

Questions and answers you need to know before buying a holiday caravan/holiday lodge

Below are some essential questions to consider before purchasing a holiday caravan or lodge, along with answers containing further advice from the NCC.

Question	NCC Advice
How long is the pitch licence for?	NCC members will agree a minimum period of 12 years if the caravan is new. If pre-owned, it will be the balance of 12 years from the date the caravan was first purchased by a consumer.
When can you use the holiday caravan?	This can vary and will be determined by the site licence issued by the local authority.
Can I permanently live in my holiday caravan/holiday lodge?	<p>You must not live in your holiday caravan/holiday lodge as a permanent residence.</p> <p>If it is your intention to purchase a holiday caravan as your permanent residence – DON'T.</p> <p>If you are found living permanently in a holiday caravan/holiday lodge, you risk being made homeless if you do not have an alternative permanent residence.</p> <p>If the sales person implies you can live on site, be 'on holiday' all year round or 'just go overseas for a fortnight when the park closes in the winter', then you should inform the management and seek an alternative park. If the site operator is an NCC member, please also inform us.</p>

How long can I stay in my holiday caravan?	This can vary and may be determined by the licence agreement.
How much does it cost to run the holiday caravan per-year?	<p>This will vary from site to site, however, you should expect to pay for the following:</p> <ul style="list-style-type: none"> • Pitch fees • Rates • Insurance • Electricity • Gas (LPG) • Winterisation • Other site fees (access to gym/spa)
Do I have to pay council tax?	No. This is a holiday caravan and not a permanent place of residence. Your pitch fee or rates will cover all 'domestic' costs. If you are asked to pay council tax, inform the local authority.
Can I rent out the holiday caravan?	This can vary and will be determined by the licence agreement.
What should I do if I want to make a complaint?	<p>The first point of contact is the holiday park itself via its customer service team.</p> <p>If you remain dissatisfied once you have received the parks' final decision, the NCC provides an Informal Dispute Resolution Service (NCCIDRS), which aims to enable both parties to resolve their differences. Please note: the holiday park at which you own a holiday caravan or lodge must be an NCC member for this service to be used.</p> <p>For more information on the NCC IDRS please read the Consumer Complaints Guidance on the NCC website: https://www.thencc.org.uk/consumer-advice/when-things-go-wrong/</p>
Are pets allowed?	This can vary and will be determined by the licence agreement.