



Guide to... BUYING & SELLING

A caravan is a major investment of your hard-earned cash, whether you are buying new or used. Here's how to bag a bargain and avoid the pitfalls

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Buying your caravan

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Now check inside your prospective purchase to make sure all is well

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Selling your caravan

When it's time to sell on, here's what you need to know to get a good price

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Finding a dealer

Take a look at our Owner Satisfaction Survey to discover the top dealerships



CUT OUT
AND KEEP
GUIDE!



Also available as a FREE ebook – see
www.practicalcaravan.com/know-how/ to download yours!



- 1** First check that your tow car is suitable
- 2** Dealers' prices could be higher, but you'll have more comeback if things go wrong

HOW TO BUY A CARAVAN

We look at what you need to know when you're planning to buy a caravan, either new or used, and what to do if things go wrong

THERE'S A LOT to think about when you decide to purchase a caravan, whether you're buying new or pre-owned.

For starters, should you buy from a dealership or privately? If you're buying new, then that question will be answered for you – a dealer is usually the way to go – but a private purchase is also an option if you are planning to buy secondhand.

Here, we take a look at 12 key points to consider before you part with your hard-earned cash, to help you track down the caravan of your dreams.

1 Check your tow car matching

The first and most important thing is to double check that your tow car can safely and legally pull the caravan you

are thinking about buying.

We would always recommend that caravanners stick to the 85% guideline, and you can find out more about this by visiting www.practicalcaravan.com/towcarmatching.

Next, you need to consider the layout very carefully. Is it going to be right for you and your family?

You don't want to buy a brand new caravan, which will start to depreciate once you've towed it away from the dealer, only to find that the kitchen is too small for your needs.

Take a look at our article on how to find the right caravan for you, by visiting www.practicalcaravan.com/advice/how-to-buy-a-caravan.

2 Buying at a dealer

Typically, a caravan can be bought from a major dealership

with full facilities, from a smaller dealer (often to be found on former petrol station forecourts), or if you're buying secondhand, from a private individual via small ads or a portal such as eBay or Gumtree.

If you are buying from a dealership, aim to pay for all of your purchase, or even just the deposit, on a credit card. This ensures your entire outlay will be covered by Section 75 of the Consumer Credit Act (between £100 and £30,000). Different legislation offers protection above this amount.

Large dealerships have reputations to protect, so buying this way is seen as a pretty safe bet. Check our Owner Satisfaction Awards results (p96) to find one that's impressed other readers.

See our next issue (458) for a guide to buying at a show. >>





WHERE TO BUY YOUR CARAVAN

Not sure about where to buy your caravan? Here are the pros and cons of the different ways of purchasing...

From a dealership

Pros

- The caravan will have been inspected and (hopefully) any issues fixed. If not, they should be pointed out to you, so you can make an informed decision before buying
- You could be offered a warranty
- You legally have more comeback if something goes wrong

Cons

- You will generally pay a higher price than you would when buying via a private sale
- You might find you are less able to haggle than in a private sale

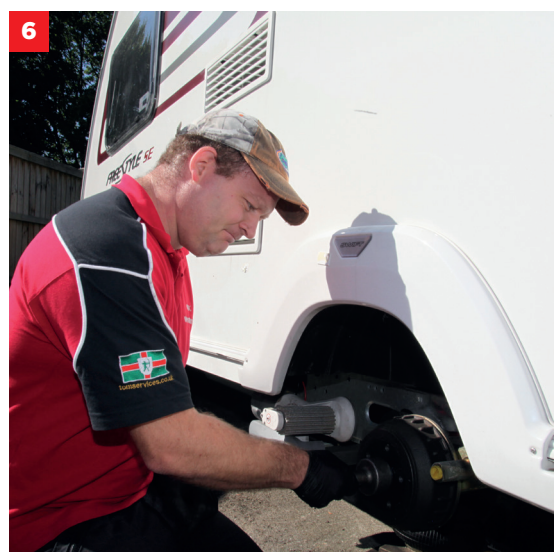
From a private seller (online or classifieds)

Pros

- You're likely to get a better deal than you would with a dealership
- You might find that additional accessories (such as an awning) are included in the sale

Cons

- You have much less legal comeback if something goes wrong
- You won't get any warranty over and above that originally offered by the manufacturer, assuming it's still in date



5 Part-exchange can be convenient, but you're likely to get less from a dealer if you go down that route

6 Inspect any potential purchase carefully, or if you have the budget, get a professional to check it over

'We would recommend getting an external company to check over the van for you'

3 Buying privately

Private purchases are covered by the principle of caveat emptor (buyer beware): the responsibility for checking any purchase's suitability or condition lies with the buyer. You'll have little comeback if something proves to be wrong.

Private sellers often throw in lots of extras with the sale, but with dealerships, you'll have to negotiate fairly hard.

If you're planning to buy privately, you should always meet the vendor at their home to view the caravan, rather than in a random car park or at a service station on the motorway. You should also double check whether the van has any outstanding finance remaining on it.

4 Do your research

Research similar models for sale, to get a rough idea of the price you should pay.

It's also a good idea to print out a screen grab, so you can check that the caravan you're viewing is the same year as that stated in the advert.

Online forums – such as ours at www.practicalcaravan.com/forum – can offer buyers a great deal of very useful advice and in-depth detail about problems to look out for with specific ranges and models.

5 Buying by part-exchange

If you already own a caravan, you might want to consider selling yours via a dealer in part-exchange for a different

model. We look at this more closely on p92, but bear in mind that you'll likely receive less than you would in a private sale, because the dealer needs to be able to make a profit on your caravan.

6 Inspect thoroughly before you buy

We would always recommend getting an external company to check over the van for you before you make your decision.

The National Caravan Council (NCC) offers a list of providers via its Approved Workshop Scheme; you can find more details at www.approvedworkshops.co.uk/preownedprepurchase.

If you don't want to incur the additional cost of having an





7 If you are buying online, be aware of the scammers
10 Read the T&Cs carefully if you are going for a finance arrangement

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independent expert check out your prospective purchase, do make sure that you give the van a thorough inspection yourself. See our hints and tips on p88.

7 Keep an eye out for scammers

Take extra care when buying online, to avoid the danger of potential scams. Look out for prices that seem exceptionally good value, and always check for full address and contact details on dealership websites.

Remember the golden rule: if a deal looks too good to be true, it probably is! And never get involved in sales with vans that are 'abroad at the moment' – it's very likely to be a scam. When you're buying privately, never part with any

cash before seeing the caravan in person.

8 Hagggle for the best bargain

Whether you're buying from a dealer or privately, use any problems you find, along with the associated repair costs, to negotiate on price. Take a pen and paper with you to make notes, and factor in the time and travel the repairs will incur.

9 Get a CRiS check

Have a CRiS check done on any secondhand tourer. This compares its VIN number with a database listing stolen, damaged and written-off vehicles. The 17-digit CRiS number will be displayed on at least seven of the van's

windows, and stamped onto the chassis as well.

Thieves often try to remove the number by grinding or scratching it off. Walk away from any caravan with CRiS damage. Find out more at cris.co.uk/cris-check.

10 Think carefully about finance

If you're buying through a dealer, various finance options may be available, offering you the chance to pay for the van over a longer timescale.

Always enter agreements with your eyes open – make sure you're fully aware of the T&Cs that you sign up to, and find out what will happen if you want to sell the van before your finance period is up.



'Take a pen and paper with you to make notes, and factor in the time and travel that the repairs will incur'

WHAT TO DO IF THINGS GO WRONG

Buying from a dealership, rather than a private seller, offers you more comeback if something goes wrong. If you are buying through a dealer, goods should be **fit for purpose** and as described. However, this does not necessarily apply if defects would have been noticeable upon a buyer's inspection. Distance selling regulations may also apply. You should aim to pay for at least part of your purchase (over £100) with a credit card, to give you protection.

If you are buying privately, you will need to take extra care that you're happy with what you're buying before you decide to part with your cash.

But what if you've bought your van and something has gone wrong? If you bought from a dealer, approach them – it's generally their

responsibility for fixing the issue. Before buying, check how long any **warranty** offered by the dealer will last.

You could look at approaching the **National Caravan Council**, but bear in mind that it will only deal with complaints about NCC members. If you're still having problems after purchasing from a dealer, you could think about using a dispute resolution service, such as **Resolver** (resolver.co.uk).

If you bought your tourer from a private seller, we would recommend seeking legal advice. In the first instance, you could try contacting **Citizens Advice** (citizensadvice.org.uk).

To find out more about your rights when buying a caravan, see www.practicalcaravan.com/advice/know-your-rights-caravan-buying.



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USED VAN EXTERIOR CHECKS

So you've decided to buy a used caravan – here's what you need to check before you step inside, whether you're buying from a dealer or a private seller

WHAT TO LOOK FOR OUTSIDE

■ Check the **caravan's condition** matches its declared age and usage.

■ View the **caravan in clear daylight** when it's not raining, to give you the best chance of spotting evidence of any cracks or damage.

■ Ask the vendor to **chill the fridge** before you arrive. Likewise, request that the **space- and water-heating system** is on when you arrive (especially with Alde heating, which takes longer to warm up), to check that everything is working as it should.

■ Ask about the **leisure battery** age, and how it has been charged and cared for. Someone who uses

an intelligent trickle charger clearly cares about their battery. Ask the owner to charge it before you arrive. The battery meter should read 12.7-12.85V when fully charged, and is completely depleted at 11.8V.

■ Are all of the **keys** present, and do all of the locks still work properly?

■ Check all of the **ownership and service documents**. Has the caravan been regularly and properly serviced? Was the servicing carried out by a reputable technician? Ask who has done the servicing when you call the seller, then check them out online.

■ Is the **gas bottle** included in the sale?

■ Are any **remote controls** supplied and if so, are they working?

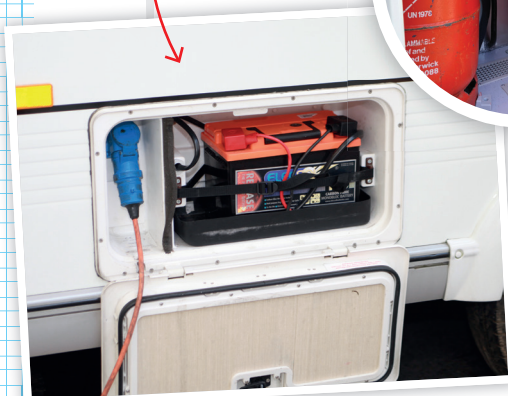
■ Ask if the tourer has had any **major repairs or accidents**. You might find that there is some evidence of this history on the receipts.



■ Bear in mind that if you intend to bring your new purchase home, you'll need a **numberplate** for it.

■ Does the **alarm** (if relevant) work? If the caravan has a tracking device, contact the provider and check it works. You will need to re-register and perhaps reactivate the system. A year's monitoring can cost £50-£200.

■ Remember: any caravan that's been used for one two-week holiday once a year, rather than doing five UK tours and a major trip to Spain, will have experienced much less in the way of **wear and tear**, but might have suffered from spending long periods immobile in storage.





Investigate the van's **electrical connector**. Is it compatible with your tow car? This is particularly important if you're planning to take the caravan home with you that day

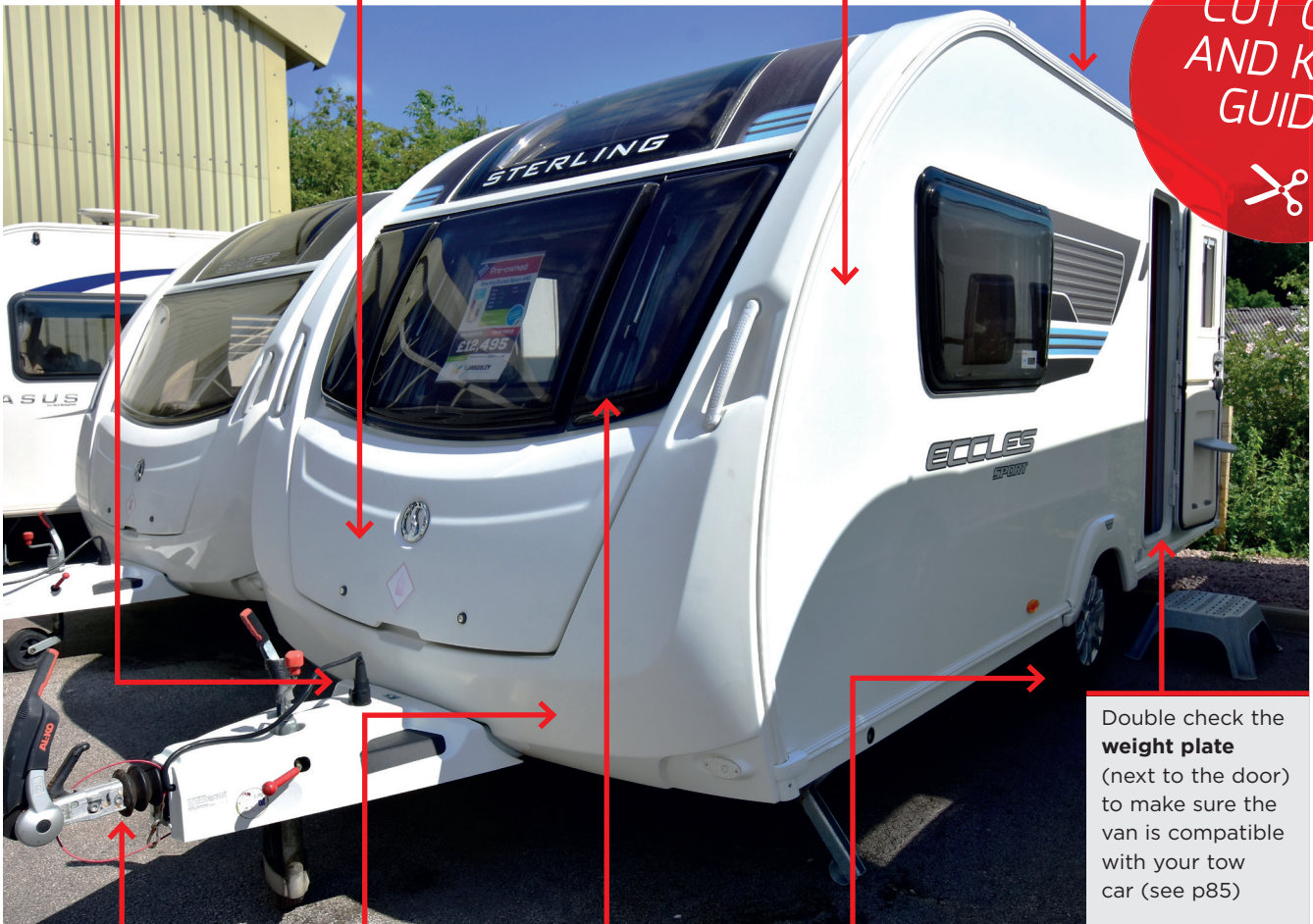
Inspect the **front panel** for signs of damage, because this receives the bulk of any dirt and debris that is thrown up by the tow car

Do all of the van's **accessories** work? This will include kit such as the motor mover, auto-levelling, air conditioning and satellite dish

Give the exterior a good once-over, looking carefully for evidence of problems such as **dents, damage**, scratches, filler and mismatched paintwork

Check the **roof** for signs of damage and, likewise, make sure you look underneath the van for any potential problems with the **chassis** (particularly corrosion) and the **floor** (especially damp)

CUT OUT AND KEEP GUIDE!



Double check the **weight plate** (next to the door) to make sure the van is compatible with your tow car (see p85)

Ensure that all mechanicals on the **hitch head** are functioning: your inspection should include the handbrake, breakaway cable, electric cable, jockey wheel, the stabiliser and the towball-release handle. Are there any Approved Workshop Scheme (AWS) annual service stickers?

Scour **GRP panels** for hairline cracks. They are common, especially on older caravans. Also on older vans, look for 'chalking' of GRP panels. This is where the surface of the glass fibre erodes and can be chalky or dusty. A polish can help disguise this and protect the surface, if the van is just too big a bargain to miss

Inspect all of the **windows** closely. Are any scratched (possibly from an over-enthusiastic cleaning routine) or misted up? On older vans, check the rubber window seals haven't perished, and all windows and rooflights open properly

Examine the age of the **tyres**. You'll find this data on the tyre wall. There are two numbers here, for example, 37 20, which in this case would denote that the tyre was produced in week 37 of 2020. We recommend changing the tyres five years after their manufacture (sooner if required, of course)

'If the caravan has a tracker, contact the provider and check it works. You'll need to re-register and reactivate it'

Finally, check that all **exterior lights** are functioning as they should



USED VAN INTERIOR CHECKS

You've done your exterior checks – now it's time to step into the used van that you're considering buying and take a look inside. Here's how

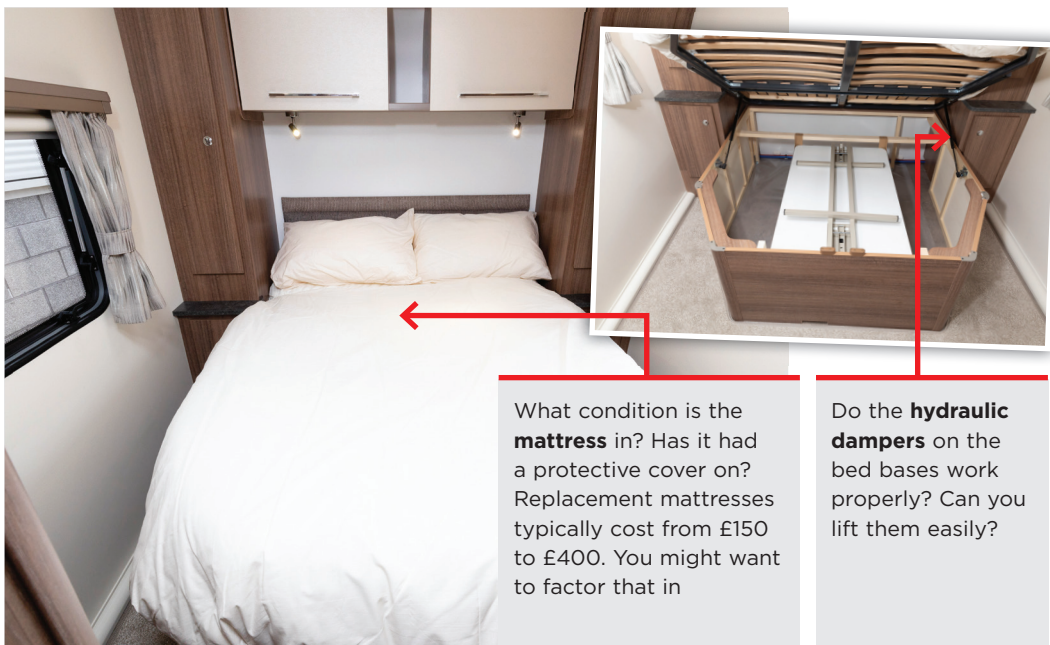
Make sure the fridge is working by asking for it to be turned on, ready for your arrival. Do all the hob rings work, plus the grill, **oven** and microwave



In the **washroom**, look for any leaks underneath the handbasin, and around the base and edges of the shower unit



Damp is a hidden caravan killer. Use your nose – damp will often be clear from the smell. Heavily fragranced interiors may be hiding something. Look for signs in corners, including under the beds and in the lockers. Check through the paperwork for any note of damp that's been picked up by professional testers in the past



What condition is the **mattress** in? Has it had a protective cover on? Replacement mattresses typically cost from £150 to £400. You might want to factor that in

Do the **hydraulic dampers** on the bed bases work properly? Can you lift them easily?



Panel fit indicates the van's rigidity and integrity. A 1mm gap between cupboards and walls is OK, but any bigger and it might be wise to have it checked over professionally, or just walk away

Consider how fast your **children** are likely to grow in the next few years. Will the beds be big enough if your young teen is a six-footer by then? Should you go for a twin-lounge layout now?

Set up the **dining table** in the lounge. Can the whole family sit around it comfortably? Does the console top also extend as it should?

Check **decorative trims** are properly fixed. Modern vans have lots of styling touches for added elegance, but in time, these can come loose

If one is fitted, check that the **radio/MP3 player** is functioning

Do all of the **blinds** pull out and retract?

CUT OUT AND KEEP GUIDE!



Ensure that **foam cushions** in the lounge upholstery have not sagged or slumped from repeated use. The upholstery should retain its springiness and bounce, returning quickly to its original shape

Check the van **floor** for any signs of delamination. Take a walk across the floor from the front to the back, and you should be able to feel if the outer veneer of the plywood floor has bubbled up. Take a look inside cupboards and under the beds and settees, too

Take a close look at the condition of the **carpets**. Anyone can spend a day primping their caravan for sale, but dirty and damaged carpets are harder to hide and are a sign that the van might not have been cared for as well as the vendor suggests

If the **settees** will become beds for children or guests, are they going to be long enough? Always take a tape measure with you. Better still, lie down on those settees or beds yourself to test it out

Check that all of the **interior lights** are still in good working order

'Damp will often be clear from the smell, and heavily fragranced interiors may be hiding something'



HOW TO SELL YOUR CARAVAN

If you are looking to get the best price for your caravan, look no further! Andy Jenkinson has all you need to know to make a quick, stress-free sale

SO YOU'VE DECIDED to sell your tourer. Now you need to consider how you can achieve that sale with none of the pain or pitfalls that you might have been expecting! Here are a few expert pointers to help ease you through the process.

These days, one of the most common ways of selling is to go to a caravan dealership.

However, in the past, selling your caravan was rather more limited. For instance, my first tourer was bought privately via an ad in the local newspaper, which had a good selection of used models for sale.

Another way was to check out the latest issue of *Practical Caravan*, which had a section for private sellers nationwide.

Yet another possibility – and one that proved very popular



You're likely to get a lower price, but selling to a dealer is very easy

for many years – was to put an ad in a local newsagent's window, for about 50p a week. I recall one friend buying his first caravan that way. It all seems a bit old-fashioned now, but back then, these methods certainly got you results.

Now, of course, the internet has changed everything, opening up a wealth of new options.

Selling to a dealer

Let's start with the easiest method: going to a dealership or calling them to find out the

sort of price they might be offering for your caravan.

Remember, a dealer will usually only offer you a trade price. This means that they will probably set a lower price for buying your tourer because you're not trading it in for another model to be found on their forecourt.

This usually means a few grand below the prices you might see for similar models on sale elsewhere.

Be upfront with the dealer and let them know about any problems you've noticed that your van might have.

In addition, and importantly, make sure it is presentable (more on this later). Basically, this involves giving it a good clean and remembering to empty the cassette!



1

CLEANING THE EXTERIOR



2



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3



4



5

1 Preparation is the key to a successful sale, and taking good photos of the exterior and interior 2 Windows detract from a smart tourer if they are badly scratched 3 Glass fibre panels fade, but GRP restorers help to remove a dull appearance 4 Wash your wheels and replace trims if needed. Shine up the tyres, too! 5 Check the coupling, especially when selling an older tourer. Better still, have the van serviced

Once you have agreed on a price, the dealer will often pay by bank transfer, so when the paperwork is done, you can be on your way.

Another option is to sell your van via the dealership. From personal experience, I have found this works well in most cases, but you do need to check the percentage the dealer will want from the sale. They might suggest a price you find too low, but they know their market, so usually set it appropriately.

You can, of course, ask for a higher price, and the dealer might agree to see if they get any interest from buyers.

Dealers will normally put a sign in the caravan window, saying that they are 'Selling on behalf of a customer'.

Selling privately

Options for private sales are broader these days – auction sites are just one possibility, offering you the chance of reaching a wider audience, which might see someone pay a bit more for your tourer.

On eBay, you can list your van as a Best Offer, Bids or a Buy It Now sale, but whichever you choose, do remember to allow for the website's fees.

In addition, you might have a buyer who later decides that they want a refund, which can become tricky to manage.

In any advert, make sure you are completely clear about the caravan's condition.

Selling caravans can also be carried out using a classified site such as Auto Trader (autotrader.co.uk). You pay a set fee, which

depends on how long you want to keep your ad live. As with the auction sites, you can also add images and a video.

Another way is even simpler still – put the tourer on your drive with a 'For Sale' sign in the window! The best idea here is to add 'Apply within' for the price.

Other ways to sell include online services, such as www.webbuyeverycaravan.com, which offers you an initial price for the caravan as unseen, then someone will inspect it for damp and damage and carry out all the usual checks, such as outstanding finance.

If they find any problems, they will reduce the price that has been offered to you.

If you do have outstanding finance on your caravan, some >>

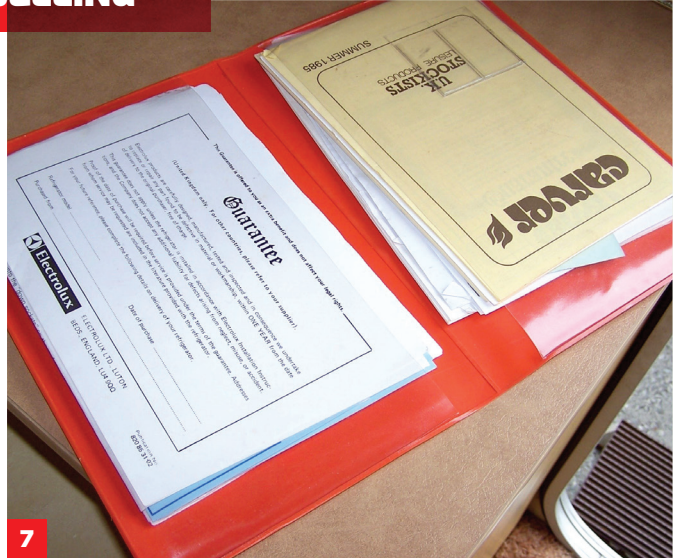
'Now, of course, the internet has changed everything, opening up a wealth of new options'



CLEANING THE INTERIOR



6



7



8



9

6 Clean down the overhead lockers using household polish **7** Potential buyers will want to see all of the van's documentation, to show them it is yours to sell, no money is owing and it has a full service history **8** Your awning can be sold on with the caravan, but make sure that it is included in the price **9** Deep-clean the kitchen carefully – there's nothing more likely to deter a possible buyer than a mouldy fridge!

'Once you've decided to sell, ensure you have all necessary documentation ready to hand'

dealerships and buying services will be able to help you sort this out – just be clear with them about it from the outset.

Finally and importantly, be wary of scammers. You might be contacted from someone claiming that they live abroad, who wants to buy the van and requests to have it shipped to them – for a fee. Alternatively, you might hear from someone claiming to be a broker, with the perfect buyer just for you – again, for a fee. Check out all potential buyers carefully.

Preparing to sell

Don't forget that if you are selling your caravan in winter or at the back end of the year, prices offered are likely to be lower. The best time to sell is during the early spring.

Once you've decided to sell, ensure you have all necessary documentation ready to hand; this includes CRiS registration documents, receipts, service checks and details of repairs.

You'll also need the caravan and appliance handbooks, if they are available. Damp tests and results are essential, too.

We'd recommend getting the caravan serviced; this costs around £180 and will give your buyers confidence when deciding whether to part with their cash.

If you store your caravan at home, getting it set up to sell will be easy: you can plug in the electrics, level it up and connect the gas, so you'll be able to show the buyer that everything is in working order.

If your van is in storage, you will probably have to let the

site owner know that you have someone coming to look at it; find out whether any hook-up points are available, so you can demonstrate the electrics.

Clean the exterior

Give your van a thorough wash, using a soft-brush extending arm and a pair of stepladders (with a helper to hold them).

Don't be tempted to use a full-blown power washer, which can cause damage to the seals, but do use a hose for rinsing off.

Start with the roof, using a quality car shampoo and changing the water regularly as you work down to the sides. If possible, don't do this on a hot, sunny day, or you'll find you have streaks appearing.

Dry off with a microfibre cloth, then use a good polish.





10



11

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12



13



14

10 Clear cupboards and lockers of all personal belongings **11** Clean the Heki and windows inside and out – you'll be surprised at the muck on your cloth! **12** Ensure the washroom is completely clean and the toilet cassette is empty **13** Show interested buyers how to make up the beds and bunks, especially if they are first-timers **14** Plug in the electrics and connect the gas to demonstrate it's all in full working order

Clean the windows and wash the wheels; for the latter, use a specialist tyre cleaner, such as Auto Finesse Satin Cream.

Spruce up the interior

Inside, ensure cushions and soft furnishings are clean and the mattress is still supportive and comfortable. Make up the bed to show how it looks.

Deep-clean the kitchen area and make sure the hob works, as well as the oven and fridge. Clean the microwave, if fitted, and if you can, connect up the water system.

Check all of your cupboards are clear, too – it's easy to miss something that's tucked away

right at the back! Give all the carpets a clean, and wipe the inside of the windows.

Clean the inside of all the rooflights, especially the Heki.

Make sure the washroom is clean and fresh. Put new flush liquid in the clean toilet – one dealer now levies a 'fine' if the toilet has not been cleaned.

Consider any extras

Include in the price any kit that you are selling with the van, such as water containers, an awning and outdoor seating – first-timers love extras!

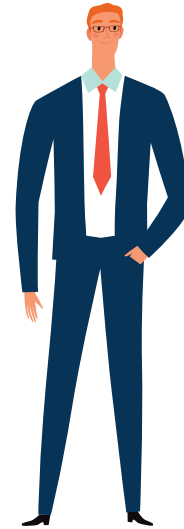
Finally, show buyers how the fridge works, as well as the heating and hot-water system.

ANDY'S TOP TIPS

- Check the market value to price up your caravan
- Ensure your van has all of its accessories and service/ownership records
- Clean inside and out
- Make sure all appliances operate as they should
- If possible, demonstrate to buyers how items such as make-up beds work
- Take some high-quality photos of the van for your ads, or to show the dealer
- Remember, rarer brands (usually imported) tend to be more difficult to sell on
- Get payment by bank transfer from the buyer, and never part with your caravan until the money is in your account
- Empty the cassette!
- Remove anything from the van that you're not selling with it
- If you have had a motor mover fitted to your van, leave it on – it's a good selling point
- Have your van serviced
- Keep a careful eye out for scammers and never be rushed into anything



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FIND THE RIGHT DEALER FOR YOU

Before buying from a dealer, we'd recommend taking a look at the results from our most recent Owner Satisfaction Survey, held in conjunction with The Camping and Caravanning Club

OUR OWNER SATISFACTION Awards are the only industry scheme based completely on owner feedback, including both the practicality and the reliability of the caravan itself.

Each year we ask readers of *Practical Caravan* and members of our scheme partner, The Camping and Caravanning Club, to have your say on any caravan you've bought and owned over the past three years.

Our survey is comprehensive and includes everything from your opinion on the washroom to overall value for money.

As an essential part of our Owner Satisfaction Survey, we also ask you to rate the dealer

who supplied the caravan to you. Again, our questions are no-holds-barred and thorough: we want to hear all about your experiences – both positive and negative – and whether you'd buy from the same dealer again.

Expert analysis

Once all the results are in, we carefully run them past expert data analysts, who review all of the numbers, before rigorously stress-testing them – that way, we can be confident our results are as accurate as possible.

We then compile the final tables, showing which dealers won a Gold Award, and which took Silver (Gold is awarded

to those with an 85% to 100% satisfaction score, and Silver from 70% to 84.9%).

We set minimum sample sizes to make sure the results are truly representative, but we don't want caravan makers and dealers who just miss the cut to be ignored. So any brand with strong enough results for a Gold or Silver Award, but only a small handful of respondents, is 'mentioned in dispatches'.

We'd recommend taking a look at our survey results before you decide on a dealership. You'll no doubt be carrying out your own research, too, but these tables are a great place to start!

'Our survey is comprehensive and includes everything from your opinion on the washroom to overall value for money'

Dealers (new vans)

Satisfaction scores awarded by respondents

GOLD AWARD

Salop Leisure.....	91.0%
Ropers Leisure.....	87.5%
Lady Bailey Caravans.....	87.3%
Winchester Caravans.....	87.2%

SILVER AWARD

Broad Lane Leisure.....	81.1%
Newport Caravans.....	80.7%
Swindon Caravans.....	80.2%
Raymond James.....	75.4%
Chipping Sodbury Caravans.....	74.9%

Mentioned in dispatches

Blackmore Vale Leisure, Chichester Caravans, Couplands, Davan Caravans, Duncans of Wishaw, Highbridge Caravans, Lee Davey, MG Caravans, Pearman Briggs, Peter Roberts, Spinney, Sussex Caravan Centre, Torksey Caravans, White Arches

2020 RESULTS

Gold Award Blackmore Vale Leisure, Broad Lane Leisure, Couplands Caravans, Newport Caravans, Ropers Leisure, Salop Leisure, Sussex Caravan Centre, Winchester Caravans

Silver Award Chichester Caravans, Oxford Caravan Centre, Swindon Caravan Centre, White Arches Caravans

Dealers (used vans)

Satisfaction scores awarded by respondents

GOLD AWARD

Peter Roberts.....	96.9%
Blackmore Vale Leisure.....	96.7%
Lady Bailey Caravans.....	91.6%
Salop Leisure.....	90.8%
Highbridge Caravans Somerset.....	85.2%

SILVER AWARD

None

Mentioned in dispatches

Broad Lane Leisure, The Caravan Company, Caravans UK Retford, Lowdham Group, Kimberley Caravans & Motorhomes, Perthshire Caravans, Raymond James, Ropers Caravan World, Sussex Caravan Centre, Wandahome, Webbs Motor Caravans Group, Winchester Caravans

2020 RESULTS

Gold Award Blackmore Vale Leisure, Peter Roberts Caravans, Salop Leisure

Silver Award The Caravan Company, Raymond James Caravans

CUT OUT
AND KEEP
GUIDE!**New caravan dealers**

Going by our results, you're unlikely to be wearing a frown if you buy from Salop Leisure in Shrewsbury, which leapt to first place in 2022 from eighth in 2020. Their 91% satisfaction rating easily achieved the Gold Award, leaving the best of the rest a fair way behind.

Next up was Ropers Leisure, Catterick, whose 87.5% earned Gold, a step up from the third place it achieved in 2020. Third spot went to Lady Bailey Caravans in Dorset, with a Gold Award score of 87.3%.

Previous winner Winchester Caravans dropped down the table, but still picked up Gold with 87.2%.

Nine dealerships achieved an award this year, down from 12 in 2020. However, there were also some really strong scores from dealers narrowly missing out on the minimum sample size.

Pre-owned caravan dealers

Peter Roberts in Huddersfield came top of the tree for 2022, achieving a score of 96.9%, which meant back-to-back first places in 2020 and 2022. But it was a close-run thing, with Blackmore Vale Leisure in Dorset just behind on a score of 96.7%.

Lady Bailey Caravans was third, with 91.6%, and had the distinction of being one of two dealers to reach the Gold Award standard as both a new and a pre-owned outlet. The other was Salop Leisure, scoring 90.8%. Highbridge Caravans in Somerset also took Gold, with a solid 85.2% satisfaction rating.

There were no Silver Award winners in the category this time – although a number of other dealerships scored well, they didn't have enough survey responses to be included in the main results.

IT'S NOT TOO LATE TO HAVE YOUR SAY!

If you've bought a new or pre-owned caravan since 1 January 2019, and have owned it for at least three months, then we'd love to hear from you. Tell us how you were treated when you bought the caravan, how it's behaved, and whether or not you'd buy from the same dealership again!

We'll reveal the results online and in the magazine towards the end of 2022.

What's more, everyone who completes our survey is in with a chance of winning a seven-night stay at a Camping and Caravanning Club (our scheme partners) site of their choice; there are two additional prizes of a three-night stay at a Camping and Caravanning Club site of their choosing.

For competition T&Cs, see www.campingandcaravanningclub.co.uk/tc.

To tell us about your experiences, visit
www.practicalcaravan.com/vote by 23 October 2022