

The Rt Hon Boris Johnson MP
Prime Minister
Office of the Prime Minister
10 Downing Street
London
SW1A 2AA

01 June 2020

Dear Prime Minister

The National Association of Caravan Owners is a consumer-focused organisation, established over 20 years ago to support owners of static holiday caravans across the UK.

We have been receiving a large amount of feedback from our members (private owners of static holiday caravans) regarding their inability to visit their holiday caravans and lodges (of similar construction), sited on numerous holiday-licensed parks.

There are several ways in which this situation – brought about through no fault of either caravan owners or park operators, but resulting from the Corona virus pandemic with which you are all too familiar – impact upon these consumers:

The first is the loss of the facility which provides them with respite, enjoyment and relaxation

The second is that it has disrupted their relationship with park management due to their payment for facilities which have been withdrawn for the reason stated

This latter is a simplification; in the real world there has been a range of responses by parks to the requests for pitch fee refunds on a sliding scale from generous consideration to putting up the shutters and denying any liability, resulting in no refund.

We understand that generally, mass-attendance events have been curtailed or cancelled because of the emergency, but we would like to draw to your attention that the use of a static holiday caravan at a holiday park differs from these other public gatherings, because the families involved are able to keep themselves isolated within their own unit. Shared facilities at parks could remain closed until it is deemed safe by government and their advisers.

We share the views of other industry bodies, such as The National Caravan Council and the British Holiday & Home Parks Association, that this sector needs specific treatment because of the way its customers usage patterns differ from other public-space retail outlets. The key aspect is that the holiday parks in question offer *self-contained accommodation without shared facilities*.

Continued.../

Given that early in the pandemic, the government allowed certain people to remain at holiday parks (if they had no other accommodation) our members often voice a feeling of unfairness since they cannot even visit their unit to inspect it.

The holiday caravan industry is a UK success story with the majority of caravans sited on small, family-run parks of 50 – 100 units; rural location - plenty of space – and no crowd-drawing amusements etc. mean these locations lend themselves well to safe social distancing.

We hope you will look favourably on this appeal to give these thousands of families the freedom to enjoy their investment, while adhering to the government's advice to remain alert and keep safe.

Yours sincerely,
National Association of Caravan Owners (NACO)

A handwritten signature in black ink, appearing to read 'S. Munro', with a small square mark at the end of the line.

Steve Munro
DIRECTOR