscrew	1	1
Fish slice	1	1
Potato masher	1	1
Potato peeler	1	1
Cutlery tray	1	1
CROCKERY	6 BERTH	8 BERTH
Dinner plates	6	8
Side plates	6	8
Mugs	6	8
Cups	6	8
Drinking glasses	6	8
Wine glasses	6	8
Cereal bowls	6	8
Large fruit bowl	1	1
Water jug	1	1

Golden Sands are able to provide Inventory Packs. A price list is available on request, please contact the Holiday Sales Team on Reception.

PLEASE DO NOT LEAVE ANY PERSONAL ITEMS IN YOUR caravan HOLIDAY HOME.

2017 Earning Guide...

We often get asked 'How much can I potentially gain from joining the Golden Sands Sublet Scheme?' Well, we can't guarantee income as it depends on the demand on Holidays and for your grade of caravan, however we do have a guide and have detailed this below for each grade. This will give you an idea of the potential income you could gain by choosing us as your agents.

Remember, the below is a guide based on the dates you provide us. But whatever the income, it's all when you're not using your caravan and would otherwise not be earned!

	START DATE	BRONZE £ 2 BED	SILVER £ 2 BED	GOLD £ 2 BED	PLATINUM £ 3 BED	LODGE £ 3 BED
FEBRUARY	11th	69	85	126	159	201
	18th	69	85	126	159	201
	25th	49	63	87	111	140
MARCH	4th	49	63	87	111	140
	11th	49	63	87	111	140
	18th	95	110	147	203	250
APRIL	25th	95	110	147	203	250
	1st	123	172	195	248	300
	8th	123	172	195	248	300
MAY	15th	123	172	195	248	300
	22nd	95	110	147	203	246
	29th	95	110	147	203	246
JUNE	6th	95	110	147	203	246
	13th	95	110	147	203	246
	20th	95	110	147	203	246
JULY	27th	163	188	251	313	378
	3rd	110	127	170	226	276
	10th	110	127	170	226	276
AUGUST	17th	110	127	170	226	276
	24th	115	132	177	233	282
	1st	142	164	213	269	325
SEPTEMBER	8th	166	192	256	317	383
	15th	166	192	256	317	383
	22nd	196	226	301	363	424
OCTOBER	29th	196	226	301	363	424
	5th	196	226	301	363	424
	12th	196	226	301	363	424
NOVEMBER	19th	196	226	301	363	424
	26th	196	226	301	363	424
	2nd	76	89	118	174	221
DECEMBER	9th	76	89	118	174	221
	16th	76	89	118	174	221
	23rd	76	89	118	174	221
JANUARY	30th	76	89	118	174	221
	7th	76	89	118	174	221
	14th	91	105	140	197	242
FEBRUARY	21st	110	127	170	226	279
	28th	52	67	93	117	148
	4th	52	67	93	117	148
MARCH	11th	52	67	93	117	148
	18th	52	67	93	117	148
	25th	52	67	93	117	148

The earnings in the above grid are based on the price of a 7 night holiday in a 2 bed Holiday home (apart from the lodge 3 beds) with average discounts and reductions after VAT, commission and a fee has been deducted. For further details please speak with the Holiday Sales Manager. Prices are provided as a guide only, we will always do our best to get the best possible rate for your caravan Holiday home, however discounts may be applied to maximise occupancy and potential earnings.

What's needed...

In order to be a part of the Sublet Scheme, we ask for just a few basics which are detailed below for you:

CARAVAN HOLIDAY HOME GRADING

Your caravan Holiday home will be graded according to the Golden Sands brochure description. Grades awarded depend on the following:

- Year of manufacture
- Size of caravan Holiday home
- caravan Holiday home facilities
- Condition of caravan Holiday home

The grade of your caravan Holiday home is occasionally re-assessed and may result in a change during the season. We generally only consider caravan Holiday homes up to 7 years old for this scheme, but will assess each caravan Holiday home on its own merits and give it consideration should it meet the standards.

INVENTORY PACKS

A standard inventory must be in place before we can hire your caravan Holiday home. (See page 7 for details on items required).

Full standard inventory packs for 4, 6 and 8 berth caravans can be purchased from Golden Sands.

KEYS

3 sets of keys must be provided at least 4 weeks before we start hiring out your caravan Holiday home.

DUVETS

Duvets must be provided for all Holidaymakers. In the unlikely event that duvets become damaged, Golden Sands will replace them from their stock.

TV'S & MICROWAVES

Every caravan Holiday home must be equipped with a 32" digital TV and Microwave.

Owners should also arrange for a TV licence for each caravan Holiday home.

PERSONAL BELONGINGS

We appreciate that it may be helpful to leave additional items in your caravan Holiday home but this can have implications on the grading of your caravan Holiday home and can confuse customers.

Therefore, personal belongings must be packed up and removed from your caravan Holiday home before hiring commences. If we are required to do this on your behalf you will incur a charge to your Owners Account.

PLATINUM & GOLD CARAVAN HOLIDAY HOMES & LODGES

In accordance with Golden Sands policy and specifications for 2017, Platinum, Gold Plus and Gold caravans must be equipped with the following:

- Flatscreen TV with Freeview (19" minimum)
- DVD Player
- Fitted heaters in the bedrooms and bathroom.

In addition to the above, Lodges and Platinum caravans must have central heating, double glazing and a large range style hob and oven.

These must be provided at the Owners cost and failure to provide these added facilities will result in your caravan being re-graded accordingly.



PETS

Holidaymakers are not permitted to bring pets in any caravan hire fleet, this includes Owners sublet caravans and those caravans on our guaranteed income agreement scheme.

OWNERS WITH DOGS

If you have a dog and allow your dog into your Holiday home, your caravan will automatically be graded as Bronze in accordance with Golden Sands policy.