



# 5 STAR SUBLET SCHEME

Exclusive subletting service  
for Haulfryn owners

[www.haulfrynholidayhomes.co.uk](http://www.haulfrynholidayhomes.co.uk)



A Haulfryn Holiday Park

# DEVON HILLS

## It pays to share when you're not there

Subletting your holiday home when you are not using it can offer a great way to earn extra income to help towards offsetting your running costs. We offer a sublet service tailored to suit your needs and with the added reassurance of over 80 years' experience, you can be confident that your holiday home is in safe hands with Haulfryn.

There are specific dates throughout the year (including bank holidays and main school holidays) when we have a huge amount of demand from holidaymakers; these are also dates when holidaymakers will pay the most for their holiday, which in turn will earn you the highest amount of income.

You simply decide when you want to release your holiday home for sublet and we will do the rest.



“

*Last year we decided to sublet for just 10 weeks throughout the peak seasons to take full advantage of all the holidaymakers. This covered our pitch fees which is great! It also meant we still had plenty of time available to enjoy our holidays with family and friends.*

”

## Why sublet with Haulfryn?

Our 5 Star managed subletting service will allow you to remain in control at all times. We simply take the hassle away by dealing with every aspect of subletting your holiday home from marketing to cleaning your home ready for your own arrival. See opposite for all that we cover in our sublet service.

We also work closely with major sales agents such as Hoseasons to ensure we attract thousands of holidaymakers each year eager to stay in the best accommodation in the best holiday parks in the UK.

Subject to inspection by one of our sublet representatives, all new holiday homes are normally eligible to join the 5 Star Sublet Scheme immediately. Older homes will be inspected and their suitability to join the scheme will be assessed – in both circumstances, your home will be graded. The grade will determine the price at which your home will be marketed.



# How much could you earn?

The amount you could earn depends on the size, age, condition and grading of your home and how long you use your home for personal use. Additional facilities such as a hot tub are very popular with holidaymakers and will command higher prices. Our sublet representative will carry out an inspection and grade your home accordingly.

Below are two case studies which demonstrate potential net returns using the sublet scheme. The sublet charges are explained below.



## Sublet Case Studies

Mr & Mrs Smith own a 36ft x 12ft single lodge. They sublet for just 10 weeks in peak season to offset their running costs. They together with family and friends use the lodge as their personal retreat for weeklong and short breaks throughout the rest of the year:

<b>Total Holiday Sales Value</b>	<b>£9,355</b>
Sublet management Fee (20%)	-£1,871
Sales Agent Commission (17.5%)	-£1,637
Clean Cost (10 Bookings)	-£400
<b>Income after sublet charges</b>	<b>£5,447</b>
Pitch fees	-£4,047
Gas & Electric	-£500
Local Rates & Water	-£595
Approximate Insurance	-£250
<b>Net Return</b>	<b>£55</b>

Mr and Mrs Jones own a 40ft x 20ft twin lodge with a hot tub. They holiday in their home for just 8 weeks each year. They choose which weeks they will use their home at the start of the letting season and then sign their lodge over to our fantastic subletting team for the remaining 44 weeks:

<b>Total Holiday Sales Value</b>	<b>£23,989</b>
Sublet management Fee (20%)	-£4,798
Sales Agent Commission (17.5%)	-£4,198
Clean Cost (44 Bookings)	-£1,760
Annual Hot Tub Fee	-£150
<b>Income after sublet charges</b>	<b>£13,083</b>
Pitch fees	-£4,809
Gas & Electric	-£900
Local Rates & Water	-£595
Approximate Insurance	-£300
<b>Net Return</b>	<b>£6,479</b>

## Your sublet charges explained

Sublet charges are costs associated with the marketing of your home to attract bookings and the administration, maintenance, security and care of your home.

These charges fall into three distinct areas below, the fourth, relates only to homes with hot tubs.

1. Haulfryn commission of 20% on the gross booking value.
2. Third party sales agent commission of up to 20% on the gross booking value.
3. £40 cleaning and linen cost per booking.
4. Annual hot tub fee of £150 to cover daily pH checks and cleaning.

### What does the sales agent commission cover?

- Access to one of the UK's largest holiday websites
- Access to one of the UK's largest database of holidaymakers
- Online booking facility
- Nationally distributed holiday brochures
- National e-mail marketing programmes
- National mailshot programmes

### What does the Haulfryn commission cover?

- 24 hour on park service – including maintenance, security and customer care
- Allocated park sublet representative to manage your account
- Booking administration
- Pre-arrival maintenance and cleaning checks
- Payment collection & key handling
- Free maintenance call out, repairs and replacements under £25 when occupied by a holidaymaker
- Replacements to standard inventory pack during the rental period
- Fire extinguisher certification
- Annual landlord's gas safety certificate
- PAT testing

# What happens next?

## Step one

Please read the enclosed 5 Star Sublet Agreement and mark the Owner Booking Request Grid with the dates that you require for your own use. The remaining dates will be sublet by Haulfryn.



## Step two

We will be in touch to confirm that we have received your details. Your park sublet representative will inspect your holiday home and assess the grade of your holiday home.



## Step three

We will send you a copy of the letting inspection form. If there is any maintenance or cleaning work 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. Whilst these works remain outstanding, your holiday home will not be sublet.

## Step four

Once your holiday home has been inspected, graded and any necessary maintenance work has been completed, we will send you a confirmation letter. This will inform you of your holiday home accommodation grading, your sublet dates and confirm that we are letting your holiday home on your behalf.

**NB:** Please do not assume that your holiday home is being sublet until you receive confirmation from us in writing.



# Everything you need to know about subletting with Haulfryn

Our commitment to improving the level of communication between us means we would ask you to read this section carefully – no surprises means no disappointment!

## Questions and answers

### How much will I earn?

This will depend on the grade of your holiday home and the number of weeks you sublet your holiday home.

We always endeavour to earn you the maximum amount of income possible. You will no doubt be aware from your own holiday experience that the holiday market is extremely competitive, therefore, in an effort to let your holiday home we may offer discounts which will affect the amount of income that you earn.

We do assure you that all discounting decisions are taken in a controlled manner with your best interests at heart.

### What if I want to change my dates allocated to Haulfryn?

The enjoyment of your holiday home is our key objective; if you want to change your dates please call our reservations team on **01626 853 833** to check availability. We will always do our best to meet your requests. All agreed changes must be confirmed by you in writing to the Bookings Team, Finlake Holiday Resort, Chudleigh, Newton Abbot, Devon TQ13 0EJ or email [holidays@haulfryn.co.uk](mailto:holidays@haulfryn.co.uk).

**NB: Any further dates requested or changes made are subject to availability.**

### How do I join the Haulfryn 5 Star Sublet Scheme?

Simply fill out a 5 Star Sublet Agreement and Owner Booking Request Grid and either hand in or send the form to the park reception.

As soon as your form is received we will arrange with you to inspect your holiday home, which will determine which grade your holiday home will be awarded.

#### This will depend on

- The size of the holiday home
- The facilities within the holiday home plus decking and hot tubs
- The condition of the holiday home
- The location of the holiday home

### When do I get paid for my subletting and how? Can this be used against my pitch fees for next year?

Accounts will be settled within 6 weeks after the end of the sublet season by BACS where money is due. Pitch fees and any amounts outstanding on your customer account are offset against sublet income within the sublet season.

**Gas & electricity** The amount of gas and electricity is recorded for your holiday home and an invoice will be sent to you towards the end of the season. If your holiday home runs on gas bottles, these will be recharged to you as and when replacements are needed.

**Water rates** Water and sewerage charges apply.

**Minor essential repairs** Once we commence subletting your holiday home, we will carry out any necessary repairs which you will be invoiced for. These will be payable at the end of the season. However, if the total cost of the repair is under £25 it is included within our 20% commission. For any works over £25 requiring external products or services, a 20% maintenance charge will be applied to any product or service charged to Haulfryn Group Ltd. We will advise you of the need for any major repairs over £200 before going ahead with them where reasonably practical and will recharge you as and when these costs occur.

**Televisions** Every holiday home must have a flat screen colour television with digital channels or a Freeview box and a DVD player. We reserve the right to provide a replacement television and charge you accordingly if the original needs replacement. You should arrange a TV Licence.

**Cleaning Services** We offer a wide range of housekeeping services including steam cleaning carpets, mattresses and upholstery, spring cleaning and outside cleaning of your holiday home. We will advise you of the necessity of any of these services and the costs involved once we have inspected your holiday home.

**Pets** Dogs, or pets of any kind, are not permitted in your holiday home at any time unless it is sold as “Pets Welcome”. Once a dog or pet has stayed in your holiday home it can only be sold as a “Pets Welcome” holiday home and cannot be reversed. Holiday homes can only be given “Pets Welcome” status at the beginning of the season.

**Owner bookings** Cleaning charges will be applied as per your preference on the 5 Star Sublet Owner Booking Request Grid. Please note that should the standard of cleanliness not meet the requirements of our standard cleaning check, we will clean the holiday home and recharge you. Our team will clean your holiday home, make the beds, complete required safety checks and ensure that the holiday home is fully prepared for your next booking.

**Smoking** Only holiday homes that are non-smoking can enter our sublet scheme.

**Any personal items should be removed from your holiday home to avoid unnecessary upset arising from breakages or losses. No locked cupboard or rooms are permitted.**



# 5 star sublet scheme – terms and conditions

## 1 TERMS & CONDITIONS

In the following terms and conditions, 'Park Owner', 'we', 'our' or 'us' means Haulfryn Group Limited, 'Holiday Home Owner(s)', 'you' or 'your' means the person(s) named on page one (1) of this agreement, 'Holidaymaker(s)' means person(s) hiring the Holiday Home including their guests, 'Holiday Home' means the holiday home identified on page one (1) of this agreement, 'Park' means the holiday park where the Holiday Home is located, 'Park Manager' means such person as shall be appointed by the Park Owner from time to time to manage the Park, 'Season' means the period of time as mentioned on the licence agreement, and 'Letting Periods' means the dates between which you have authorised us to offer the Holiday Home for letting. The Holiday Home Owner appoints the Park Owner as sole agent for the purpose of letting the Holiday Home based upon the following terms and conditions:

### 2 HOLIDAY HOME OWNER'S PART - You agree with us as follows:

- 2.1 All Holiday Homes must be non-smoking, of modern design, clean and of smart appearance inside and out and conform to our current grading criteria and standards.
- 2.2 You will insure the Holiday Home to its full replacement value against all the usual risks including fire and storm damage and against your liability to Holidaymakers, their guests and third parties in such reasonable sums as we may notify you from time to time (not being less than £2 million) and will provide us with up to date details of insurances upon renewal. It is the sole responsibility of the Holiday Home Owner(s) to provide Haulfryn Group Limited with these details.
- 2.3 It is the sole responsibility of the Holiday Home Owner(s) to provide Haulfryn Group Ltd with any changes to your current postal address, telephone number, e-mail address and bank details.
- 2.4 You must ensure your holiday home is fully equipped with kitchen equipment including crockery, cutlery and cleaning utensils for the number of people it will sleep. NB: Your Haulfryn Representative will give you inventory details and information on special requirements for Holiday Homes sublet on your Park.
- 2.5 You must have gas and electrical appliances, smoke alarms, carbon monoxide alarms and fire extinguishers inspected once a year and obtain all the necessary certificates. NB: Your Haulfryn Representative will arrange for these inspections and obtain the necessary certificates for you; to the extent that the provision of these is not included in your arrangements with the Park Owner, they will be provided at your expense in accordance with the Holiday Home Owner Service Charges given to you before you entered into this agreement.
- 2.6 You must ensure that the Holiday Home complies with all statutory requirements of competent authorities and recommendations of the National Caravan Council relating to the ventilation of caravans. In particular you must ensure that all fixed ventilation openings, ventilation screens and grilles are kept clean and unobstructed at all times and that all gas appliances (including their installation flues) are checked regularly (not less than once each year) by a Gas Safe registered gasfitter. NB: Your Haulfryn Representative will arrange for these inspections and obtain the necessary certificates for you; to the extent that the provision of these is not included in your arrangements with the Park Owner, they will be provided at your expense in accordance with the Holiday Home Owner Service Charges given to you before you entered into this agreement.
- 2.7 Three labelled sets of keys per Holiday Home must be given to the Park Manager before letting commences, and upon completion of this agreement.
- 2.8 You must complete the 5 Star Sublet Owner Booking Request Grid that are/shall be sent to your specified postal address in good time each year by the 1st of September the preceding year. If you fail to return a completed Owner Booking Request Grid by the 1st September the preceding year, we shall assume all dates in the forthcoming letting period are available for letting, and so without further notification reserve the right to hire out your holiday home as of this date. Any date(s) you then wish to use your Holiday Home for your own private use, shall then be subject to availability.
- 2.9 If you want to make an alteration to your dates, please telephone to check availability with our Haulfryn Representative. If your Holiday Home is vacant, a Haulfryn Representative will be happy to reserve it for your own use, subject to confirmation in writing.
- 2.10 You cannot privately sublet during periods which you have requested to reserve your Holiday Home for your own private use.
- 2.11 Your account must be settled in full for the forthcoming season before application to sublet can be accepted and you agree to pay us the current rate of commission detailed on the 5 Star Sublet Owner Booking Request Grid, of the accommodation hire cost to us plus any relevant supplemental charge for third party sales agents' commissions, pets or Hot Tubs.
- 2.12 Other running costs including any unpaid gas and electricity charges, unpaid pitch fees, service and facility charges and any major maintenance, repairs and replacements (in each case of a cost per activity in excess of the current repair threshold detailed on the 5 Star Sublet Owner Booking Request Grid) will be deducted at the end of the season from monies collected on your behalf from Holidaymakers for letting the Holiday Home during the relevant letting period.
- 2.13 All cleaning costs and minor repairs are payable for all bookings. All costs are detailed on the Holiday Home Owners Service Charges and on the 5 Star Owner Booking Request Grid given to you before you entered this agreement. The Haulfryn Representative will have discretion to decide what constitutes minor or major repairs for this purpose.

### 3 PARK OWNER'S PART - We will carry out the following:

- 3.1 Produce and circulate full colour brochures. Undertake all advertising including National Press, TV, Radio, Internet and direct mail.
- 3.2 Conduct correspondence with Holidaymakers.
- 3.3 Collect all monies on your behalf.
- 3.4 Clean the Holiday Home between lettings and provide linen i.e. sheets, pillowcases and towels. Any cleaning required after the dates you stay in the Holiday Home will incur cleaning charges as detailed on the Holiday Home Owners Service Charges.
- 3.5 Replace any equipment, repair breakages and renew LPG gas cylinders when empty. Replacements of LPG gas are charged to your account and such charges are payable upon rendering of account.
- 3.6 We reserve the right to carry out all repairs and replacements to maintain the Holiday Home to the standard required and to charge all expenses (in excess of the current repair threshold detailed on the 5 Star Sublet Owner Booking Request Grid per activity) incurred in doing so to your account. For any works over the current repair threshold detailed on the 5 Star Sublet Owner Booking Request Grid requiring external products or services, a 20% maintenance charge will be applied to relevant costs charged to Haulfryn Group Limited. We will advise you of the need for any major repairs over the current recharge threshold detailed on the 5 Star Sublet Owner Booking Request Grid before going ahead where reasonably practical and we will recharge you as and when these costs occur.

We will arrange for gas and electrical appliances to be maintained to the standard required. The appliances will be repaired or replaced as necessary at your expense.

3.7 At least annually, we will send you a statement of lettings showing a breakdown of lettings for the letting period. A statement of account showing details of all expenses shall also be made available (including repair costs in excess of the current threshold detailed on the 5 Star Sublet Owner Booking Request Grid per activity and any relevant fees and charges) which have been deducted.

### 4 SETTLEMENT

4.1 At the end of the letting period, following deduction of all necessary sublet expenses (including commission charges plus any other charges payable on your account), we will arrange a bank transfer where the account is in credit. If your account is in credit, the amount shall be transferred to the bank account detailed on the most recent 5 Star Sublet Owner Booking Request Grid. It is the responsibility of Holiday Home Owner(s) to update Haulfryn Group Ltd of any change of bank account details before the end of the relevant letting period.

### 5 LIMIT TO PARK OWNER'S LIABILITY

The following sets out the full extent of our liability in relation to the provision of park facilities and its activities as agent for you. Where problems occur in relation to the letting of the Holiday Home, we will deal with the Holidaymaker directly. However, for the avoidance of doubt, where the Holidaymaker's complaint results from a breach of these terms and conditions by you, the provisions of paragraph 5.5 below will apply:

- 5.1 Please note that we are unable to provide a VAT invoice for the commission charge. We reserve the right to insert and vary such terms and conditions into the hire agreement with the Holidaymakers as we deem necessary without further notice to you.
- 5.2 Nothing in these terms and conditions shall exclude our liability for the death of, or injury to, any person entering the Park (whether you, the Holidaymaker, their guest or any third party), to the extent that it is caused by the negligence or breach of any statutory duty by us, our employees, sub-contractors or agents.
- 5.3 You understand the risks of letting your Holiday Home, and acknowledge that Haulfryn Group Limited will make all reasonable effort to recoup the cost of any losses suffered or damages caused to your holiday home but are not liable to you for any losses suffered or damage caused to your Holiday Home or other property by a Holidaymaker, their guests or third party, for any loss or damage caused by a Holidaymaker's negligence or dishonesty or otherwise by the use of the Holiday Home by Holidaymakers or others in any way whatsoever. As noted above, you should ensure that there is adequate cover under a current insurance policy to protect against such losses or damages.
- 5.4 We shall pay for any damage caused to the Holiday Home or your property by the negligence or breach of statutory duty of us, our employees, sub-contractors or agents.
- 5.5 You agree to pay to us all reasonable costs, claims, demands, liabilities, expenses, damages or losses arising out of or in connection with your delay, negligence, default or breach of these terms and conditions or any variation in its instructions to us.

### 6 DISCOUNTS

You will no doubt be aware from your own experience that the holiday market is extremely competitive, therefore in an effort to generate as many bookings in your holiday home as possible, we reserve the right to run promotions and offer discounts against the brochure price. This will affect the amount of income you earn.

### 7 TERMINATION

- 7.1 This agreement is connected with the 'Agreement for A Holiday Caravan', which you would have completed upon purchase of your holiday home, and shall terminate with the afore mentioned agreement.
- 7.2 This agreement will also terminate when we have identified your Holiday Home is no longer up to the standard required for the 5 Star Sublet Scheme, and after being notified you have not made reasonable effort to bring your Holiday Home back in line with our grading criteria within 28 days (on such date as shall be notified by us to you) provided that: (a) we reserve the right to terminate this agreement at an earlier date in the event that you breach these terms and conditions or become insolvent (or we reasonably consider that you are about to become insolvent) or on the termination of the code of practice licence agreement in respect of the Holiday Home; and (b) you may terminate this agreement at an earlier date by giving us not less than 28 days' prior written notice provided that you shall honour and observe all bookings to let your Holiday Home made prior to, and still to be performed as at, the date of termination of this agreement. Termination of this agreement will not affect any claims which one party may have against the other and which arise before termination.

### 8 THIRD PARTIES

These terms and conditions only confer rights and benefits on the Park Owner and the Holiday Home Owner and no third party can acquire rights or benefits under these terms and conditions (whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise).

### 9 NOTICES

Any notice given under these terms and conditions shall be in writing addressed to the registered office, principal place of business or residence of the addressee or any other address notified for the service of documents. Any notice must be given by hand or sent by first class post (airmail if overseas) recorded delivery post. Notices may be faxed provided they are also sent in accordance with this provision.

### 10 ASSIGNMENT

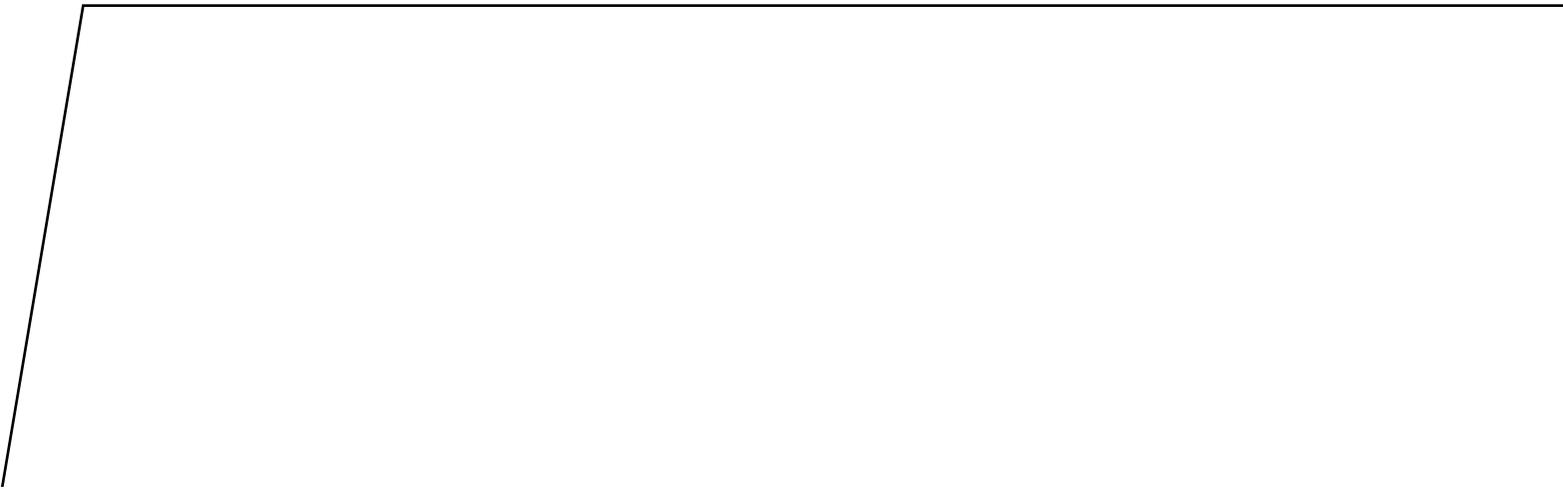
You may not assign or sub-contract your rights or obligations under these terms and conditions but we may assign or sub-contract all or any of our rights or obligations hereunder.

### 11 WAIVER

Any waiver by us of any breach of these terms and conditions by you will not be treated as waiving any subsequent breach of the same or any other provision.

### 12 ENTIRE AGREEMENT

These terms and conditions (and the documents referred to herein) set out the entire agreement between the parties and supersede any previous agreements between the parties relating to the subject matter of these terms and conditions. In entering into these terms and conditions, you have not relied on any representation, warranty, agreement or statement not set out in these terms and conditions and (in the absence of fraud) it will not have any right or remedy arising out of the same.





# Haulfryn

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