

Quality manufacturing
Outstanding aftercare service
Dedicated account support

Your Swift Holiday Homes Fleet Partner



SWIFT


Your Home Anywhere



Contents

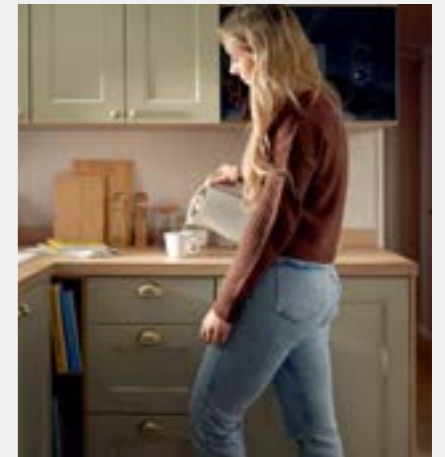


02/03
Why Swift



04/05
The Swift approach

06/07
We are with you every step of the way



08/09
Total peace of mind

10/11
The Swift Difference



14/15
Bespoke to our fleet products

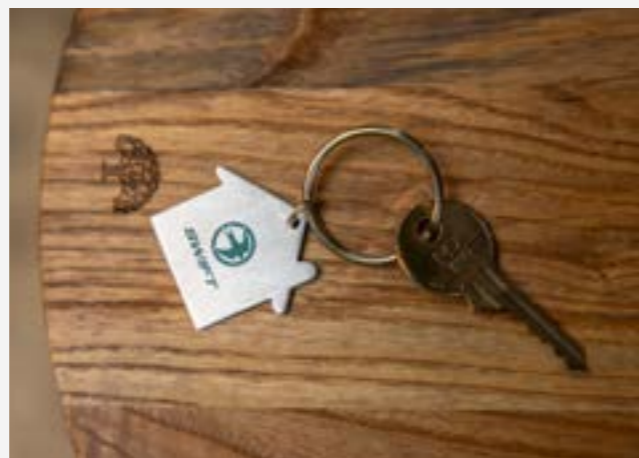
Why Swift?

Swift Group's commitment to quality manufacturing means that we stand out as the ideal supplier of holiday homes for fleet among parks and dealerships. Our reputation for delivering reliable products, paired with our outstanding aftercare services means that we serve as a trusted partner, providing a package which proves itself through the product and beyond.

We believe in the best specification, as standard.

At Swift Group, we are passionate about delivering specification which protects your investment throughout its entire life cycle. We design for practicality and robustness as a fleet unit, underpinned by The Swift Difference; a basis for quality which we guarantee in every product we build. This also means our products secure a superior return on investment upon resale.

Swift's flexible manufacturing capability makes it easier to accommodate shorter production runs and bespoke options. We have the ability to adapt our products to suit the requirements of your park or pitch offering various options.





The Swift approach

Celebrating 60 years of innovation and proven excellence in the leisure industry, our products reflect our commitment to pioneering design and enduring quality. While our products may have evolved in appearance over time, our dedication to staying at the forefront of design and ensuring unwavering quality remains unchanged.

In 2004, we proudly entered the holiday home market, since then the Swift Holiday Home and Lodge portfolio has grown and remains a popular choice with parks and customers alike.

Our dedicated team of designers, engineers, and developers remain at the forefront of innovation by leveraging research insights and trends to anticipate the evolving needs of today's and tomorrow's customers. With contemporary trends placing a higher emphasis on ecological and environmental considerations, Swift aligns with these values in our design and manufacturing processes. Across our product range, we strive to echo the natural world through carefully curated colour palettes and material selections.

We are committed to manufacturing excellence in our products and are the market leader in a number of our fields. Our commitment extends beyond product quality to encompass our conduct and operations. Here are some of the actions we have taken:

- 1. Environmental impact**

We have heavily invested in reducing our carbon footprint and have appointed a Sustainability Manager to lead this change

 - Only 23% of our waste goes to landfill, we aim to reduce this further year on year
 - All of our cardboard and polystyrene waste, throughout the business, is recycled and reused
 - All of our timber sawdust is recycled through a number of different uses. Our sawdust is sold to be made into MDF and our other wood waste is used for energy recovery
 - This year we have planted 2,390 native trees and shrubs onsite which equates to approximately 24 tonnes of CO₂e saved per year
- 2. Investing for the future**

Our production facility in Cottingham, East Yorkshire has been subject to large scale investment over the last decade, including:

 - A new holiday home production facility, designed to increase efficiency of the production process, minimise energy usage and maximise natural daylight
 - Additional CNC machinery that reduces waste
 - A full extraction system to capture and recycle sawdust for cleaner air. The tons of waste dust created are recycled into a number of different materials including pet bedding and paper
- 3. Employee wellbeing**

Swift would not be what it is today without our employees. The recruitment and retention of talented people is fundamental to everything we do

 - We strive for success by nurturing and developing this talent from initial induction and familiarisation with the business, through to process and health and safety training and ongoing engagement with the Swift Academy
 - Swift Active is a programme of initiatives encouraging participation in different events to boost health and wellbeing, to make work more social and enjoyable
 - We support employees financially, physically and also emotionally – we work in partnership with BUPA and have trained mental health first aiders available for all employees to seek help without judgement
- 4. Community and engagement**

We aim to be a part of the community, not separate to it, recognising our importance as a major employer within the region to the financial wellbeing of individuals, families and the wider community

 - We engage and work with local schools and colleges, providing site tours and work experience opportunities for their students and, where possible, learning materials to support them in understanding the industry
 - We actively work with local organisations promoting equality in work and are founding members of Women in Manufacturing and Engineering (Yorkshire & Humber Region)
 - We support local charities both financially and through the donation of motorhome hire either to directly support people pursuing charitable endeavours, or as a competition prize for fundraising. Over the years we have raised more than £100,000 for charity

We're with you every step of the way

The quality of our customer service speaks volumes, as evidenced by our outstanding reviews which truly reflect our unparalleled dedication to our customer care.

We understand the impact when problems arise and that's why, you can count on us. We aim to have an engineer to you within two weeks to resolve any issues you have, no matter where you are across the UK.



Trustpilot score as of April 2024

There are not enough stars to justify the work ethics of these two gentlemen Dave and Jake, they have done an outstanding job replacing work tops edging, sink and cooker, what a job, delighted to say the least, if everyone, showed the amount of respect for my home as these two gentlemen have, leaving everything spotless, so polite and respectful, credit to your company.

Linda Lawrence
Customer review



Dedicated account support for consistency and clarity

Not only will you have a dedicated Swift Account Manager to support you throughout the purchasing process with any specific requirements, we also provide a dedicated Aftersales Account Representative to support you throughout the warranty.



The Swift service commitment – delivering consistent professional support when you need it

Our online customer care platform gives you full visibility of the status of your requests at your fingertips 24/7, allowing you to:

- View the status of orders
- View delivery notifications, pre-delivery inspections and commissions for your product
- Log and view warranty claims relating to your products
- Easily order replacement parts online, track orders and keep updated with delivery status
- Request additional engineer support

Our promise is that you will get a response within one working day for any request you make.

Total peace of mind

Whether you are new to the rental market or have been a Swift partner for a while, we understand how overwhelming it can be when choosing holiday homes for your park. That's why the Swift fleet on-boarding process is designed to make launching your new proposition as smooth as can be. Your dedicated Account Manager will be there to assist you with any challenges that arise in the selection and specification process.

As well as this, we can offer you the option of a visit from one of our skilful engineers to carry out any routine snagging before the opening, ensuring all your Swift products are thoroughly checked, providing you with peace of mind that everything is set for a great start.



Warranties you can rely on

Quality sits at the heart of everything we do at Swift. Our outstanding customer care ensures we're there for you at every turn. We value your peace of mind, which is why our holiday homes, lodges, and S-Pods come with three levels of warranty, providing the Swift assurance in case of any issues.

Our key warranties consist of a 3-year Manufacturer Supersure Warranty, a 5-year Structural Warranty, and a 10-year Chassis Warranty.



3-Year Supersure Warranty – All our holiday homes, lodges or S-Pods have 3-year cover for all parts and fittings (other than the structural exterior). This includes items like: freestanding furniture, kitchens, showers, sanitary ware, sockets and switches, interior doors and integrated furniture, gutter and fall pipes



5-Year Structural Warranty – All our holiday homes, lodges or S-Pods have 5-year Structural Warranty and Swift will repair (or, at its option, replace) any defects with the structural integrity of the home that come to light and are notified to Swift during the warranty period. The Structural Warranty covers any defect with the seams of the home, including water ingress through any permanently sealed seam joints and also items like: external doors, uPVC windows, carpets, roof, walls and ceilings



10-Year Chassis Warranty – All our holiday homes, lodges or S-Pods have a fully galvanised chassis with a 10-year Chassis Warranty, subject to maintenance. Swift will repair (or, at its option, replace) any defects with the chassis that come to light during this period, but only for as long as the home belongs to its first owner, this is not transferable.

The Swift Difference

We know that welcoming guests all year round can take its toll on a holiday home, that's why our commitment to robust manufacturing ensures that your investment is safeguarded and designed for longevity. This principle is embedded in every aspect of our build process.



Roof trusses

For accuracy, strength and reliability, all Swift Lodges, Holiday Homes and S-Pods have prefabricated roof trusses. The resulting roof strength meets Grade B snow loading (capable of carrying half a metre of settled snow), while glass wool insulation provides excellent thermal efficiency.

Wall construction – Our bonded 'sandwich' exterior wall construction gives greater structural strength. The walls are made in modules and are clad with aluminium, CanExel or Corelux. Each module consists of a robust timber frame, battened out and filled with insulation and a plywood inner skin.

Double glazing – Heat-reflecting 'Thermaglas' double glazing, with a 16mm air space, is fitted as standard or as an option on our holiday home and S-Pods. Heat-reflecting 'Thermaglas' double glazing is Argon Filled and fitted as standard in our lodges.

Floor construction – the flooring in Swift Holiday Homes and S-Pods is constructed from timber joists. Class-leading 80mm glass wool insulation is placed between the joists and the floor is covered with a breathable membrane and a waterproof finish for durability. In Swift Lodges, the thermal efficiency is enhanced with Structural Insulated Panel (SIPs) flooring, consisting of a timber frame with floorboards either side, which is injected with polyurethane, giving a greater level of insulation for all year round living.

Construction and thermal efficiency – Swift's Holiday Home and S-Pod range is built to BS EN 1647, and meets the National Caravan Council (NCC) Structural Thermal Rating Scheme for Caravan Holiday Homes. Swift's Lodge range is built to BS 3632, and meets the NCC Energy Efficiency Rating Scheme for Residential Park Homes. This specification sets a higher standard for thermal efficiency through improvements in roof, wall and floor insulation.

Fully galvanised chassis

The fully galvanised chassis is the only specification we are willing to put our name to, and it comes with a 10-year anti-corrosion warranty for your peace of mind.

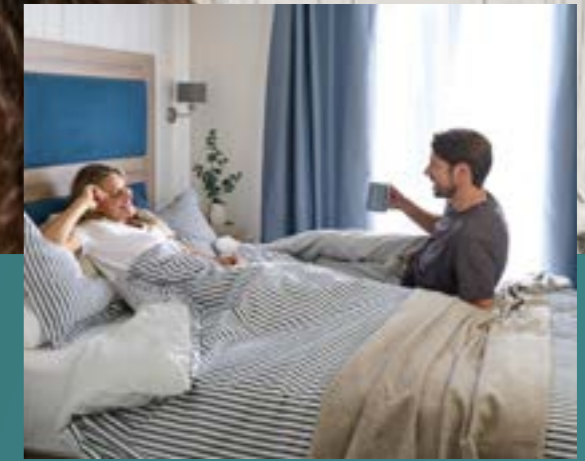
"We have worked with Swift for a number of years and have always found their team to be helpful, friendly and very accommodating. The product is by far the best seller on our site. We purchase Swift units, knowing that we will be getting not only an exceptional standard of holiday home but a fantastic service. Nothing is too much hassle, and even through covid when we all had a horrible time the Swift team were understanding and ever ready to help! Superb!"

Valerie Jones, Inverbeg Holiday Park

The Swift Difference

Moreover, beyond our focus on superior manufacturing, we deliberately make design choices for the interiors to prioritise "liveability." This ensures that our products not only endure the test of time but also provide comfort and usability for a truly enjoyable experience.

- Exclusive Duvalay™ mattresses – all beds feature indulgent Duvalay™ Crib 5 mattresses for the best nights' sleep
- Stain resistant carpets means your fleet will be ready to welcome guests time and time again without dreaded marks or stains
- Integrated fridge freezer – are included as standard across all ranges to maintain a sleek, uncluttered look (except 10ft-wide models, S-Pods and Royan) or you can opt for freestanding fridge freezer for easy replacements
- LED ceiling lights – benefitting the environment and your pocket, bright, low energy LED lighting is included throughout
- Externally vented extractors – keeps holiday homes fresh and dry with externally vented extractors, preventing damp and odours
- Integrated microwaves – optimising valuable work surface space, our Swift Holiday Homes, Lodges and S-Pods feature integrated microwaves (except Royan)
- Electrical and USB sockets – Not only letting your guests stay connected with electrical and USB sockets in selected areas but conveniently placed for ease when housekeeping



"I recently purchased a Holiday Home from Swift and I couldn't be happier with both the product and the service I received. Not only is the Holiday Home of exceptional quality, but the customer service team at Swift went above and beyond to ensure a seamless experience from start to finish."

Chris McCready, Highland Holidays



Bespoke to our fleet products

Acknowledging the importance of tailoring our products to suit the particular requirements associated with rentals, we can make thoughtful adjustments to ensure they will effectively withstand the demands of a fleet unit;

– To streamline and enhance housekeeping convenience, we can adjust cupboards to extend up to the ceiling, eliminating dust traps to reduce cleaning (available on holiday homes and some lodges)

– For easier maintenance, we offer the option to switch to darker fabric shades for better mark concealment, and replace venetian blinds with wipeable roller blinds

– In order to guarantee their resilience against substantial wear and tear, we offer the choice to modify our interiors and furniture through items like more robust chairs, sturdier handles, and the option of standalone appliances for easy replacement in case of damage

– We can help to reduce costs by offering the option of water-saving EcoCamel shower heads providing the perfect power shower experience whilst saving energy and water

– We also design layouts to ensure ample space for a family's belongings during extended stays, for example wherever feasible, we allocate room in the bedroom for a cot and extra space in the kitchen to accommodate additional utensils



Special requests

Standing out is something we know all about and we understand that sometimes those extra special touches make all the difference. If you have any particular requirements for fleet products, talk to us and we will work with you to explore the options available to you. Furthermore, subject to minimum orders, we offer the opportunity to own brand your product, ensuring it reflects your personal touch and complements the identity of your park.

The full package

Time is precious, and we understand that a comprehensive turn-key solution is often preferred by our customers. We work with third-party endorsed suppliers to provide the option for a full turn-key solution, providing a single point of contact for transportation, siting, and snagging services making setting up your new site as stress-free as possible.

Costs are dependent on the location and other variables but we can provide a full quotation for this service upon request.

Export

With our unmatched reputation for quality, design, and innovation, it's no surprise that we are a preferred choice among our European customers. Our range of holiday homes and lodges is readily accessible for export across Europe, with dedicated support from our European Account Manager. We customise our export fleet to meet European standards, making adjustments such as electrical socket modifications and offering vinyl flooring throughout. Our Export Fleet benefits from extensive support from a network of distribution partners across the continent, ensuring exceptional assistance and aftersales service for our European clientele.

"So, Why Swift? The answer to that is easy; Great product quality, fair pricing and really good After Sales service (which for us is a definite deal closer) nothing is too much trouble and any problems are sorted quickly with minimal fuss. A great product from a great company."

Jill Gibson, Freshwater Beach Holiday Park,





SWIFT

For more information on becoming
a Swift fleet partner get in touch at
fleet@swiftleisure.co.uk

swiftholidayhomes.co.uk