

MEET THE RICHARDSON'S

AN OWNER'S CASE STUDY OF
GOLDEN SANDS HOLIDAY PARK IN RHYL



Donna & Colin Richardson have been Owners at Golden Sands Holiday Park in Wales since September 2017. This is their Ownership Story...

Have you owned a Holiday Home before?

Yes, we had a family owned caravan on Browns in Towyn approx 10 years ago, which unfortunately we had to give up as my husband's mother passed away and the rest of the family felt it hard to keep it on without her. My husband and I have been determined to buy our own caravan outright since then, when finances allowed.

“ You can really feel that Golden Sands is family owned, everybody has time for you and nothing is too much trouble. ”



How often do you visit the site?

We visit every weekend between March and November, which is our season length. We also spend 3 weeks in the school holidays (May and August) and love it that much we stay on site over New Year too, to enjoy the New Year's Eve entertainment which is amazing.



Typically, who do you visit with?

We normally visit as a family 2 adults, 2 children (aged 9 and 15). We also get the great benefit of adding up to 12 friends and family on our Owners passes, which means we are able to spend lots of quality time with them on site. They visit quite regularly as like us, they love it on Golden Sands.

What made you decide to buy a Holiday Home?

There are two main reasons; the first is that we have been taking holidays abroad since our son was born 9 years ago. However the cost of holidaying abroad for a family of 4 has risen dramatically. Our last holiday to Egypt cost just short of £6000, granted it was a five star hotel but my husband and I returned and agreed that £6000 for one week away was extortionate.

The second reason is that we have been holidaying in Towyn since we gave up our last caravan and usually took 6-8 weekend breaks a year on various sites in Towyn. Ty Mawr and Golden Sands usually, but in the last 4 years, prior to buying our own holiday home, we have been coming exclusively on Golden Sands due to the location right next to the beach and all the entertainment both on site and in the local area. On our return from Egypt in 2017 we both agreed to start looking for a caravan, as financially we couldn't carry on taking 1 week holidays abroad at those prices, especially as our 15 year old would now be classed as an adult in terms of pricing.



Why did you choose Golden Sands?

Because having spent the last four years taking weekend breaks there, it already felt like a second home to us. Staff remembered us from previous breaks and we'd already started to build a rapport with them. Added to this, on our first visit we had a small issue with the caravan we were renting and Zara and Kerry in reception went above and beyond to resolve it for us. The customer service we received that day stayed with us and is one of the reasons when buying a caravan we knew we could trust the people we were dealing with.

This compares to a problem we had on another site and the customer service we received was shocking, it took over 2 hours of heated debate just to get the caravan cleaned in the way it should have been on our arrival. This was from a site who are owned by a well-known chain. You can really feel that Golden Sands is family owned, everybody has time for you and nothing is too much trouble.

On top of all that is how clean the site is, the location right next to a sandy beach and the entertainment for children and adults alike, being among the top reasons for choosing Golden Sands. The site is incredibly family orientated and as Owners, even more so with all the events we get invited to.

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How did you find the process of buying?

We contacted a number of sites prior to buying at Golden Sands. The difference in attitude from various sales staff on other parks was incredible. Whereas they were very pushy and phoning/emailing practically every day from our expression of interest, Golden Sands had a very relaxed informal attitude to it. We dealt with Jeanette in Sales who answered all of our questions over the phone in a way that didn't push us to make snap decisions, she gave us honest answers to the pros and cons of buying a caravan. We booked (yet another) break away at Golden Sands in September 2017 and arranged to meet up to discuss things face to face with Jeanette .

The welcoming and relaxed atmosphere in the sales office was in-line with what we had experienced over the phone. Everybody had a smile for us, other owners were popping in the office just to say hello to the sales staff and have a cuppa with them.

We could see what we already had found, which is that the site really is a like a family community. Jeanette hugged 5 people who came in to say hello in the hour we were with her! She introduced us to Ricky the Sales Manager who came to say hello, he must have the biggest smile in North Wales and nothing is too much trouble for him when seeking out his advice. We explained our financial situation to Jeanette, our worries for how we might be able to afford to buy a caravan and pay the site fees each year. Again, Jeanette explained the pros and cons and let us decide if it was a workable situation.

At no time were we 'pushed' to make a quick decision. Jeanette took us on a tour of a number of caravans within our price range and we soon fell in love with one in particular which just felt 'right'. We knew there and then Golden Sands was the place for us. The whole process of buying the caravan and it being sited on our preferred plot took about 2 weeks. We decided on the 8.5 month season, however you can choose a 10.5 or 12 month season if it suits better. The after-sales service was fantastic and any little niggles were dealt with very quickly and without fuss. We were welcomed into our caravan with a lovely bouquet of flowers and a lovely hand written card from Jeanette, hoping we'd make lots of new memories. We've lost count of all the memories we've made in just short of two years on site!

What do you think are the top benefits of owning a Holiday Home?

It may feel strange to say but one of the major benefits was the fact that we got to know so many new people (other Owners), each with a story to tell. We call them our caravan family, of which numbers plenty! There really is a sense of community on-site and we struggle to think what our life was like before we bought our caravan and had all these people in our lives.

This led to us deciding to renew our wedding vows in Wales and celebrate the day on-site with family and friends. It was an amazing day and one we will treasure forever. The fact you can spend as much or as little time as you like here within the season is also great.

We personally spend every weekend here and 3 weeks during holiday's. We are able to rent out privately to gain income to pay towards our site fees too. We can also rent to the Park, who do all the work for you and pay a good rate towards your site fees if you'd rather not set up privately, which is a great option.

It's great to be able to get away from the hum-drum of daily life each weekend, to be beside the sea and make so many memories with family and friends.

We are invited to Owner Events and receive discounts off food and drink, which is also a great perk of being an Owner.

Oh and one last thing, the sunsets are truly out of this world and are literally on your doorstep!!



“The process is not daunting at all. The sales staff go above and beyond to find the right package that suits you. Give them a call, you won't be disappointed!”

What is owning a Holiday Home at Golden Sands like for your family?

As you've seen from above, the site is so family orientated, both in terms of what they offer as a venue and what they offer as a community. It gives our family the time and space to spend time with each other, away from the stresses of daily life. Within an hour of arriving on-site you just feel so relaxed. Nearly 2 years on and we still get excited, like it's our first time every time we get here. The memories we have made already have been incredible and we look forward to making many more.

Tell us about the Owner's Events?

We attend as many owner's events as possible, each with it's own unique theme. We especially like the German Bier Keller night and the Caribbean Day to name but two - both giving amazing memories. We also have regular Owner breakfasts which go down a treat! All in all, the site try and cater for everybody's tastes in the variety of events they offer, not just adults but children too.

What advice would you give to anyone considering Ownership at Golden Sands Holiday Park?

DO IT!! It took us 10 years to take the plunge and the only regret we have is that we didn't do it sooner. Holiday's abroad for us are now a thing of the past. When you compare the cost of a holiday abroad to the cost of owning a caravan there is little to choose. However one gives you a week away, the other gives you endless opportunities to spend time away week after week with loved ones. The process is not daunting at all, the sales staff go above and beyond to find the right package that suits you. Give them a call you won't be disappointed!

Caravan Ownership at Golden Sands Holiday Park

If you would like to find out more about becoming an Owner at Golden Sands Holiday Park, or would like to book a visit, contact us and we will be happy to help:

Tel: 0808 197 0809

Email: sales@goldensandsrhyl.co.uk



Or visit www.goldensandsrhyl.co.uk for further information about the park and to view a selection of Holiday Homes for sale.