

NCC supporting business campaign on fair terms and conditions

The National Caravan Council (NCC) is working with The Competition and Markets Authority (CMA) on the 'Small print. Big difference' campaign to highlight the importance of having clear and fair terms and conditions in consumer contracts.

The CMA is responsible for raising awareness amongst businesses about unfair contract terms set out in the Consumer Rights Act 2015. The new 'Small print. Big difference' campaign encourages businesses to review their terms and conditions to ensure they're complying with the law.

Terms that are considered 'unfair' in law are not binding on consumers and can mean businesses are left unprotected. The campaign also highlights other advantages to having transparent, up-to-date and fair terms. They can help prevent disputes with customers, boost a company's reputation and encourage repeat business.

As the UK trade association for the UK caravan industry, the NCC is taking part in the 'Small print. Big difference' campaign to ensure its member businesses involved with travel and tourism are aware of their obligations to customers.

CMA Director of Communications, Paul Latham said: "The CMA is talking to industry partners to collaborate and help spread this message, which can boost consumer confidence in the sector as a whole.

"Businesses that pledge to check – and amend, if necessary – their small print, will have a strong and positive message for their customers that they take their rights seriously."

Deputy Director General of the NCC, Alicia Dunne, added: "Making sure your business' T&Cs comply with the law is crucial. It shows a commitment to treating customers fairly. The NCC works continuously with its members to raise standards and maintain principles of good practice."

To learn more about Small print. Big difference. and to sign up for future alerts, visit the campaign website at www.gov.uk/fairterms

To find out more about the NCC, visit www.thencc.org.uk

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Notes for editors:

The National Caravan Council (the NCC) is the UK trade association representing the touring caravan, motorhome, caravan holiday home and residential park home industries.

The NCC represents more than 550 companies across 850 different UK outlets, and is the only UK trade association that represents the entire supply chain including holiday/residential parks, dealerships, manufacturers, workshops, and suppliers of specialist services and products.

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