

The Parkdean Promise

Our promise to you is that you will have a clear, straightforward and enjoyable experience when you buy a holiday home from us. We'll support you every step of the way, from the moment you decide to buy a holiday home, to the day you get your keys, and all the way through your holiday home ownership.

Transparency

We will provide you with all the information you need to know about owning a holiday home with us. We will explain all the key parts of your pitch licence agreement during a welcome meeting, and we'll provide you with a helpful video so you have everything you need to make the right decision for you.

Tenure

When you buy a brand new holiday home from us, you will always have at least 15 years tenure. We are proud to say this is longer than the industry minimum of 12 years.

Cooling-off period

We want you to be sure you have made the right decision when purchasing your holiday home, which is why we offer a cooling-off period. Once you've signed your Combined Sale and Licence Agreement, you have 10 working days to change your mind. If you decide you no longer wish to own a holiday home, we will give you a full refund. This does not apply if you are purchasing your holiday home privately. More information can be found in your Agreement.

30-day money back guarantee

We're so certain that you'll love your new holiday home, we offer you a 30-day money back guarantee. If you decide to cancel your holiday home purchase up to 30 days after handover, we will refund you the price you paid, minus an administration fee of £500.*

Approved Used Holiday Home Warranty

To give you peace of mind, when you purchase an approved used holiday home from us, we will issue you with a 12 month Parkdean Resorts warranty, free of charge. This warranty covers the first 12 months from the date your holiday home is handed over to you.** More information and terms and conditions are available upon request.

Owners Connected

To make things easy, you will have 24 hour access to our exclusive online Owner portal called Owners Connected. You can use Owners Connected to make payments, review account statements, access offers and events calendars to find out what's happening on park.

Leaving process

We'd hate to see you go but, if you do decide to leave, we want to make the process as smooth as possible. You can choose to leave us at any time. When it's time to leave, we will provide you with a helpful video which explains your options so you have all the information you need to make the right decision for you.

*30 day money back guarantee is available to new customers only. Terms and conditions are available on our website. **This warranty covers only specific parts of the holiday home, excluding any parts which are covered by a third-party guarantee.

