

Questions & Answers

Everything you need to know about
buying a mobile home on a Siblu village



Siblu: **All your
questions answered!**



Who is Siblu?

Formerly Haven Europe, Siblu is a private company with over 40 years' experience of operating and managing holiday villages and holiday homes.

A camping and holiday home specialist and France's leading vendor of mobile homes, Siblu operates 25 luxury holiday villages in France & the Netherlands. Today, Siblu welcomes to its holiday parks more than 10,000 families, all of whom have purchased their own mobile home! Our holiday villages are located in the heart of France's & Holland's most beautiful regions. Managed by Siblu teams, they meet the highest quality standards.

What is the aim of this document?

This pamphlet intends to give straightforward and precise answers to any question you might have. It serves as a complement to your taster visit at a Siblu holiday village: it will give you the information necessary to decide whether becoming a mobile home owner at a Siblu village is the right choice for you and your family.

In this document, you will find all the questions asked by those who, like you, wanted to find out more about purchasing a mobile home on a Siblu village, and who we now count among our many mobile home owners!

If you have any questions other than those answered here, why not note them down at the end of the brochure, and ask for more information when you visit one of our villages. Our advisors will be very happy to help.



How are we different?

“Over 40 years ago, Siblu paved the way by offering a camping and holiday home experience with a guaranteed personalised service. The group still today aims to be attentive to and understanding of its customers, whether holiday home owners, or holidaymakers. By prioritising quality and comfort, Siblu has won over a clientele of holiday home owners with its unique concept: become a holiday home owner at a holiday village with 4-star facilities, with the freedom to go on holiday or get away for a weekend, whenever the mood takes them. Since its beginnings, Siblu and its partners have been motivated by the desire to offer families moments of relaxation to suit their needs in safe, friendly and enjoyable surroundings”.

Simon Crabbe, CEO

Contents

- 4 The Siblu Promise: Holiday home Owner's Charter
- 6 Siblu Holiday home Owner Benefits
- 9 Your Finance Questions Answered
- 12 Synonymous with Transparency
- 14 Peace of mind guarantee
- 15 Staying at a Siblu holiday village
- 16 Siblu Letting Income
- 19 Siblu and You: Next Steps
- 22 Any Other Questions?

Siblu promises to comply with the transparency charter

We believe in clear, direct communication with our customers. When you become a caravan holiday home owner at a Siblu village, it is guaranteed that:

1. Siblu promises to provide **clear and accurate information**, in order that you have all the information necessary to decide whether to buy a mobile home on a Siblu village. In particular, we will provide you with copies of the following documents:

Concerning your holiday home purchase :

- Pre-contractual Information form
- Mobile Home Prices and possible options
- Sales order form
- Terms & Conditions of Sale

Concerning the rental of your Pitch:

- Pre-contractual Information form
- Siblu Village Contrat
- Village Rules & Regulations
- Rental fees, other service charges & annexes.

This list is for information and may need to be completed

2. Siblu promises to manage its holiday villages in order to maintain the **highest hygiene and safety standards**, while adhering to local regulations.

3. At the end of their village contract, Siblu promises to offer its mobile home owners the opportunity to renew their contract in accordance with the new Siblu terms, as long as the Siblu Village Contract, Village Rules and the legislation in force have been respected.

4. Siblu promises **never to ask one of its holiday home owners to leave a Siblu village**, as long as the Siblu Village Contract, Village Rules & Regulations and the legislation in force have always been respected.

5. Siblu promises to increase the **Siblu Village Contract price** only after taking into account inflation, increases in village operating costs, and the investments necessary to improve village facilities and services. You will always be informed of the need for any such improvements.



6. Siblu promises to provide **objective and independent information on lending rates.**

7. Siblu promises to **allow the client to choose** to:

- Sell his or her mobile home on the Siblu village, on the condition that it is not in any way dilapidated, and that the client has subscribed to the Privilege Clause in the Siblu Village Contract.
- Request a buy-back offer from Siblu. Any offer Siblu proposes will be made in accordance with market conditions at the time of the offer.

8. Siblu promises to carry out an **annual customer satisfaction survey**, asking all mobile home owners their opinion of their Siblu village and Siblu services.

9. Siblu promises to include all holiday home owners who wish, in a managed **letting programme** as long as the mobile home in question meets the programme conditions – these conditions are published in our annual Siblu

Letting Guide or in an annex with your holiday home purchase order.

In addition, Siblu promises to manage this service professionally and openly.

10. Siblu promises to answer quickly and provide solutions to any complaints, providing you with a clear procedure to follow.



Siblu holiday home owner

benefits

Why Siblu?

Because the needs of our holiday home owners are different to our holidaymakers, Siblu offers a range of products and services that are specifically designed to meet the requirements of mobile home owners.

Exclusive Teams and Services for holiday home owners

Just like at Head Office, on each Siblu village a dedicated team will always be there for you, whether you are at home or at a Siblu holiday village. This team will let you know about village events, will offer you a variety of different activities, will be ready to answer any question you might have (in particular questions about your Siblu Village Contract or your Siblu account), and will assist you should you want to join a Siblu letting programme. Should any repairs to your mobile home be required, this team would also help you to arrange those.

What are Siblu owner benefits?

- An owners' reception at your village will centralise your

requirements and organise exclusive owner events.

- In your personal account on sibluconnect.com, a **social network for Siblu holiday home owners**, as well as in the newly developed my.sibluconnect.com which offers you many more services such as access to the siblu letting contracts, the possibility to sign-up on-line to a managed letting programme, the visibility to follow any reservations in your holiday home, as well see the income that they are generating for you.
- The opportunity to generate income by joining a **letting programme** or by letting your holiday home yourself (ask for our Siblu Letting Guide), and a lot more besides!
- Discounts in certain bars, restaurants and for some services in the village and/or surrounding areas.
- Access to village facilities, e.g. mini-golf, tennis, gym, sauna, etc.
- Swimming pool 'owners only' sessions.



- Sible owners' representatives.
- Access to the **owners' lounge**
- **Holiday exchange programme** between owners via sibiluconnect, to swap weeks in your mobile home at other villages, free of charge, and in this way, discover a new park as well as their surrounding area
- **"Liberty" Pass** which gives you access to discounts on holidays and allows you to refer friends and family so they can discover a Sible holiday village at a preferential rate.
- **Owners party**, which takes place at the end of each year

N.B. : Facilities and services may vary depending on the village, and additional costs may sometimes apply.

What is a Fun Pass and why do I need them?

In accordance with the Sible Village Contract, mobile home owners can name up to 8 people of all ages,

including themselves, to receive a free Fun Pass (excluding "Liberté & Zen Contracts"), to access the village facilities such as pool complexes, kids clubs, sports and entertainment, bars & restaurants.

Any additional visitors to your mobile home wanting to enjoy the services can purchase a Fun Pass from their Village Reception.



Siblu holiday home owner benefits

sibluconnect.com

additional functions to discover: holiday exchange programme, village news, friends' network, etc.

Signing up couldn't be simpler:

Go to sibluconnect.com and click on the "First Visit" tab. Enter your account number and the Activation Code provided by your Siblu holiday village, then set up your own password. That's all! Need any more advice? Speak to an Owner Representative at your holiday village.

The screenshot displays the Siblu website interface. At the top, the Siblu logo is on the left, and navigation links for 'Accueil', 'Vos', 'Vos messages', 'Vos villages', 'Mes réservations', and 'Mes Siblu' are on the right. The main content area is divided into several sections:

- MESSAGES:** A section for managing messages, including 'Vos messages', 'Vos messages en attente', and 'Vos messages envoyés'.
- ACTUALITÉ:** A central section with multiple news items. Each item includes a date, a title, a brief description, and a 'Commenter' button. The items are dated 7 November, 7 novembre, and 21 Octobre.
- Siblu La Réserve:** A section on the right side, featuring a profile for 'GASTEL, France' and 'La Noémie', with a 'A PROPOS DE SIBLU' section below.
- VOS CONTACTS:** A section on the right side, listing various contacts and their details.
- BOURSE D'ÉCHANGE:** A section on the right side, listing various exchange offers and their details.
- LA BOURSE D'ÉCHANGE EST OUVERTE:** A banner at the bottom left, advertising the opening of the exchange market.
- CONCOURS DE DÉGUSTATION:** A banner at the bottom center, advertising a tasting competition.

Is buying a mobile home an investment?

Buying a mobile home cannot be considered as an investment if the aim is to build capital or generate profit. Mobile homes depreciate in value over time (in the same way as cars do, for example), and depreciate more in the first few years. Buying a mobile home should, therefore, be considered a long-term purchase.

What finance options are available to buy a mobile home? Can Siblu recommend any finance companies?

Yes, Siblu may be able to offer you a finance plan to buy your mobile home (on the condition that your application is approved and you meet the deposit requirements). Siblu will help you find specialist finance partners. In this way, you will be supported by your own Siblu representative. And of course, you have the option of choosing a different finance company.

How does it work if I wish to take out a loan to buy a mobile home?

A Siblu sales advisor, based at your chosen village, will be able to assist you in 3 ways:

1. Assessment: depending on the value of the mobile home, your deposit and your financial situation, your advisor will work out a monthly repayment plan to suit you.
2. Paperwork: with your input, your advisor will pull together the necessary documents, e.g. bank statements, ID, proof of residence, proof of earnings (recent pay slips, tax returns, pension statements, benefits, certificate of incorporation or accounts for self-employed activities, etc.).
3. Sending the paperwork to your financial partner.

Your **finance** questions answered

Does the Siblu sales advisor receive commission on any finance plan I am offered?

No.

What is the loan period for buying a mobile home?

With Siblu, the loan period is between 12 and 84 months. The mobile home is a Recreational Holiday Home, not a property, and any agreed finance plan is therefore based on a standard personal loan. The maximum loan period is 7 years - or 84 months.

Once I have signed a loan agreement, can I change my mind?

Yes, legally you can cancel without any justification within 14 calendar days as of the day you accept the loan offer. With Siblu, be reassured that even without recourse to a finance plan, you have 14 calendar days to cancel the purchase of your mobile home, should you change

your mind. In addition, your deposit will be reimbursed in full.

How much will my mobile home be worth in one year? Or in two years?

Mobile homes depreciate in value over time (in the same way as cars do, for example), and depreciate more in the first few years. Buying a mobile home should, therefore, be considered a long-term purchase. If you are planning to sell your mobile home within a short period of time, we would simply advise that you do not go ahead with the purchase.

When must I pay my Siblu Village Contract and how can I pay it?

Your pitch rent must be paid each year, in accordance with the payment method selected in the Siblu Village Contract. The annual pitch rent for the current year must be paid at the same time you buy the mobile home.



Are there additional costs?

Yes, depending on your Siblu Village Contract. For most Siblu holiday villages, in season water and electricity consumption is included at a fixed rate in your Siblu Village Contract. Beyond that, any extra will be invoiced as actual costs (the equivalent of EDF 15A Base Blue Tarif).

You must also plan for the following additional costs, in particular:

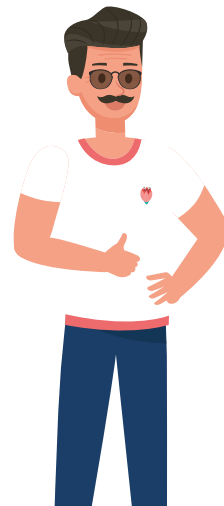
- installation of your mobile home on your chosen pitch
- gas consumption
- annual mobile home insurance
- tourist tax
- winterisation costs

And if you sign a "Liberté" Contract, you will need to plan for the following additional costs:

- Energy costs, either at a fixed rate, or metered
- Fun Passes
- holiday exchange programme
- letting programme and services
- arrival and departure (key return)

Will the price of my Siblu Village Contract increase each year?

Yes, taking into account inflation, increases in village operating costs, and the investments necessary to improve village facilities and services. Siblu will inform you of the amount 6 months before you renew your contract.



Siblu : synonymous with transparency

We don't put important information in the small print

Do I own my pitch?

No, as stated in your Siblu Village Contract, it's a rental agreement. You hire the pitch for your mobile home – which you own – on an annual basis.

Why is it an annual contract?

In order to protect you and to prevent you being locked into a long-term contract, Siblu promises to offer to renew your contract in accordance with the new Siblu terms, as long as the Siblu Village Contract, Village Rules & Regulations and the legislation in force have been respected.

What will happen if, for any reason, I am not able to pay my Siblu Village Contract?

You must inform your Siblu Representative immediately. The Representative will explain the different options available to resolve this problem.

How long can I keep my mobile home in a Siblu village?

There is no time limit. As long as

it is not dilapidated in any way in accordance with the regulations in force, and that it conforms to safety and environmental standards, your mobile home can remain in a Siblu village for as long as you wish. You must simply ensure it is well maintained, in accordance with Siblu Village Rules & Regulations and any the legislation in force.

Do I have to change mobile home every 5 or 10 years as some holiday villages or campsites request?

No, there is no need to change your mobile home as long as it is not dilapidated in accordance with the regulations in force. Siblu might ask you to replace it, in particular if you wish to join the letting programme. With this programme, Siblu makes available high quality accommodation to its holidaymakers. The mobile homes in our letting programmes are not more than 7 years old.

What is a Holiday and Leisure Home HLL ?

According to French legislation, the



surface area of a mobile home must be less than or equal to 40m². A mobile home with a surface area greater than 40m² is considered a HLL (Habitation Légère de Loisir, or Holiday and Leisure Home) or a holiday home that has no longer it means of mobility. A HLL needs local authority approval to be installed in a holiday village, and depending on the local authority in question, can be subject to residence tax.

Can I see my holiday home?

Yes, you can:

- sell it back to Siblu, depending on the purchase price offered to you. You will not have to pay any removal or disconnection fees.
- sell it yourself on condition of having subscribed to the «Privilege Clause» and as long as your mobile home is not dilapidated in accordance with the regulations in force and meets safety and environmental standards. For more information, please refer to your Siblu Village Contract.
- sell it outside the holiday village. You will be charged disconnection and transportation costs.

I have a concern, a question or there is something I don't understand. What do I do?

Do not hesitate to contact us directly. Siblu will always prioritise close relationships with each of you. Whatever your question, you will always find someone in our head office and holiday village teams who will listen to your concerns and who will be delighted to help. In this way, your Siblu Representative is in charge of the owners' reception. If you are not satisfied with the way your query has been handled, you can ask for a meeting with the director of your holiday village. And for all administrative matters, you have a dedicated point person at head office. If a solution has still not been found, you can write to the Customer Relations Manager at Pessac head office.

How long is the guarantee for a new or pre-owned mobile home?

As a professional dealer, Siblu guarantees the quality standards of its mobile homes in accordance with its legal requirements. In addition, every mobile home purchased from Siblu is guaranteed for 12 months from date of delivery (new and preowned). Legal warranties are applied independently of the Siblu guarantee that covers your mobile home.

How long can repairs take?

Of course, that depends on the problem.

All of our holiday villages have a stock of spare parts so that most minor repairs can be carried out quickly. If your mobile home requires a specific part that needs to be ordered from a manufacturer, or if an after-sales visit from the

manufacturer is deemed necessary, it may take up to 12 weeks (sometimes longer). However, rest assured, mobile homes do not require a lot of maintenance.

Do I have to take out mobile home insurance?

Yes, Siblu will offer you insurance when you buy your mobile home and each year will offer you the best deals available on the market.

What happens with regards inheritance?

Your mobile home is considered as a personal possession. The contract is between Siblu and you. Your contract can therefore be passed on to your heirs in the same way as your other movable assets.

Staying at a Siblu holiday village



Can I stay in my mobile home 12 months of the year?

No, Siblu holiday villages are not residence parks (this is why you do not pay local taxes or residence tax for your mobile home!) Opening dates vary from village to village.

How safe are Siblu holiday villages?

The Siblu Village team ensures your safety at all times. In addition, most Siblu holiday villages are equipped with coded security barriers & car registration plate reconnaissance devices.

Can I bring my pet?

Yes, “well trained” cats and dogs are welcome (excluding categories 1 and 2 and the following breeds of dog: Japanese Akita and Neapolitan Mastiff). For safety measures and to respect other occupants, we ask that your pet is on a lead and is always under adult supervision during walks around the holiday village. Your pet must also be microchipped and vaccinated. Please be aware new rules and regulations may that have come into place for leaving and entering the UK & France with pets since Britain has left the EU.

Important information

You will find here the breeds of dog categorised as dangerous and that are not allowed in Siblu holiday villages. For more information, visit the section “Chiens dangereux (dangerous dogs)” a [service-public.fr](https://www.service-public.fr)



Siblu

letting income

Can I rent out my holiday home and pitch to someone else?

Yes you can, on condition that you have signed a siblu village contract and subscribed to the « Privilege Clause ».

This Clause allows you to participate in any siblu letting programme or to let your holiday home and pitch privately.

In all cases the holiday home that you let out whether to siblu customers or to your own private customers must respect the criteria detailed in the siblu letting guide in terms of age and quality and this in order to protect the siblu brand image and customer experience..

What is the Privilege Clause ?

The Privilege Clause is highlighted in article 5 of your Siblu village contract. With this clause Siblu contractually agrees to give you the:

- The Pitch Subletting Privilege whereby Siblu authorises you to let your holiday home and therefore sublet your holiday home pitch.
- The Renewal Privilege which gives you the right to renew your Siblu Village Contrat for the same pitch.
- The Transmission Privilege which guarantees you the right in the case of transfer of ownership of the mobile

home, that the purchaser of the mobile home will have priority for the agreement of a Siblu Village Contract on the same pitch.

Do I have to let my mobile home?

Of course not, it's entirely your decision! Some mobile home owners wish to do so to reduce the price of their Siblu Village Contract, while others prefer to use their mobile home and allow family and friends to benefit from it. You can also change your mind, and we will be there to answer any questions you have on the best Siblu letting programme for your needs.

Do my occupants have any obligations towards Siblu?

Like any person in a Siblu holiday village, your occupants must in particular respect the Village Rules & Regulations and some obligations laid down in the Siblu Village Contract (for more information, see Article 6.14 (5), "use of Village and Pitch"). The number of occupants cannot exceed the maximum capacity for your mobile home (additional guests will not be allowed entry), in order to prevent any noise disturbance and maintain good relations with the neighbours. It is your responsibility to inform occupants of this.



Does Siblu have any obligations towards my occupants?

Yes, to provide services and ensure their Village safety, in accordance with the terms of the Siblu Village Contract.

Do I have any obligations towards Siblu if I manage the letting of my mobile home myself?

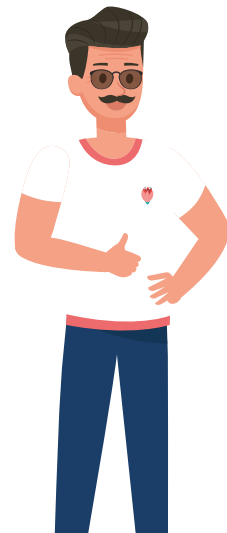
If you choose this option, on condition of subscribing to the «Privelge Clause» please inform Siblu beforehand, either by sibluconnect or in writing, advising us of the names of your occupants and when they will be in the village.

If I choose to let my mobile home with Siblu, when can I use it myself?

When you ask to join the programme, you must stipulate the dates when you wish to use your holiday home as well as the dates when it is available for Siblu lets. If exceptionally you wish to change these dates, you must make this known in writing to the Holiday & Accommodation Manager at your village. If it is possible to accommodate the changes, that will be confirmed to you in writing and you may be charged a small management fee.

How will I know if my request to join the letting programme has been accepted?

You will be informed as soon as we have received your completed membership form. Applications are processed on a first come, first served basis.



Siblu letting income

How much does Siblu charge to let my mobile home and how much income can I hope to earn?

Each year, Siblu issues a new Letting Guide which gives an indication of possible earnings if we let your mobile home. For more information, see our Siblu Letting Guide or ask your Holiday Representative. This information is also available at sibluconnect.com

When will I receive my income?

Letting income is paid to you or credited to your Siblu account in December (and can be used to pay your Siblu Village Contract for the year ahead).

Who pays if my holiday home is damaged during holiday maker lettings?

Siblu proposes different letting programmes. Please refer to the Siblu Letting Guide.

For lettings managed by Siblu, what are the costs?

The costs are as follows:

- gas and electricity consumed in addition to the fixed-rate usage
- an inventory of tableware see details in the Siblu letting guide*(see details)
- 3 sets of labelled keys
- weekly membership fees if you have a "Liberté" Contract (fees deducted from your year-end income or billed separately)

*All details, terms and conditions of our letting programmes are provided in the Siblu Letting Guide, available at your holiday village.

Siblu and you: next steps

I have decided to become a Siblu mobile home owner. What are the next step?

- choose your holiday village, your mobile home and your pitch
- have a “welcome” meeting with the Holiday Village Director (or his or her Representative). This allows you to go over the details of the order form, and the Siblu Village pitch rental contract to ensure that all the information provided meets your selection and your needs
- sign the paperwork
- pay a deposit
- complete your purchase in 4 weeks
- finalise the finance plan for your mobile home
- make new friends
- enjoy many happy years enjoying life in the open air!

When can I take possession of my mobile home?

The average leadtime for delivery of your mobile home is between 3 and 4 weeks, depending on availability. You can take possession as soon as

Siblu has received your payment in full (mobile home and order form elements). The delay for a purchase of a brand new holiday home ordered from the manufacturer may be longer

What happens if I cannot pay all of the deposit on the agreed date?

Your mobile home cannot be ordered without a deposit. It will be installed by Siblu once the deposit has been paid in full.

When will my mobile home be installed?

When you pay your deposit, you agree a delivery date with your Siblu sales advisor. We then organise the delivery and installation of your mobile home on the agreed date. Gas and electricity installation and safety checks will be carried out by our technicians. Any element or accessory included in the mobile home purchase price and listed on the order form will be delivered with your mobile home. It will be carefully

Siblu et vous, les étapes à venir

cleaned and checked by your Siblu advisor before the keys are handed over.

Is there sometimes a delay with the delivery?

We make every effort to meet your expectations. If the mobile home model must be ordered from the manufacturer and that results in a delay in delivery, we will keep you informed. If a component is missing from your holiday home when it is delivered, there is no need to be concerned: Siblu will do everything possible to find a solution.

If for any unforeseen reason, I have to cancel my order, what must I do?

Will I lose my deposit?

With Siblu, a customer can cancel his or her order in 14 days after the order form has been signed. Cancellation must be done in writing and sent by registered letter

with acknowledgement of receipt. Your deposit will then be reimbursed in full. The right of withdrawal is exclusive to Siblu!

What happens on the day I take possession of my mobile home?

On the agreed delivery date:

- you will meet your Siblu sales advisor
- together, you will check every component, every piece of equipment and every appliance and how to use them and check they are in good working order
- you will pay the balance of your mobile home
- you will provide your mobile home insurance certificate
- you will sign a delivery form, which will allow you to make a note of any issues that have still not been resolved
- you can activate your sibluconnect account as soon as you receive your code



- you will also receive a “handover questionnaire” by email which allows you to provide feedback on the Siblu delivery procedure. It is very helpful to us if you take the time to complete this. This questionnaire allows us to ensure that we deliver the best possible service to Siblu owners and that we strive to provide maximum satisfaction.





Any other questions?

Use this page to note down any questions you and your family might have. Bring this brochure and your list of questions with you when you visit a Siblu holiday village and ask your Siblu advisor for more information. He or she will be delighted to help!

1

2

3

4

5

6

7

8

9

10



sibluconnect.com

**The leading social network
created by Siblu exclusively
for Siblu holiday home
owners.**

Ask your Siblu advisor any questions you have when you visit your preferred Siblu holiday village.

Update : January 2021.

The information in this document is deemed accurate and up-to-date at the time of publication. Siblu reserves the right to withdraw or modify this document at any time and without notice. In the event of a discrepancy between the information in this document and information in the signed Siblu Village Contract and the Order Form, the two latter documents shall prevail.

Siblu France S.A.S. au capital de 2 819 200 € Europarc - 10, avenue Léonard de Vinci - 33600 Pessac
RCS Bordeaux : 321 737 736. Document et photos non contractuels.
Réalisation Imprimerie Gautier - Pessac (33)



Siblu: **All your questions answered!**

Discover our videos
«Siblu: **all your questions answered!**» on siblu.co.uk

Call freephone
0800 960 512
mh-info@siblu.com



siblu
villages