



# new buyers information guide

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## Opening Times

The caravan park is open from 1st March to 31st January each year.

## Running Costs

The annual pitch fee is due on the 31st December each year and is £3,450 (£4,050 on the new development) for the 2019 season. The pitch fee does increase over time, in line with the cost of living (approx 3%) and any improvements or developments from which the park benefits (i.e. addition of new facilities or services etc)

Month of Purchase	Pro Rata Site Fees (Existing Park)	Pro Rata Site Fees (New Development)
Until March 2019	£3,450.00	£4,050.00
April	£3,163.00	£3,713.00
May	£2,875.00	£3,375.00
June	£2,588.00	£3,038.00
July	£2,300.00	£2,700.00
August	£2,013.00	£2,363.00
September	£1,725.00	£2,025.00
October	£1,438.00	£1,688.00
November - December	£NIL	£NIL

**Water/Rates** are invoiced in May/June each year and will be approximately £245.04 for the 2019/20 season (diminishing monthly, depending upon date of purchase)

Month	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
Rate	£245.04	£224.58	£204.16	£183.75	£163.33	£142.91	£122.50	£102.08	£81.66	£61.25	£40.83

**Electricity** is metered and customers pay for only the amount that they use plus a standing charge of £1 per week to cover street-lighting, and the maintenance of the electrical systems. Caravans purchased directly from ourselves are fitted with a card activated pre-payment meter; cards are available from reception in £10 denominations.

**Gas bottles** are provided from the park office and are paid for at the point of ordering. One of our team will deliver and fit the gas bottle for you. The amount per bottle will be £51.00 for 47Kg.

### **Insurance**

We are appointed representatives of Leisuredays. For full details contact your Receptionist on 01434 609030 between the hours of 10:00am to 4:00pm Monday to Sunday for full details. NB, if you choose to insure with another provider a £35 admin fee applies & we will require a copy of your policy annually for our files (£2 million public liability required).

### **Park Security - Gate.**

The entrance to the park is protected by automatic security gates. These gates are opened by a small hand held remote control key fob. Key fobs are available from reception.

All visitors must report to reception on arrival. Our warden is available 24/7 for emergencies, supported by CCTV at the entrance to the park.

**NB: On the new development Gas & Electric will be metered and invoiced quaterley.**

## **Frequently Asked Questions:**

### **Can you take my touring caravan in part exchange?**

YES! We will need to carry out a simple assessment which takes just half an hour or so.

### **I already own a Holiday Home elsewhere, can you part exchange it for me?**

YES! We will need to carry out a simple assessment which takes just half an hour or so and we can sometimes even help with settling off any old finance agreements which may be outstanding.

### **Do you arrange finance?**

YES! We have a number of finance packages that can be tailored to suit your individual requirements. Please ask for full details.

### **How long can I keep the caravan on the park?**

You can keep your holiday home on Heathergate Country Park until it is 20 years old, 25 years for selected larger models and 30 - 40 years on lodges within the new development. Ask your sales person for details, subject to the terms of the pitch agreement which stipulate the requirement for you to maintain your caravan in a good condition.

### **Can I live in my caravan as a permanent residence?**

No, holiday homes are not built as permanent homes and Heathergate Country Park is licensed for holiday and recreational purposes only. We must always hold details of your permanent residence in our files.

### **Are there any rules regarding how many weeks I can occupy the caravan?**

The Park is open for eleven months and you are free to come and go as often as you like within this period - there are no restrictions.

### **Can I bring my pets?**

Yes our Park Rules permit a maximum of 2 dogs per holiday home. However they must be kept on a lead and under your control when outside the caravan & must not be permitted to cause a nuisance to other park users. If your pet does have an accident please ensure you clean up immediately.

### **Can I have a veranda or create a garden?**

Yes but before adding to or altering your pitch in any way you should submit a planning permission application to the General Manager. Assuming all planning and fire regulations are met we do permit verandas, gardens, locker boxes etc.

### **Do I need a TV License?**

The rules are a bit messy in this area! In a nutshell, if you have a TV license at home and no one is watching your TV whilst you are at your caravan, you DON'T need one! However, if a previous owner of your caravan (pitch) has had a license, you could receive a letter from the licensing authority and may need to liaise directly with them to remove the liability or arrange a license as appropriate.

### **What about when I come to sell my holiday home?**

All of our owners are able to take advantage of the private sales facility. This allows you to sell your caravan to a third party on the park whereby the park operates as an agent and is involved in every aspect of the transaction. The incoming customer pays a charge of 15% + VAT payable to the park in this instance. If you sell the caravan "off park" you simply need to liaise with the park office to organise disconnection's etc and to settle our account. You will need to remove all extra items & return your pitch to its original condition.

**Can I upgrade my Caravan?** Absolutely yes, manufacturers are always improving their models and adding new features. If you find that you love the lifestyle, we will be delighted to help you to find the perfect model and to take responsibility for its delivery and siting etc.

### **If I leave a deposit and then change my mind, can I have it back?**

In most circumstances deposits are not refundable. You are putting your deposit at risk to demonstrate your firm commitment to us and the seller. Based upon receipt of your deposit, in the expectation of a firm commitment, we will have taken the holiday home off the market, denying ourselves the opportunity with an alternative buyer. Furthermore we may have moved ahead and made arrangements with the previous owner, or with various contractors to prepare the caravan for you. In any event, by the time we get to the point where you have placed a deposit, we will have invested a lot of time and energy into helping you realise your dream. So, please do not place a deposit for a holiday home unless you are 100% committed to your investment.

**Will my holiday home come with a warranty?** New holiday homes include a fully inclusive 12 month manufacturer's warranty. If you buy one of our Pre Owned holiday homes we will warranty all the major parts (roof, boiler, heating electrics etc) for three months. If you purchase a privately owned holiday home we will liaise with both yourselves and the seller to ensure that you have the cover that you need on an individual basis.

## **How Do We Go About Buying our Holiday Home?**

Buying a Holiday home is like putting a jigsaw together. You have to make sure that the pieces all fit for you and your family.

### **Piece 1. ARE THE RUNNING COST AND SEASON OK FOR YOU?**

On your visit to Heathergate Country Park we will relax in our Owner's Lounge and discuss all the running costs and other details over a nice cup of tea or coffee. This is also an opportunity for us to answer any questions you may have thought of and maybe a few you have not.

### **Piece 2. DOES THE PARK FEEL RIGHT FOR YOU?**

If piece one fits we will then show you our stunning Park and make sure this is perfect park for you and your family to enjoy your valuable leisure time. If you want we can even stop and talk to some of our present Holiday Home owners to discover what Heathergate Country Park means to them.

### **Piece 3. THE RIGHT HOLIDAY HOME FOR YOU?**

If the park is the place for you the next thing is making sure you get the right holiday home. 2 bed, 3 beds, en-suite, double glazed & within budget, the choices are endless. We will always have a good stock of holiday homes to show you or if you prefer we can order the model of your choice.

### **Piece 4. THE PERFECT LOCATION?**

So we have the perfect park, the ideal Holiday Home and all within your budget. The next step is to find a wonderful location (the pitch) within our stunning park to suit your exact needs. We can then discuss finance packages and if you are ready deposits and paper work.

## How Do We Go About Paying For our Holiday Home?

1. A £1,000.00 Deposit secures your pitch and takes your chosen holiday home off the market for an agreed period. The purpose of this stage is to provide you with a little “breathing space” to arrange your finances etc.
2. A 35% deposit arranges for the holiday home to be sited on your chosen pitch, connected to the mains services and to be safety tested etc - We even fit the steps and handrail, in fact it's all ready to move into!
3. The final balance is due as you move into the holiday home.
4. Or - You might choose to utilise one of our flexible finance packages - rates available upon request, restrictions might apply.

Note: Pitch fees are normally applied from the date of your move in. However in some circumstances, where purchasers reserve a holiday home for over three months without completing the transaction, pitch fee will apply three months after the deposit was placed, irrespective of the date of handover.

### 5. From Late September Onwards:

Quite often our purchasers find themselves with a dilemma, in that pitches tend to become available at the end of the season as existing customers leave. However as the season is coming to a close, there is a temptation to wait until next year. When of course the pitches might have gone!!!

To unlock this dilemma we offer the following option:

- £1,000.00 Deposit as normal
- 35% deposit within 6 weeks to order/secure the caravan
- Balance by March 1st 2020 & move in.

Don't worry we are here to help make sure you make the right decision whether it's on the day or in the future.

This information pack is intended as a guide only; we recommend a park visit and tour to fully appreciate all aspects of caravan ownership.

Thank you for your interest

*Andy Blackie*

Andy Blackie  
General Manager



**Heathergate Country Park**

Lowgate, Hexham, Northumberland, NE46 2NN  
Tel: 01434 60 90 30 Web: [www.heathergate.co.uk](http://www.heathergate.co.uk)