



**GLOSSOP CARAVANS**  
LIMITED



**SWIFT**

WELCOME PACK





# WELCOME MESSAGE

*We're here for you*

Welcome to the Glossop Caravans family! We are absolutely thrilled that you've chosen to embark on your caravan adventure with us, and we would like to extend our heartfelt gratitude for entrusting us with this important journey. As a family business with a rich history spanning over 45 years, we've been privileged to be a part of countless incredible holiday experiences and weekend getaways for our cherished customers like you. Your decision to join our caravan community helps us carry forward our legacy of creating exceptional memories for families and individuals alike.

Over the years, we've had the privilege of not just serving customers but building lasting friendships. It's a joy to see familiar faces return time and again to explore our latest offerings, enhance their caravanning experiences, and benefit from our top-notch service centre. Meeting returning customers is like reuniting with old friends, and it warms our hearts every time we get the chance to catch up.

Glossop Caravans is more than just a dealership; it's a testament to our enduring commitment to providing exceptional products and services. What started as a humble caravan dealership with just one caravan for sale has evolved into a comprehensive caravan destination offering not only caravans but also a wide array of accessories and amenities. Our dedication to excellence has earned us the trust of leading UK manufacturers, such as Coachman, Elddis, and Swift, who create specially customized models for us each year. These models are exclusively available here in the picturesque Peak District and Derbyshire.

## QUOTE

*"Every caravan tells a story, and it's an honour to be a part of your journey."*

*Founder and CEO, Brian Laing*

Mr. Laing's words reflect our deep-seated belief in the transformative power of caravanning. We hope that your caravan will be the canvas upon which you paint beautiful memories, and we are here to support you every step of the way.

Now, let's delve into the carefully assembled Glossop Caravans Welcome Pack. This thoughtfully crafted package has been designed with your caravan journey in mind, aiming to provide you with an invaluable resource that sets the stage for your exciting adventures ahead.

In our pursuit of excellence, we've left no stone unturned to ensure that this welcome pack not only meets but exceeds your expectations. We understand that embarking on caravan adventures should be a joyous experience, free from unnecessary hassle and confusion. That's why we've gone the extra mile to present all the vital details and resources in a format that is not only informative but also easily understandable.

As you open the pages of this welcome pack, you'll discover a treasure trove of insights, recommendations, and valuable resources, all aimed at enhancing your caravanning experience. So, rest assured that you are well-equipped for the exciting journeys that lie ahead, and we are here to support you every step of the way.

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### 01. Who is my salesman?

If you're curious who your dedicated sales representative, simply check your sales order – their name will be right there. Our sales team is dedicated to providing you with the best assistance throughout your journey, and they genuinely look forward to meeting you when it's time to collect your caravan. If you're considering a part exchange, please don't forget to share your current vehicle's chassis number with your sales representative as soon as possible. This small step will go a long way in ensuring a seamless and efficient transaction process. We're here to make your experience as smooth as possible!

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### 02. What if I want to make changes?

Our Despatch Manager, Martin Allison, is here to assist you. If you wish to make any adjustments to your order, such as weight upgrades, locks, motor movers, or furnishings, he's here to help. You can rely on his assistance up to 7 days before your collection date. Should you need to reschedule your appointment, simply inform him, and he'll arrange an alternative time for you. Additionally, if you have questions about your caravan's chassis number or the security devices installed, which are vital for your insurance, Martin is your go-to expert.

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Question  
*Your journey*

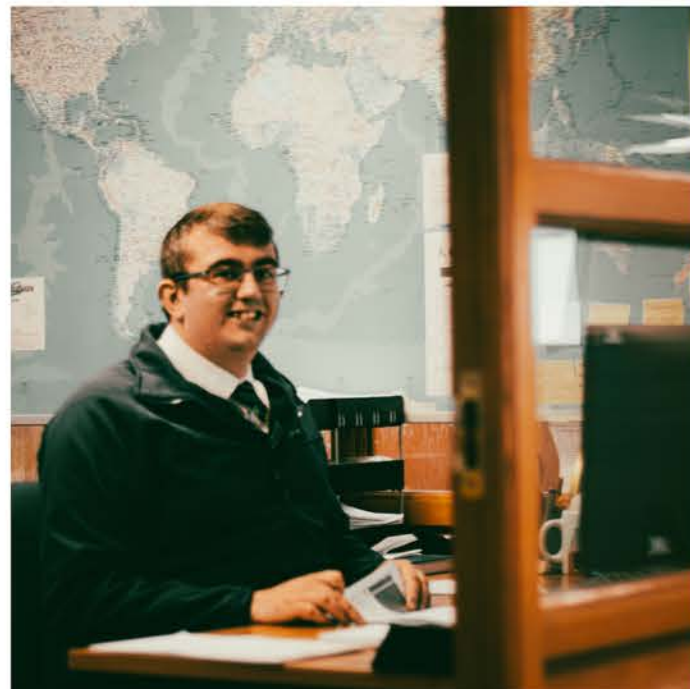
Answer  
*Made easy*

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### 03. What if I financed my purchase?

If you've opted for our attractive finance options for your purchase, our finance specialist, Christian Askham, will reach out to you a few days before your collection. He'll provide a helpful reminder about the necessary documents you'll need to bring along. Should you have any inquiries before that time, please don't hesitate to give us a call, and we'll be happy to connect you directly with Christian. Your satisfaction and peace of mind are our top priorities!

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### 04. When will I know my caravan pick-up time?

Your collection time will be determined by our Despatch team, who will coordinate with Stan Laing Junior and our workshop team to ensure your caravan is prepared to perfection. Expect a call from our Despatch team approximately 1 week before your scheduled collection date to arrange a specific appointment time. Additionally, you will receive a reminder call the day before your collection to confirm everything is proceeding as planned.

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# COLLECTION DAY IS HERE!

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"Glossop Caravans despatch team made me feel comfortable and confident throughout the collection process. They guided me through my new caravan with ease and answered all my questions. Their attention to detail in checking my order left me with a strong sense of trust. I'm very impressed!"



Our highly knowledgeable despatch team will guide you through the intricacies of your new caravan. Don't hesitate to take your time and ask any questions that may arise. It's essential to ensure that you thoroughly understand the functionality and features of your caravan. Additionally, we encourage you to double-check the contents of your order to confirm that all the items you requested are present and in excellent condition.



# ON THE DAY

*what you can expect*

We understand this can be an exciting yet somewhat hectic time, so we've prepared a handy guide to ensure your collection day goes as smoothly as possible. Here's what you need to know:

**Arrival and Reception:** When you arrive to pick up your caravan, head over to our dedicated despatch reception area, conveniently located adjacent to the awning showroom. Our friendly team will be eagerly waiting to assist you. Feel free to help yourself to complimentary tea and coffee.

**Finalising Payment:** You'll have the pleasure of meeting Clare, who will assist you in finalising your payment and provide you with your vehicle warranty. She will also explain the process for obtaining your CRIS registration. Our preferred and safest payment method is BACS transfer, which should be cleared before collection (usually taking around 3 days). On the day of collection, we accept payment via debit card. Unfortunately, we cannot accept credit cards. Cash payments are limited to €10,000 (approximately £8,500). You can also use a bankers draft or a building society cheque. If you plan to pay by personal cheque, please ensure it reaches us at least 10 working days before your collection date to allow for clearance. Don't forget to bring all required documents if you've arranged a finance package.

**Part Exchanges:** Our team will inspect your old caravan and confirm its valuation. Please ensure your caravan is clean (including emptying the toilet cassette) and remove all personal possessions. Take a moment to thoroughly check all lockers, under beds, bathrooms, fridges, and cookers, as items sometimes get left behind. Remember to bring all handbooks and registration documents. We'll also need any keys for your part exchange vehicle and any fittings or accessories agreed upon in the deal.

**Number Plates:**

We'll provide you with a complimentary number plate for your caravan, so be sure to bring your driver's license and the logbook for your towing car if you'd like us to handle this for you.

If you have any questions or need further assistance, please don't hesitate to reach out. Safe travels, and we look forward to seeing you soon!

# THE SERVICE CENTRE

## What We Offer

Welcome to Glossop Caravans Service Centre, your one-stop destination for all your caravan maintenance and servicing needs. At Glossop Caravans, we understand the importance of keeping your caravan in pristine condition, ensuring it's always ready for your next adventure. Our Service Centre is dedicated to providing exceptional care and attention to your caravan, with a team of skilled technicians who are passionate about caravanning just like you.

Keeping your caravan correctly maintained and serviced is a requirement within all warranty agreements. Our engineers are industry-trained and meet the National Caravan Council's Approved Workshop requirements. They will take care of your caravan's maintenance and supply detailed reports following service and damp testing. Whether you need routine maintenance, repairs, or enhancements, we offer a comprehensive range of services to keep your caravan in top-notch shape, so you can hit the road with confidence and peace of mind. Discover the unparalleled service and expertise that Glossop Caravans Service Centre has to offer, and experience worry-free caravanning like never before.

### Servicing Requirements:

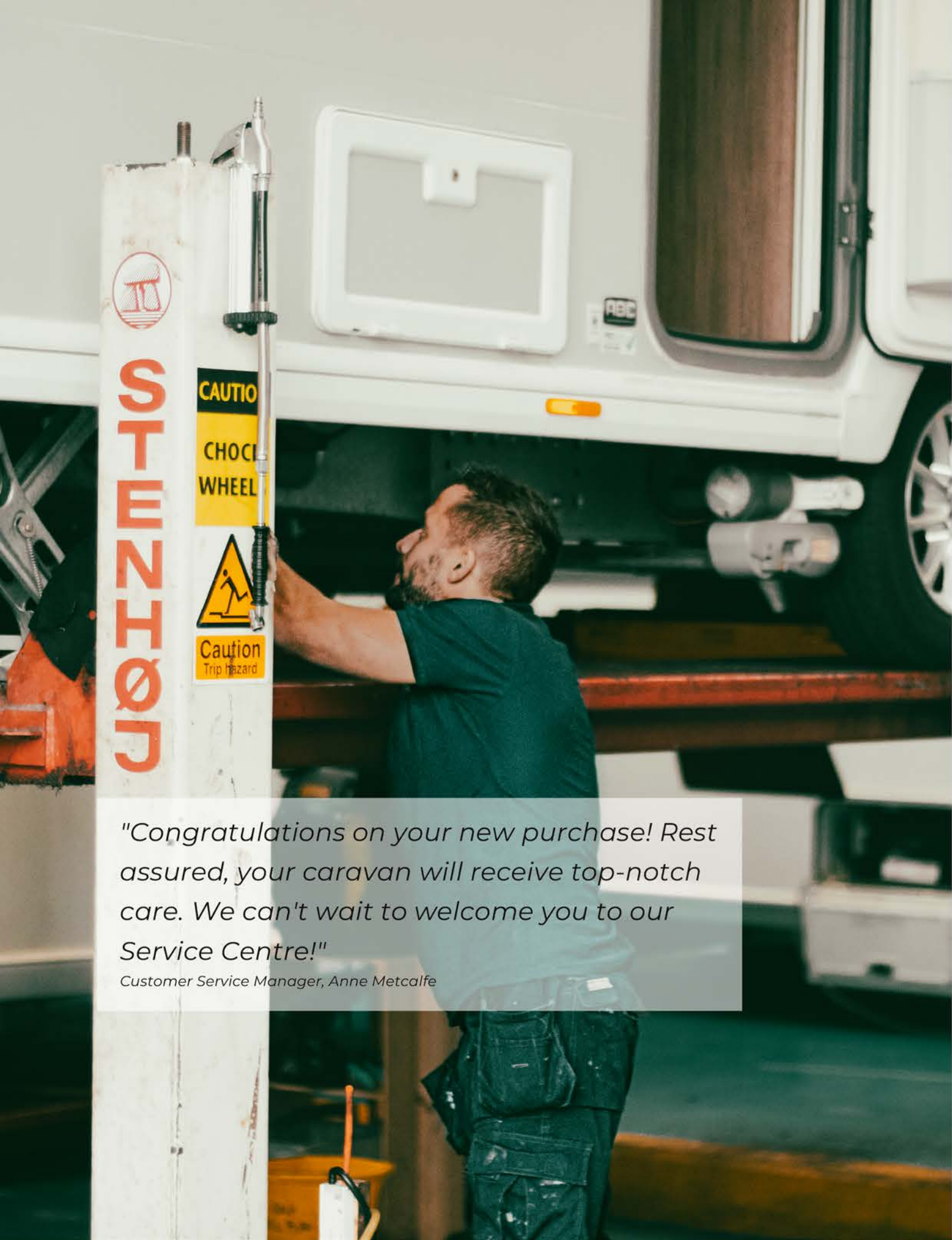
If your caravan is currently under warranty, it's important to stick to our service requirements. Our team of experts will conduct all the necessary tests and inspections in the standard service, including a thorough damp assessment. As a final touch, we'll provide a complimentary wash before returning your vehicle to you.

### Extended Warranties:

Our extended warranties are a popular choice for those looking to extend their peace of mind, especially among our seasoned caravan enthusiasts. You can take advantage of significant discounts by opting for extended coverage, such as our highly regarded Glossop Caravans Exclusive Platinum Warranty, which ensures hassle-free caravan care. Please contact our staff via phone or email if you want to extend your warranty.

### VIP Discount:

As a VIP card holder, you can use your card to purchase the standard service for your vehicle, with additional parts and labour billed separately. Plus, when you present your VIP card at our service facility on the day of the service, you'll enjoy a 10% VIP discount.



*"Congratulations on your new purchase! Rest assured, your caravan will receive top-notch care. We can't wait to welcome you to our Service Centre!"*

*Customer Service Manager, Anne Metcalfe*

# EXTRAS



We're dedicated to providing an extraordinary and unmatched experience for caravan enthusiasts nationwide. We firmly believe you deserve nothing but the best when embarking on your caravan adventure. Our commitment to delivering this exceptional experience goes beyond the ordinary. We are not merely a typical caravan dealership; we serve as your gateway to a world of unique possibilities.

We offer an extensive range of products tailored to meet your every need. Our inventory is comprehensive, from awnings to kitchenware, camping chairs to caravan essentials. Whether you're planning a quick weekend getaway or embarking on an epic month-long journey, we have what you need to kickstart your caravan adventure.

#### **Awnings:**

Our exclusive awnings showroom allows you to witness firsthand the functionality and aesthetics of our one-of-a-kind awnings. With the country's most extensive selection of awnings, you can be confident in finding the perfect fit for your caravan. Remember to explore our selection of accessories and camping furniture to enhance your caravan living experience.

#### **On-site Shop:**

We understand the significance of having the right products while on the road. That's why we maintain an impressive inventory of over 4,000 items designed to cater to your caravan needs. From essentials that ensure your caravan's comfort and security to a wide array of additional items, our store is your ultimate destination for all things related to your home away from home. Plus, take advantage of a 10% discount with our VIP card on select well-known and trusted brands.

## **Streamline Your Caravan Shopping Journey**

EVERYTHING  
UNDER  
ONE ROOF

For those travelling a considerable distance to reach us and in need of a place to spend your first night, we've got you covered. Our on-site facilities provide water, gas, electric hookups, toilets (please note, showers are not available) and hard-standing parking. While it's a basic facility, it will undoubtedly ease your journey. Space is limited, so contact our despatch department to secure your spot. Alternatively, we can assist you in finding one of the many nearby campsites and caravan parks for a more extensive stay.





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#### **SOLAR PANNELS:**

Embrace the power of the sun, your caravan's ultimate energy source. Our 110w Solar Panel, equipped with 4mm wiring and a regulator, is the ideal choice for your energy needs. Crafted from top-tier materials designed to withstand all weather conditions, this panel guarantees years of reliable performance. By integrating this solar panel onto your caravan, you'll maintain a consistently charged battery, ensuring sufficient energy for your journeys, especially during off-site adventures. Additionally, it provides year-round benefits by preserving your battery's health and ensuring your tracker, alarm, and moto-mover are always ready when you need them.

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#### **REAR VIEW CAMERA:**

Essential for any caravan owner! Our fully installed digital rearview camera is positioned just above your caravan's rear number plate. It wirelessly connects to a 4.3" monitor mounted on your windscreen, granting you a clear view of what's behind you. It can also serve as a wired reverse camera, offering peace of mind when parking in tight spots or manoeuvring at low speeds.

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# CARAVAN

Upgrade, Travel

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#### **TRACKER RETRIEVE BATTERY:**

The integrated tracker connects to the Coachman alarm system installed at the factory, ensuring comprehensive security. It safeguards your vehicle by alerting you whenever it's in motion or if there's any unauthorised tampering with the battery. You can effortlessly arm and disarm it using the alarm remote. You have the convenience of accessing the Phantom app, allowing you to track your caravan's precise location and monitor battery levels in real time. This robust security solution operates 24/7, providing you with continuous protection. It holds a coveted Cat 7 insurance approval, reinforcing its reliability and effectiveness.

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#### **MAXVIEW DOME:**

Elevate your TV experience with ease using the Maxview Dome fully automatic system, ideal for the UK and Northern France. Designed for adventurers, it comes preprogrammed with 4 satellites. Simply press a button, and the Maxview Dome effortlessly locates the TV signal, delivering a wide range of Freeview channels. With its sleek design and exceptional performance, the Maxview Dome is set to be your preferred method of enjoying TV.

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#### **BUILT-IN WIFI:**

Say goodbye to frustratingly weak internet connections while enjoying your favourite TV shows in your caravan. We've all experienced it - sitting in your caravan, trying to watch your preferred TV program, only to be frustrated by a weak signal causing constant interruptions. Our fully integrated system guarantees a stable internet connection, allowing uninterrupted streaming on Netflix, Amazon Prime, Now TV, and more. You can even connect to your Smart TV or use an Amazon Firestick to manage all your favourite shows. With our solution, you'll never have to worry about missing your favourite programs today or any day in the future.

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#### **MAXVIEW 65:**

Experience effortless TV access across the UK, Netherlands, and down to Bordeaux with the Maxview 65 fully automatic folding satellite system. Its user-friendly interface and automated satellite tracking ensure a quick setup. This smart satellite dish smoothly elevates from its flat park position on your caravan's roof, automatically aligning with the satellite for access to all Freeview channels. Its compact design saves space, and you can upgrade to an 85cm dish with auto skew for expanded coverage

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# ADDITONS

Comfort, Adventure

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#### **METATRAK TRACKER & ID:**

Tailored for caravan owners, this Active Tracker offers 24/7 live tracking through GPS and features a battery sensor that alerts you if the power is disconnected, ensuring your caravan's security at all times. It also includes two unique ID tags that trigger an alert if the caravan is moved without your authorization. For added security, the tracker safeguards against stolen keys and alarm remote cloning. Plus, it offers European coverage, allowing you to track your caravan anywhere on the continent. It's insurance approved in category S7.

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#### **OYSTER VISION:**

The Oyster Vision, an automatic 85cm dish with auto skew, offers the broadest coverage in the UK, France, and Spain when paired with a Sky box. Perfect for avid travellers and explorers, the Oyster Vision ensures seamless access to your favourite shows and movies while on the move. Stay connected wherever your adventures take you with the Oyster Vision satellite system.

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*Planning to move your existing accessories to your new caravan? We've got you covered! Our expert team will seamlessly install your solar panel, satellite, and tracker onto your new caravan, ensuring a swift and efficient transition, backed by our professional expertise.*

# INITIAL DISCLOSURE DOCUMENT

## **Glossop Caravans Ltd**

Main A57 Road, Brookfield, Glossop, Derbyshire, SK13 6JF

Tel: 01457 868011 Fax: 01457 890700 [www.glossopcaravans.co.uk](http://www.glossopcaravans.co.uk)

Glossop Caravans Ltd, Main A57 Brookfield, Glossop, Derbyshire, SK13 6JF. Tel: 01457 868011. Glossop Caravans Limited (Trading as Glossop Caravans) Registered No. 4666108. Registered in England and Wales. Glossop Caravans Limited is an appointed representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts.

Glossop Caravans Ltd is a broker and not a lender. Glossop Caravans Ltd is authorised and regulated by the Financial Conduct Authority (registration number 659786) and which is permitted to advise on and arrange consumer credit contracts. Offer available on caravans purchased. Credit is subject to status and only available to applicants aged 18 and over resident in the UK. We work with a number of carefully selected credit providers who may be able to offer you finance for your purchase. We may receive commission or other benefits for introducing you to such lenders

The Financial Conduct Authority (FCA) is the independent regulator of financial services. Use this information to decide if our services are right for you.

Glossop Caravans Ltd is an appointed representative of ITC Compliance Limited which is authorised and regulated by the FCA (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts.

We have taken steps to ensure that if, in the course of advising you we make a recommendation, such recommendation will be suitable for your demands and needs at the time the recommendation is made.

In assessing your demands and needs we may seek such information about your personal circumstances and objectives as might be relevant in order to enable us to identify your requirements. It is important that you provide us with accurate and relevant information.

ITC Compliance Limited is authorised to provide non-investment insurance contracts and is contracted to do so by a select number of insurance providers. (A list of these insurers will be provided upon request.) No additional fees will be charged for this service.

We always aim to provide a first class service, however if you have any cause for complaint any enquiry can be raised by either email, in writing or by telephoning The Compliance Officer, ITC Compliance Limited, Charnwood House, Marsh Road, Bristol, BS3 2NA, [complaints@itccompliance.co.uk](mailto:complaints@itccompliance.co.uk), 0117 9539058. Should remain dissatisfied you have the right to ask the financial ombudsman service to review your case. You should write to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone 0845 080 1800. You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme. Your entitlement to compensation will depend upon the type of business and the circumstances of your claim.

Details of the ITC Compliance Limited's authorisation can be confirmed by contacting the FCA on 0800 111 6768 or by visiting the FCA's website <http://www.fca.org.uk/>.

As an organisation we are committed to treating our customers fairly, before, during and after sale.

Before sale you can expect:

A recommendation based on your personal circumstances and the information you provide, and a copy of the document on which this recommendation is recorded

To have any significant and unusual exclusions or exceptions to the policy brought to your attention

A clear statement of price, including where applicable a breakdown of any interest charges.

Details of your cancellation rights and our complaints procedure

Copies of your policy documentation or information as to when these documents will be dispatched

After sales you can expect:

Not to encounter any barriers to cancelling your policy within regulatory agreed timeframes

To have any complaint dealt with in a timely and professional manner

If at any time you feel you have not been treated fairly by any member of staff please contact us at the address or telephone number above.

## **Confidentiality and Data Protection**

Your information will only be disclosed to third parties in the normal course of arranging and administering any insurance contract(S) and to ITC Compliance Limited for the purposes of monitoring and / or enforcing compliance with any regulatory rules/codes.

# EXPLORE.



## BEYOND THE HANDOVER

We're so excited for you to get on the road and start exploring! Of course, we fully expect everything will have gone smoothly in your handover, but sometimes customers experience minor issues with the workings of the caravan or missing items. If you encounter any problems with your caravan, please report to the team at the Service Centre, who will be happy to advise and support you.

Did you know that the length of your warranty can vary? It's essential to read the fine print of your warranty to understand what is covered. If you have any questions, the Service Centre team will be more than happy to answer them for you.

Warranty lengths can range from 12 months to 3 years, so if yours lasts longer than 12 months, please call us or check your service schedule to ensure your caravan is serviced within the correct timeframe—otherwise, we may not be able to protect your warranty.

If you live far from us, we're happy to offer nationwide service support. Our partners across the UK will provide servicing and repairs for our customers. Please make sure your manufacturer-approved service centres carry out any repairs under warranty. Please contact our service Centre in the first instance, and we will recommend the correct service centre.

We hope this has given you an idea of the fantastic journey you're about to embark on. We welcome you into the Glossop Caravans family and wish you many happy years of enjoyment with your new caravan.

Please check the Quick Reference List for contact numbers and call us if you have any questions.

With very best wishes,

**Brian & Stan Laing**

A handwritten signature in black ink, appearing to read 'Brian &amp; Stan Laing'. The signature is written in a cursive, flowing style.



# THANK YOU



## CONTACT INFORMATION

**CARAVAN SALES:**

01457 868011

**AWNINGS SALES:**

01457 860118  
& 01457 890722

**ACCESSORIES:**

01457 890732  
& 01457 865121

**DESPATCH:**

01457 890705

**SERVICE CENTRE:**

01457 863232

**GENERAL:**

[info@glossopcaravans.co.uk](mailto:info@glossopcaravans.co.uk)

**AWNINGS:**

[sales@glossopawnings.com](mailto:sales@glossopawnings.com)

**ACCESSORIES:**

[shop@glossopcaravans.co.uk](mailto:shop@glossopcaravans.co.uk)

**SERVICE CENTRE:**

[service@glossopcaravans.co.uk](mailto:service@glossopcaravans.co.uk)

**DESPATCH:**

[ma2@glossopcaravans.co.uk](mailto:ma2@glossopcaravans.co.uk)

**Address:**

Main A57, Brookfield, Glossop SK13 6JF