

# Ringstead Caravan Company Ltd

## Letting Policy

1. Ringstead Caravan Company Ltd does not organise any letting. All letting is handled by VisitRingstead ([www.visitringstead.com](http://www.visitringstead.com))
2. If you are making your caravan available for visitors who are not immediate members of your family (whether you take any money for the let or not) then your van must meet all health & safety regulations – gas, electricity, fire and water. ALL CARAVANS MUST HAVE RELEVANT UP TO DATE CERTIFICATES BEFORE THE START OF ANY LETTING PERIOD.
3. Letting and/or loaning of your caravan may not exceed 6 weeks in any one year (without the agreement of the Company) AND may not exceed a total amount of rental equivalent to the Annual Fee. In order to ensure the ethos and exclusivity of the Site is maintained lets at the height of the season are normally restricted to 3 weeks.
4. For the proper management of the Site and in the interests of all Owners commercial subletting of caravans may only be arranged through the Company.
5. Owners intending to sublet their caravans to colleagues or to lend them to friends or relatives are required to inform the Manager not less than two weeks in advance and to give written details of names/numbers involved. Where a fee is charged by the Owner a 10% commission is due to the Company before the tenancy commences.
6. Where a let has been arranged through the Company a 15% commission is charged.
7. Owners are required to make sure that all visitors are aware of and follow the Site regulations.

# Guidance Notes

1. VisitRingstead will inspect your caravan and provide a written report informing you of any work that needs to be carried out before your caravan can be let. Suggestions may also be given on any changes or recommendations to improve the letting potential of your caravan.
2. All caravans are required to stock a minimum inventory and a minimum level of health & safety equipment. Advice on this will be issued with the report above. VisitRingstead can help arrange to stock your caravan on any missing items if required.
3. Once a caravan is ready for letting your availability dates, a brief description and a photo will be uploaded onto the website. Owners should also specify what type of booking they will accept (ie no children/dogs, no short breaks etc).
4. VisitRingstead will provide a welcome manual which should be kept in the caravan and made available for each letting period. It will contain a copy of the Site regulations and information on H&S certification.
5. Whilst VisitRingstead will promote all the letting caravans on the Site there is no guarantee that a full letting season will be achieved for all Owners.
6. Should an Owner decide to withdraw any week from the availability calendar they **MUST** contact VisitRingstead. If a booking has already been confirmed, then they may not withdraw the date. If the week is not yet booked, then VisitRingstead will remove the date from the availability calendar. It is the Owners responsibility to check that the date has been successfully removed from the website.
7. Once a deposit and signed booking form has been received by VisitRingstead then the booking is binding and no changes can be made by the Owner. You will receive an email confirming receipt of the deposit and signed form.
8. Once a let has been accepted it is your responsibility to get your caravan ready. It is advisable to have storage boxes ready to remove any items that you do not want left out for visitors to use. All clothes should be stored away and any valuables. These could be locked in your shed if you are not intending to make your shed available to the tenants. Your caravan must also be in a clean and welcoming state. The Site Cleaner may be available to help you prepare your caravan and to clean it afterwards if you are not able to get down to the Site. However, this is an entirely private arrangement between yourself and the Site Cleaner and does not involve VisitRingstead and for which she will charge a fee.
9. It is the responsibility of the Owner to ensure there is an adequate supply of gas for the let. Please advise the Manager if you are in any doubt and are not able to get down beforehand.

10. All visitors will receive details about their holiday let, including the position of the van on the Site, an inventory and the availability times of the Manager, before they arrive on Site. If a visitor will be arriving outside of these times then they will be told to make their own way to the caravan which will be left open for them. The Manager will then make contact with them when she is back on duty. If you are intending to welcome visitors to your caravan yourself then please let the Manager know.
11. All letting visitors will be advised to take out adequate holiday insurance. Where a booking falls through after a deposit/full payment has been received and there is no insurance in place VisitRingstead may decide to offer a partial refund (eg if a new booking is received).
12. Any letting money received, less commission, will be credited to the relevant Owner at the end of the season.
13. VisitRingstead does not normally take bookings from single sex groups of 4 or more, nor groups of young adults where there does not appear to be adequate parental supervision and will make every effort to ascertain the make up of the party before accepting a booking. If VisitRingstead is in any doubt about a booking they will contact the Owner to talk it through before proceeding.
14. VisitRingstead is acting as an agent for Owners wishing to let their caravans and, like RCC Ltd and the Manager, cannot be held responsible for any damage to the caravan or destruction of property. It is the responsibility of Owners to ensure they have adequate insurance and remove all valuable items before a let commences. **ALL OWNERS MUST INFORM THEIR INSURER THAT THEY ARE LETTING THEIR CARAVANS.** An up-to-date copy of the insurance must be filed with RCC Ltd before any letting period commences.
15. VisitRingstead will endeavour to see every let before they leave the Site. However, VisitRingstead, RCC Ltd and the Manager accepts no responsibility if at a later date there is found to be some breakages/items missing. Should an Owner prefer to see their tenant out themselves they must let VisitRingstead know in advance and make themselves available at the appropriate time.
16. VisitRingstead will promote the letting availability of the Site through its website and a limited number of other selected Sites. In order to maintain the Site as a unique, family destination additional marketing will be controlled carefully.