

NCC adds further protection for leisure vehicle dealers and consumers

The NCC (National Caravan Council) has launched a new set of model terms and conditions for tourer and motorhome dealerships across the UK.

As part of the NCC's ongoing commitment to best practice, the new terms and conditions will ensure dealer members of the UK trade association continue to operate fairly within current consumer legislation and deliver high levels of customer satisfaction. Those dealerships adopting the revised terms will also receive the added protection of Primary Assured Advice afforded by the Primary Authority Co-ordinated Partnership between the NCC and Buckinghamshire and Surrey Trading Standards.

The NCC currently has more than 100 touring caravan and motorhome dealerships in membership, and under the NCC Approved Dealership Scheme they offer quality products and peace of mind for consumers. The scheme embraces respective touring caravan and motorhome Consumer Codes of Practice and has established a benchmark for industry best practice and minimum standards for the sale of new and used leisure vehicles and associated services.

Jo Chubb, Head of Member Relations at the NCC, explains why the revised terms and conditions are so important:

“With the changes in consumer legislation, it is important for NCC members to be operating to the highest possible standards. As part of our support for dealer members these model terms and conditions offer reduced business risk for our members, with the protection of Primary Assured Advice through Trading Standards.

“This update adds further to our role in leading and promoting the industry. The NCC Approved Dealership Scheme is the benchmark for best practice and those dealers within the scheme continue to offer a commitment to treat customers fairly and provide high levels of consumer protection and satisfaction when buying a new or used leisure vehicle.”

ENDS

Notes:

- The NCC is the UK trade association representing the tourer caravan, motorhome, caravan holiday home and residential park home industries.
- The NCC has more than 550 companies in membership and is the only trade association that covers the entire supply chain including manufacturers, dealerships, workshops, holiday/residential parks and suppliers of specialist services and products.
- Primary Authority Partnership enables businesses to access regulatory advice on trading standards, environmental health and fire safety legislation through a co-ordinator, such as a trade association or franchisor, which has a legal partnership with a local authority (known as the primary authority). The advice is tailored to the needs of the businesses in the group, making it simpler and easier for them to comply with legislation. As a business with a co-ordinated primary authority, provided that they follow the advice given, they can be confident that they are complying with the law. The business should also be protected from enforcement action for the regulatory areas the advice covers.
- Primary Authority is a statutory scheme underpinned by Statutory Guidance which includes obligations for local authorities.