



Guide to... VISITING A SHOW

Specialist industry shows can be a brilliant place to find your dream caravan at a competitive price, but you need to know your way around!

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Essential questions

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CUT OUT
AND KEEP
GUIDE!



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



ESSENTIAL QUESTIONS

... not for you to ask at a show, but to ask yourself before your visit
– that way, you can determine exactly which caravan you need,
and shop even more savvily at the event itself

IF YOU ARE visiting a show to buy a new (or used) caravan, you might be tempted to simply wander around and see what takes your fancy. But your time at the event is likely to be limited to a day or two, and there's a lot to pack into that – otherwise you could find yourself not being

able to identify exactly which is going to be the right caravan for you.

To help, here we've listed a series of questions to ask yourself before you go – if you can pin down exactly what you need from your caravan, you'll be able to really make the most of your visit to the show.



What is the caravan for?

This might sound like a bit of a flippant question, but it really will affect what you should buy. Some caravanners want a tourer that they will spend weeks, if not months, in each year, whereas others will just use theirs on a local CL or CS for a few weekends.

If you're the latter, then you could only need a very basic caravan, with minimal washing and cooking facilities. You might like to consider a make-up bed, rather than a fixed bed, as you won't need to set it up that often.

However, most caravanners will use their tourer for longer periods, in which case you could need a larger van, perhaps with a fixed bed.

British weather being what it is, you are likely to spend a fair amount of time inside the caravan itself, even if you are staying on a campsite offering lots of outdoor attractions.

You will want to have access to more substantial kitchen facilities, such as a microwave, possibly a separate oven, and definitely more storage space.

At the same time, you will still want a medium-weight tourer, probably also of a conventional width, because you will be towing it regularly.

Of course, you might want a van that you can use as a seasonal pitch, taking it somewhere at the start of the season and leaving it, then coming back for occasional weekends.

If that is your plan, you can afford to max out on space and weight (within permissible limits), because you'll only be towing the caravan twice – at the beginning and the end of the season. For more about seasonal pitches, see the next issue of *Practical Caravan*. »





Q Will you be doing much cooking?

Whether you'll simply be heating food that's already been cooked, or knocking up a three-course dinner from scratch, make sure that the kitchen in your van offers everything you need for the way you like to cook.

Caravan kitchens are generally nowhere near as fancy as your domestic version, but you can expect to find a sink, a fridge and at least an oven/grill (although if you buy a Continental model, this won't necessarily be a given).

Fridges in caravans can also be small, so make sure that you work out what size you need before purchasing – it will be frustrating to find out that yours isn't big enough to swallow the provisions of every occupant. In addition, check that there's enough locker space for all of your crockery and pans – if not, are you happy to stow them elsewhere, perhaps over the lounge?



Q Can you tow the van with your current car?

We'd always recommend following the so-called 85% guideline, particularly if you are new to towing.

This states that when fully laden, the caravan should not weigh more than 85% of the car's kerbweight – so you'll need to find out the latter figure before you can start to consider which caravan you might like to buy.

If you find a caravan that fits this rule with your existing car, all you have to do is fit a towbar (if it doesn't have one already, and assuming this is possible). That way, you save yourself the expense of having to buy a bigger car and in particular of ending up with a car that, when not towing, you might feel is too big.

You can read more about the 85% rule, and other important weight legislation regarding towing, in our guide to caravan weights and measures, at [practicalcaravan.com/advice/caravan-genius-weights-and-measures](https://www.practicalcaravan.com/advice/caravan-genius-weights-and-measures).

Q When are you planning to tour?

The majority of new caravans come with Grade 3 insulation, which is designed to show that they are suitable for use in all weather conditions.

As for heating, most people doing all-year touring opt for the Alde wet heating system. Along with providing uniform heat, this also removes the need for any cumbersome ducting to be trailed all around the interior, where it can sometimes obstruct parts of the otherwise useful storage areas.

However, Alde systems, apart from being more expensive and adding more weight, do take a while to get going. If you think that you will probably only be touring at the start and the end of winter, and the heating you are after is just a quick blast of warmth to ward off the cold, then Truma blown-air heating will be more than sufficient, especially if it is provided by the powerful Combi 6 system.





How do you like to sleep?

Occasional caravanners might prefer the option to change their layout from day- to night-time with a make-up bed, so that they can accommodate different numbers of people and use the available space to maximum efficiency.

That's all very well, but for those who are going to be using their caravan more often, comfort and convenience can become a greater priority.

Enter the fixed bed – a permanent fixture that doesn't need to be put together every day, and has the benefit of offering a comfortable solidity to your sleeping arrangements. If you don't want to put a bed together each night, look for a fixed bed instead.

Twin-bed layouts have become increasingly popular for couples in recent years. As you get older, a good night's sleep rises up the priority list.

In addition, with more frequent visits to the toilet, or conditions such as restless leg syndrome, more people tend to find their sleep being affected. Not disturbing each other at night is



a vital part of a harmonious lifestyle! Twin-bedded caravans are the ideal solution in this situation, especially because the toilet is close by in most rear-washroom tourers.

If you're a light sleeper, choose a model where your bed is positioned well away from the ancillaries, which

are sometimes noisy. In the daytime, these sounds are masked by ambient noise, but in the quiet early hours, they become more intrusive.

This can be a problem when you use a make-up double bed at the front of a caravan, where the heating system is located under the sofa base.



Do you really need a fancy washroom?

If you don't plan to use the washroom very often, it can still serve as a handy place to hang wet coats to dry, or leave your awning if it hasn't dried by the time you need to head home (if that doesn't cause weight/safe-loading issues).

Either way, when it comes to selling on the van, the new buyers might want to use the washroom on every trip – it may pay to buy a model with fancier facilities than you need.



What else will you be carrying on tour?

Your aim should always be to keep whatever you carry in the caravan itself to an absolute minimum, to stay within the van's payload and stick to the 85% guideline.

However, if you do want to transport lightweight items in the caravan, make sure there is suitable space for them to be stowed.

Leaving items of kit loose inside the caravan, for example in the aisle, could result in damage to the gear or worse still, the caravan. Unless you can tie things down securely, they will tend to move about when you're on the move, and they could easily cause damage to the caravan interior.





CUT OUT
AND KEEP
GUIDE!



Will you need to budget for an awning?

Visit any caravan site and you'll see that many caravanners carry an awning – these can make a big difference to your trip, allowing you to double the amount of space you have.

However, an awning can be costly, and you'll need space to store it on the road – they can be very heavy, so you

might need to allow for space in your tow car. So would you be better off buying a bigger caravan, and doing without an awning?

If you're new to touring, we suggest buying your caravan first then seeing how you get on, before shelling out for an awning – you may not need it.



Do you really need a motor mover?

A motorised caravan mover can be fantastic to help you shift your tourer onto the pitch if you think you are going to struggle with just using brute force, or your own reversing skills.

However, bear in mind that these eat up your payload, because they are weighty. They can be retrofitted, so you don't necessarily need to decide at a show – but you might be able to find a caravan with one already fitted, potentially saving you both time and money.



THE DIFFERENT
TYPES OF SHOW

Various types of caravan show are run each year. Perhaps the two most popular are those held at the NEC in Birmingham; these were both postponed during the coronavirus pandemic, but are now back, with the next one due to take place from 18-23 October 2022.

There are also large shows in Manchester (Jan 2023), Glasgow (Feb 2023) and Belfast (Jan 2023). All focus on new (rather than used) caravans and accessories.

Other shows are held around the country, both indoor and outdoor, and very often feature used caravans, too, as local dealerships bring along their stock to sell. You're also likely to be able to browse for some great kit.

Keep an eye out in the press for more information about these events.



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MAKE THE MOST OF YOUR VISIT

Buying a van – new or used – at a show might seem daunting, says Nigel Hutson, but plan carefully and you'll be ready to sign on the dotted line

SEARCHING FOR THAT PERFECT new caravan can be a headache. You could trawl through brochures, magazines and websites advertising vans for sale, but there's nothing quite like stepping inside the real thing and having a really good look and a poke around.

For instance, if you're considering a fixed-bed layout, a bed that appears large enough on paper might actually be too narrow or too short when you use it for the first time. The only way to see if you fit is to lie down on it.

Once you have determined which layout you want, you might find that a dealership not too far away from you has a demonstrator of one particular brand, but you can almost guarantee that if you want to compare a couple of models from different brands, they won't have both.

By the time you have located that second model, chances are (if you're anything like me!), you will have forgotten the details of the first.

This is where caravan shows really come into their own. In the main, all of the UK brands will have models on display – the bigger events also attract overseas manufacturers, such as Adria, Knaus and Hymer.

In most cases, they're all under one roof, too (several roofs in the case of the February and October shows at the NEC Birmingham) and in the dry, so you can wander from one model to another – and back again – to compare and contrast lots of vans back-to-back.

This month's Motorhome and Caravan Show at the NEC is also the first time you'll be able to see the latest tourers for the 2023 season, all in one place – it is a huge event, so just make sure you're wearing comfortable shoes!

Buying experience

Before I go any further, I should explain that the last six caravans I have bought were all ordered as a result of going to one of the specialist UK shows.

This means that hopefully you can learn from my experiences (and mistakes!).

So what are the advantages and the possible pitfalls of buying from a show? If you really are starting from scratch, I would suggest doing a little research before leaving home. Shows are great for seeing plenty of models at the same time and under the same roof (1), but in the case of the NEC Birmingham, that's not one roof, but many.

To make sure you get the most from your time at the show, it's good to have some ideas, so you can see all that you need to. First, consider how many berths you want and what kind of layout will best suit you. For more about deciding exactly what you want from your new caravan, see p85.

Once you've worked all that out and narrowed it down to some brands/ranges that suit your pocket (yes, unfortunately these things do have to be paid for!) try to weed it even further, to a couple of models. If you're only going to use the >>



van over the summer, there's not much point in having things like Alde-type heating (which increases both weight and cost), but conversely, if you're one of those hardy souls who tour whatever the season, then there might be.

If you're a growing family with young children, a fixed-bed layout might look attractive, but might not be that practical as the children get bigger.

Having a core list of 'must-have' and 'would-like-to-have' features will help you to refine your search.

Take a good look

You've drawn up your shortlist, so now it's time to spend some time in each of them, having a good look around (2).

Explore at your own pace and don't be rushed – buying a caravan is a big purchase, so you want to get it right.

Go back if you want to double-check something that you've missed. Are the sofas comfortable? Are the beds long/wide/low enough? Can you reach that microwave (3) set up high? Do you fit comfortably in the shower?

Be mindful that most caravans on show will have some form of additional lighting (usually tucked into rooflights) to give what might be an enhanced impression of the interior light. Try not to be drawn in by showroom glitz, but pay attention to the all-important detail.

For instance, yours truly couldn't really care less about a fashionable sunroof, but if I open up one of the overhead lockers and it bashes into a roof-mounted radio speaker or a light fitting, to me that is a sign of poor attention to detail from the caravan manufacturer, and I might then start wondering about other niggles.

Is the switch for the washroom lights inside or outside the washroom? I prefer a pull cord just inside the door, so that you're not fumbling about in the dark



for the switch. If the switch is outside, will you disturb other occupants in the caravan if you need to pay a night-time visit to the toilet? It's really important to pay attention to every small detail of the interior (4) – it could make or break your experience as an owner when you finally buy the tourer.

Of course, it's highly unlikely that you'll find a 'perfect' caravan, because they're all a compromise in one way or another, but if you can live with the small foibles, don't write off that model. If it would be an irritation (and can't be altered) every time you use the van, look elsewhere.

Ask about the extras

One reason buying from a show can be advantageous is that there are often goodies thrown into the deal.

Manufacturers will sometimes add extras for 'free', such as increased spec or other options (5), or offer you exclusive show-only discounts on models sold at the event. If you can't see any





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'Explore at your own pace and don't be rushed – buying a caravan is a big purchase, so you want to get it right'



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deal mentioned, don't be afraid to ask – you're the paying customer, so you have absolutely nothing to lose.

Eventually you'll settle on one caravan that ticks the vast majority of your boxes, at which point, it will be time to start talking to a dealership.

Seasoned caravanners will know of good dealers not too far from home, and can check beforehand if they're represented at the event. If you're buying from a larger brand, you might even find a selection of dealerships at the show.

But if you're new to touring, be careful. Find out where any dealer you speak to is based. It might be that you're being offered a fantastic deal on a new caravan, but if they're a couple of hundred miles away from where you live, it's likely to be a poorer deal overall.

Why? Sadly, there's a chance that, at some point, you'll need to have something rectified under warranty – so you really don't want to be obliged to travel for hours to reach them.

If there is a dealership for the brand you're set on closer to you than the one you are considering buying from, you could be lucky and find they might do the repairs, but don't be surprised if they refuse, meaning you'd have to return to the dealer you bought from.

Other dealerships are not obliged to do the repairs, and will prioritise their own customers. We often compare the caravan industry to that of the car, but in reality they are miles apart.

To find out more about our most recent award-winning manufacturers (6), see p96.

Finally, if you own a caravan and are looking at a possible part-exchange, consider carefully what each manufacturer or dealership can offer you.

Clinching the deal

Remember, you don't have to sign there and then (unless it's the last hour of the last day of the show, when you might well be under a bit of pressure). If possible,

speak to a couple of dealers. Get a definite price that it's going to cost you, and if you find a dealer who waffles and

won't give you a firm price, just walk away and seek out another (7).

I've been lucky over the years and found a great dealership that may not be the nearest to home, but is still reasonably convenient. He simply gives me a price (with any extras and so on).

I then go home and consider things away from the hype of the show, and if I'm happy with the deal, give him a call a day or so later to place my order (but before the end of the event, as special offers may end with the show).

Organise the finance

How are you financing the purchase of your new caravan (8)? If it's with a loan, financial arrangements are sometimes available at the shows. Some finance companies are likely to be represented at these events, too, so you should be able to get a pretty quick decision.

Chances are that you'll be given a date for manufacture, but don't be surprised if that comes and goes, particularly in the current climate, which is seeing continuing supply chain issues resulting in manufacturers sometimes struggling to keep up with orders. Stay in regular touch with your dealership to find out the latest delivery date.

To summarise, choose your tourer carefully by comparing a selection of models (9), and then be even more careful with the dealership you select, especially their location.

Never feel pressured into signing on the dotted line – give yourself the time you need to make the right decision, so you can go away and think about it if you feel you should. Then, you can simply wait with anticipation for your new arrival!



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VISITING THE NEC SHOW

The next major caravan and motorhome show is about to take place at the NEC in Birmingham – here's our guide to getting the most from your day



IF YOU'RE PLANNING TO VISIT THE NEC show later this month – something that thousands of caravanners do every year – it pays to do a bit of research before you go, to help you make the most of your day. Here, we've included a map of the venue, which clearly shows where each type of manufacturer will have a stand; you can use it to help plan your route through the halls.

For more details about the highlights that you can look forward to at the Motorhome & Caravan Show 2022, see p62 of this issue.

ESSENTIAL SHOW INFORMATION

Opening hours

The Motorhome & Caravan Show is open from 10am to 6pm every day, from 18-23 October 2022, at the NEC Birmingham (B40 1NT).

Tickets

Your tickets to the show must be booked in advance – it won't be possible to buy them on the door. But here's the good news: we've grabbed a special discount for *Practical Caravan* readers.

Simply use the code 'PCV' to get your tickets at www.mcshow.co.uk for just £11.50* (T&Cs apply, see right).

Parking

Free parking is available for showgoers. Shuttle buses to and from the car parks run daily from 8am to 7pm. NEC car parks are open from 7am to 11pm. Disabled-parking spaces are also available, but cannot be prebooked.

Other attractions

As well as all of the action across the halls, a variety of activities, such as towing sessions, will be available to try.

See p62 for more details about what you can look forward to at the show this year, including new-model launches.

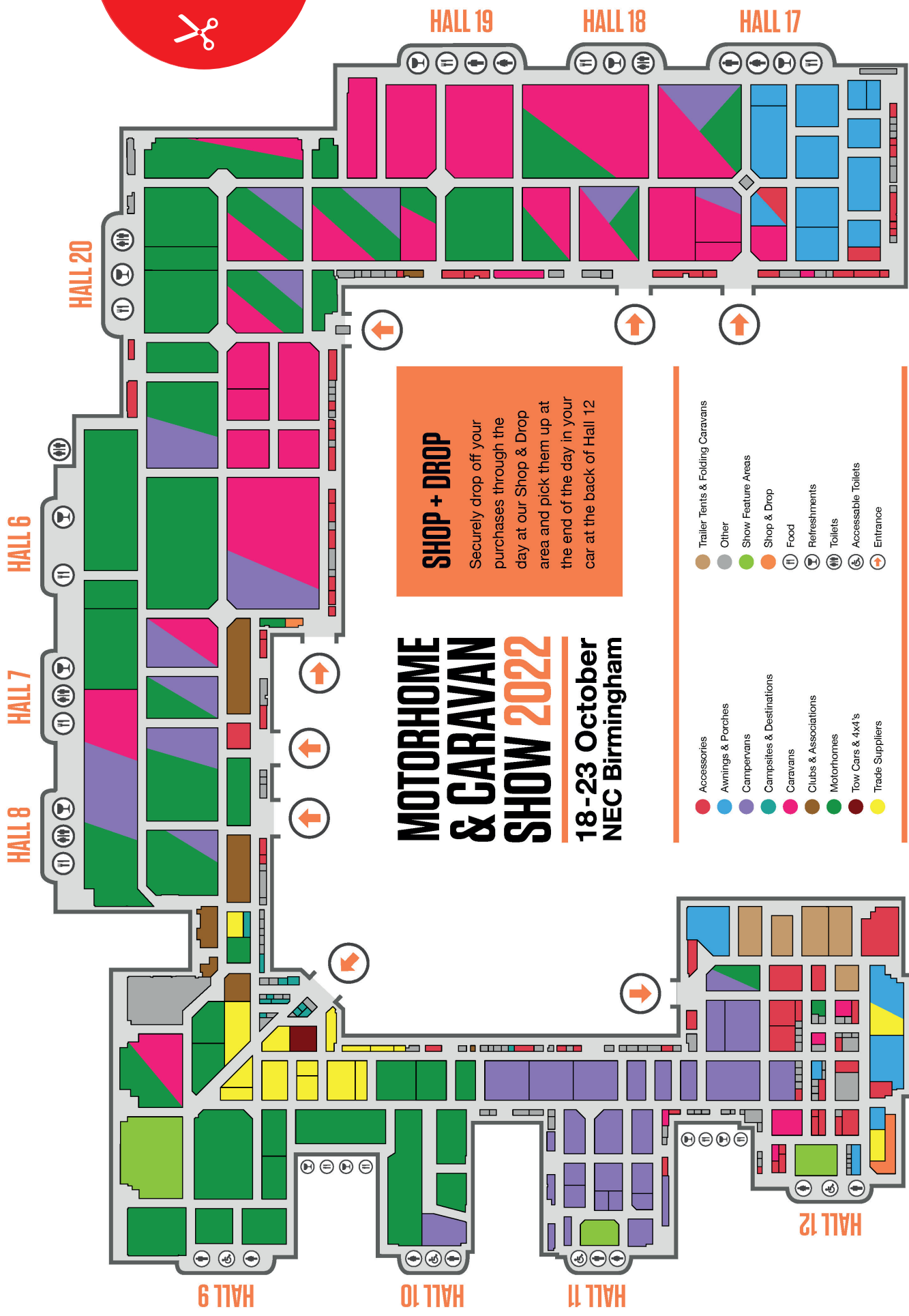
**£11.50 before 23:59hrs on 17 October 2022 when quoting 'PCV'. After this time tickets cost £15.00. A £1.25 transaction fee applies to all bookings. Tickets are limited & non-refundable.*

Car parking and a Show Guide is included in ticket price. No dogs (except assistance dogs).

Children 15 years and under go free when accompanied by a paying Adult/Senior but still require a ticket to attend (max four children per adult).



CUT OUT
AND KEEP
GUIDE!



MOTORHOME & CARAVAN SHOW 2022

18-23 October
NEC Birmingham

SHOP + DROP

Securely drop off your purchases through the day at our Shop & Drop area and pick them up at the end of the day in your car at the back of Hall 12

- Trailer Tents & Folding Caravans
- Other
- Show Feature Areas
- Shop & Drop
- Food
- Refreshments
- Toilets
- Accessible Toilets
- Entrance
- Accessories
- Awnings & Porches
- Campervans
- Campsites & Destinations
- Caravans
- Clubs & Associations
- Motorhomes
- Tow Cars & 4x4's
- Trade Suppliers



CUT OUT
AND KEEP
GUIDE!



FINANCE AND WARRANTIES

You've chosen your dream caravan! Now, before you close the deal, it's time to consider the important questions of finance and warranties

Financing your purchase

Arranging finance for your purchase is often easier than paying in one lump sum, but you need to be careful not to spend more than you meant to.

First, you'll need to think about your monthly income and outgoings. How much is left to pay for the van? Don't forget to budget for annual servicing, insurance, and storage if necessary.

Dealers at a show will usually offer finance packages, but do compare the interest rates with a personal loan to find the best deal for you.

A few minutes online will give you a clear idea of how much you'd have to pay each month if borrowing from a bank rather than arranging finance through a dealership. Consider the size of the deposit and the whole cost of the loan, not just the monthly payments.

Checking out the warranty

Warranties that are provided by the manufacturer in general offer to repair any defects with no cost to you as the consumer, with certain exceptions and provided certain conditions are met.

More modern caravans will also have a specific water-ingress warranty, which lasts longer than the bodyshell warranty, often up to a decade.

You can also sometimes extend the warranty, at a cost. It's because you have to pay for them that the Consumers' Association says such warranties are more like an insurance policy.

Finally, your dealership might also offer you its own warranty, particularly if you are buying a used caravan.

These warranties are organised by the dealer through a separate insurer, and are far more varied.

No matter which brand you go for, you should always read all of the small print in the documentation extremely carefully when you are buying a caravan that's covered under warranty, to check exactly what you are getting, and what you would need to do in terms of ensuring the warranty is maintained.

For example, you might be required to have your caravan serviced only at a specific workshop – which could be a long way from where you live.

The warranty should in theory cover any major problems with your caravan, but there will usually be a number of exceptions. Quite often, for example, while the warranty period might run for, say, three years, certain elements in the caravan (perhaps the windows, glass or audio equipment) may be covered for a different amount of time.



This article is based on information in August/September 2022 and is intended as a general overview of common finance and warranty questions and issues. References to specific products are for illustration only and not intended as any form of recommendation. Future Publishing Limited, the publisher of *Practical Caravan*, provides the information in this article in good faith and makes no representation as to its completeness or accuracy. Individuals carrying out the instructions do so at their own risk and must exercise their independent judgement in determining the appropriateness of the advice to their circumstances. To the fullest extent permitted by law, neither Future nor its employees or agents shall have any liability in connection with the use of this information.

EXPERT TIPS ON VISITING A SHOW

We asked our team – who have walked hundreds of miles at shows over the years – for their tips on making the most of your visit

Dealer specials

Look out for dealer specials over the standard model range. For not much more than the standard price, you can get your hands on some great extras. This means things such as upgraded soft furnishings, solar panels and awnings.

Andrew Jenkinson, Contributor

Research your dealer

Do your homework on any potential dealership. We've bought several new models from an excellent dealership 70 miles away who I totally trust, so I'm happy to do the travelling.

We've also bought one from a rather poor dealer half that distance away from us, so I speak from experience.

Nigel Hutson, Contributor

Wear decent footwear

Yes, a caravan show is all indoors on flat surfaces. But you'd be amazed how much distance you will cover traipsing around looking at new models.

One year a colleague of mine clocked up 13 miles on her Fitbit in just one day! Ensure your shoes will be comfortable during that time.

Bear in mind that sales agents who approach you on a stand usually do not work for the manufacturer, but for one of its dealers. They might be able to offer you a great bargain, but if their dealership is right at the other end of the country, this could cease to be a bargain if anything goes wrong.

Peter Baber, Reviews editor



Dealer specials can provide valuable extras, such as a BBQ point

Get in touch early

Consider approaching dealers and/or manufacturers in advance of the show with specific questions about models you're interested in. That way, you'll be better prepared and able to spend your time at the show viewing the vans and, of course, taking advantage of those excellent show prices.

And in my opinion, food outlets at shows can be a bit hit and miss – the quality varies, queues are long at peak times and prices are invariably high. Take a packed lunch and be properly refuelled for the afternoon.

Paul Critcher, Deputy editor

Draw up a list

Make a list of all the things that are essential to you, in a grid with the model name next to them, and score each one on merits in that department (and any special show offers). By the time you have done the rounds, this should make it an easy task to shortlist your favourites for a second viewing.

Back this up with loads of photos. If you see a van you want to shortlist, start with a pic of the information and tech spec board (usually found near the door), so you'll know which van the photos relate to. Over

lunch, you can then delete photographs of the vans that fall off the list.

John Sootheran, Contributor

Travel light

It's tempting to pick up thousands of brochures on your way around, but will you ever read them back home? Instead, take a photo on your phone of any relevant pages and you'll end up carrying less as you wander around the show.

Sarah Wakely, Editor

Decide your route

Plan your route around the show to avoid endless doubling back. Before you arrive, visit the show website and download a list of exhibitors and a layout plan (and see p93).

Highlight stands you're interested in and visit them hall by hall. If you arrive as the show opens, start in the hall furthest away. In addition, if you are planning a change of van, consult everyone aboard to find out what they like best about your current one and make sure those models on the shortlist for your next tourer are similarly equipped. Then ask them what else they would have liked to see in your current caravan and try to accommodate as many of those requests as possible/affordable.

Gentleman Jack, Contributor





KNOW YOUR BRANDS

There's a huge selection of caravans to choose from, so our Owner Satisfaction Survey is a good indicator of manufacturers for your must-see list when visiting a show

IF YOU'RE PLANNING TO BUY a new tourer at one of the specialist shows, it's important to know your brands – there are lots of manufacturers out there, and it's good to choose one you can trust.

It was with that in mind that we created our Owner Satisfaction survey – along with our scheme partners, The Camping and Caravanning Club, we ask those who have bought and owned a van over the past three years to report back on their ownership experience. Our questions are truly comprehensive: we ask you to tell us about the caravan's white goods, gas system, build quality... everything that other potential buyers will need to know. Our respondents are encouraged to be completely honest, too – we want to hear everything, both good and bad!



Having your say

The results are then collated and run past our expert data analysts, who produce our comprehensive Owner Satisfaction tables. From these, we designate Gold and Silver awards (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 any brand that achieves good enough results for a Gold or Silver Award, but only has a small handful of respondents, is 'mentioned in dispatches'.

In *Practical Caravan* issue 457 (p96), we took a close look at the best dealers, according to respondents to our Owner Satisfaction Survey; here, we examine the manufacturers who impressed you.

It's not too late to take part in our latest survey, although there's not long left now – you'll find more information at the bottom right-hand corner of the opposite page.



New Caravans Manufacturers

Satisfaction scores awarded by respondents



GOLD AWARD

Adria	89.5%
Coachman	87.9%



SILVER AWARD

Swift	82.8%
Bailey	81.8%
Elddis/Erwin Hymer Group UK	79.7%

Mentioned in dispatches Knaus

2020 RESULTS

Gold Award
Adria, Bailey, Coachman

Silver Award
Elddis, Lunar, Swift

It was a repeat of 2020's win for Adria in the New Caravans category. There was no more satisfying van to own, according to our survey respondents.

Adria didn't have things all its own way, however. Coachman, 2020's runner-up and 2019's winner, kept the Slovenian brand on its toes, scoring 87.9%. That improved on Coachman's score of 84.3% from 2020, and also narrowed the gap between first and second place.

The supporting cast of Silver Award winners was led by Swift, scoring 82.8% and edging out rivals Bailey on 81.8%. The Erwin Hymer Group UK (Elddis, Compass, Xplore and Buccaneer) had a 79.7% satisfaction rating.



CUT OUT
AND KEEP
GUIDE!



Coachman VIP 460



Swift Fairway 442

Pre-owned Caravans Manufacturers

Satisfaction scores awarded by respondents



GOLD AWARD

Coachman	93.0%
Swift	90.1%
Lunar	87.5%
Bailey	86.9%
Elddis/Erwin Hymer Group UK	85.3%



SILVER AWARD

None

Mentioned in dispatches Adria

2020 RESULTS

Gold Award

Adria, Knaus

Silver Award

None

Coachman's 93% satisfaction rating easily cleared the score needed for a Gold Award, improving on its 2020 achievement of 91.3%.

Second place went to Swift, with 90.1%, a healthy improvement on the firm's 87.4% score in 2020.

Lunar took the final podium spot, with a score of 87.5%. Again, that was a healthy step up from the 83.4% that it achieved last time around.

Two more manufacturers did enough for Gold Awards: Bailey (86.9%) and Elddis/Erwin Hymer Group UK (85.3%) posted impressive scores. In both cases, those numbers improved on 2020's satisfaction ratings.

There were no Silver Award winners in this category for 2022, but that was largely due to the substantial number of manufacturers hovering just below the required number of samples, rather than any drop-off in standards.

Best Caravan Manufacturer

This is perhaps the toughest prize to win. To be named Best Caravan Manufacturer requires a consistently high performance in both the new and the pre-owned categories.

Coachman took the top spot for 2022, with a superb rating of 89.6%. That easily exceeded the standard for a Gold Award. Achieving second place for New Caravans and first place for Pre-owned Caravans made Coachman the brand to beat for customers looking for a rewarding,

reliable tourer of any age.

Swift took second spot and a Gold Award, scoring 85.5%. That was one place higher than in 2020. Dropping back one place from 2020, Bailey earned a Silver Award, with 83.8%. Elddis/Erwin Hymer Group UK wasn't far behind, on 81.6%.

Other manufacturers might have scored well across both categories, but didn't have enough completed surveys to feature in the headline results.



Coachman Acadia

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

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