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Issue 5 2010



Welcome to

# GROUP MATTERS

## The Place to be in 2010!

Whilst many companies are tightening their belts Haven Holidays are investing a massive **£40 million** in new facilities and new developments on their UK Holiday Parks.

It's all about the Wow factor. We want to provide the best possible experience for people staying on our Parks. The £40 million investment will ensure that groups can enjoy even better facilities and some spectacular new innovations on our Parks.

Top favourites will be a number of Space Bowls to make the swimming pool complexes even more fun. The Space Bowl at Haven's Thorpe Park, near Cleethorpes has proved a huge success this summer and in 2010 similar flumes are planned for Marton Mere, near Blackpool and Combe Haven, near Hastings.

Rockley Park, in Dorset will benefit from a spectacular indoor tower flume and a unique 'SplashZone Grotto'. Several other Parks will have pool makeovers that will mean more fun, even more indoor swimming, attractive terraces for sun bathing and improved changing villages.

But it's not just about swimming. Haven Holidays are investing in Adventure Golf courses, tennis and sports areas and children's play areas.

And there will be new options for when you want to eat out! The popular Papa John's pizzas will be coming to even more Parks - including Burnham-on-Sea, Cala Gran, Devon Cliffs and Hafan y Môr. Mash and Barrel cafe lounges, which have been exceptionally popular with guests on a number of Parks, will be rolled out to Reighton Sands and Church Farm for 2010.

**£12million** will be spent on new accommodation. Haven offer a wide choice of holiday homes to suit all styles and budgets from the luxurious 'Exclusive' and 'Platinum' range to the comfortably appointed but more



Adventure Golf, Space Bowl and Flume at Marton Mere\*



Rockley Park upgraded Café Bar and pool area\*



Adventure Golf, outdoor pool & terrace at Littlesea\*

\*Artist's Impressions

economic 'Standard' and 'Superior' caravans. And several venues will be treated to a makeover including the ShowBars at Lakeland, The Orchards and Quay West. Exterior terraces and decking areas will be a feature on a number of Parks so guests can relax over a drink and a meal whilst enjoying the views. It's all about exceeding guest expectations. Our Parks are in stunning locations but that's not enough. We need to provide a complete experience that includes first class facilities, comfortable and welcoming accommodation, a wide range of activities and excellent entertainment as well.



20% more space, high specification interior

### Did you know?

For the Second time running Haven Holidays were voted Best UK Domestic Tour Operator in the British Travel Awards!

# Scooter enthusiasts ride out at Haven

Time was when an invasion of scooter fans to a seaside resort would make headline news.

Today, scooter rallies are just as popular with a full programme of events. But clashes between mods and rockers have been replaced by a revival of some of the great music, brands and images of the era.

2009's rally season revved up with a weekend at Haven Holidays' award-winning Marton Mere Holiday Park on the outskirts of Blackpool.

Around 1,000 enthusiasts from all over the UK took part in the VFM event, taking over the entire holiday Park as a sole use booking and making full use of the ShowBar for daytime and evening entertainment.

Enthusiasts enjoyed Northern Soul, hits from Quadrophonia and other classic sounds from the 60s to 80s.

Marton Mere's large car parks and open spaces provided plenty of room for fans to show off their immaculately maintained Lambrettas and Vespas - and to browse memorabilia and trade stalls.

The Park offers a wide range of entertainment and leisure activities with plenty for the whole group including an indoor pool with waterslide, children's SplashZone, archery, fencing and football. And, in contrast to the lively resort of Blackpool, Marton Mere has a beautiful lake and nature reserve - within sight of Blackpool's famous tower.

If you fancy eating out there's something for every taste from a stylish Café Bar and Grill to Papa John's Pizzas and traditional fish and chips.

Steve Foster who organised the scooter rally said: "We've been to Haven before and the parks are absolutely ideal for us. The Haven staff couldn't be more helpful making sure we had everything we needed to make the rally go as well as possible."

Marton Mere will have even more facilities to offer groups in 2010, with a new multi-sports court, Adventure Golf and a fabulous Space Bowl flume in the swimming pool.



# Haven for tinies



Tots love Haven. And this year there are even more special breaks that are perfect if you have a group with pre-school age children.



Fun & Fitness breaks involve lots of fun exercise and activities for the under-5's - including FUNdamentals, the gymnast programme for tots; Wake and Shake Sessions, Learn2Swim lessons in the pool with trained instructors and Water Confidence sessions for extra little ones.

Look out for the special Fun & Fitness breaks with

demonstrations by champion gymnasts Keziah Gore and Francesca Jones - the perfect break for gymnastic clubs.

Four night breaks take place at all Parks on Mon 19 April\*; Mon 28 June; Mon 27 Sept and Mon 11 Oct. The gymnasts will be appearing at Caister (19 April) Presthaven Sands (28 June) and Devon Cliffs (27 Sept).

**Annabel's Creative Cooking Breaks** feature celebrity chef Annabel Karmel, the UK's leading children's food expert. There's so much foodie fun for kids! They'll love potato printing and making pasta necklaces as well as allsorts of games that will encourage them to think about food and nutrition.

Annabel will be there in person to introduce them to cooking with demonstrations and time for the kids to do their own cake and cookie decorating.

Check out the special breaks at Hafan y Môr (Mon 26 April); Littlesea (Mon 3 May); Combe Haven (Mon 21 June); Primrose Valley (Mon 13 Sept)



Prices from only **£79** per caravan holiday home. Call for details.

And remember - you only need as few as five units of accommodation to count as a 'group' - so take advantage of term time bargains on a Mother and Toddler break!



**Did you know?** Haven Holidays help teach around 40,000 children to swim each year

# Haven has Elvis fans all shook up



Visitors to Haven Holidays' Golden Sands Holiday Park were all shook up after a week celebrating the music, films and style of the King of Rock 'n' Roll.

The occasion was the 13th Elvis Party Event arranged by Ipswich based Arena Travel.

More than 600 fans from the UK and overseas travelled to the annual festival which featured live bands every afternoon and evening at Golden Sands' Galleon ShowBar along with special screenings of never-before-seen footage of Elvis unearthed by fans worldwide.

Entertainment included The Bootleg Sixties Sight and Sound Show, a Roy Orbison tribute band, Good Rocking Tonight and a British-based Elvis Gospel choir, who will also be performing at Canterbury Cathedral.

However onlookers expecting a sea of sequins, quiffs and high-collared jumpsuits would

be in for disappointment as members of the UK Official Elvis Presley Fan Club frown on impersonators who detract from their hero's iconic status.

Cheryl Duke, of Arena Travel said: "The event went very well. The allocation of accommodation in luxury, static caravans by Golden Sands was very good and the holiday park was ideal as there are so many activities on offer for the whole group."

The award-winning holiday Park is next to a huge Blue Flag sandy

beach. Leisure activities include indoor and outdoor pools with flumes, Go Karts, mini ten pin bowling, coarse fishing, fencing and archery.

With two ShowBars Golden Sands is ideal for groups who (subject to arrangement) can book exclusive use of one of the venues. A wide range of tempting food options includes a stylish Quayside Café Bar and Grill and Papa John's pizzas.

You just can't help falling in love with all that Haven has to offer!



# Going the extra mile

Like all of Haven's Holiday Sales Managers, Elaine Organ's top priority is ensuring guests have a great holiday. And that applies especially to groups!

Before taking her current role, Elaine worked as 'Customer Care Manager' for two years so she understands all about caring for guests.

She said: 'Burnham on Sea is always popular with groups. It's close to the beach and the resort with excellent transport links so it's easy to get here. And it's flat, which is a bonus if access is a consideration. We have an amazing range of facilities including our new upstairs ShowBar with state-of-the-art stage and lighting.

'Before each new group arrives we liaise closely with the Haven Groups team at head

office to make sure we meet everyone's needs. Here on park I make a point of trying to keep group bookings together in one area. And I make a point of welcoming each group leader on arrival.' Elaine added, 'We're always delighted to show event organisers around the park if they're looking for suitable locations.'

Among regular groups who come to Burnham are sports teams with fixtures against local sides, and a 200-strong dance troupe who hold an annual Spring festival at the Park.

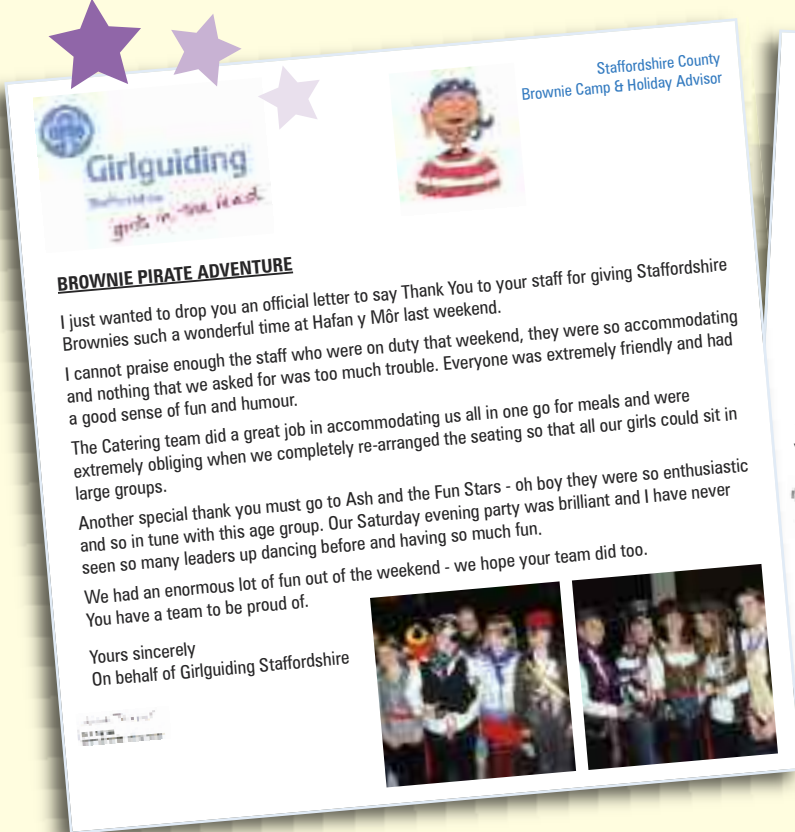
Elaine said: 'It's great getting to know our regular customers and we'll always go out of our way to try and meet any special requirements from first aid and security to lighting or entertainment requests.'



**Did you know?**

Last year Haven Holidays reduced their carbon emissions by 6.2% - that's 4000 tonnes of carbon or the equivalent of planting 2million trees!

# Customer Star Letters - Winners of £50 M&S Vouchers!



**You could win too - so keep sending us your letters! If your letter is published in the next issue of Group Matters you will receive £50 M&S vouchers!**

Group Travel Organiser Magazine staff spent an enjoyable team building event at Combe Haven at the beginning of November.

*"We were well looked after and the accommodation was very comfortable. The archery was great fun but not as easy as it looks. After dinner we finished up on the pool tables - a fun and competitive end to the evening. Thanks to the team at Combe Haven for their kind hospitality."*

Adrian Gates, Group Travel Organiser Landor Travel Publications Ltd



**Save 25%\*\* off**  
**Easter or Whitsun**  
**school holiday breaks**

Prices from £199†  
 per holiday home

DATE	EVENT		NEAREST PARK
2 - 5 April	<b>Easter Bunny Egg Hunt</b>	Follow the Easter Trail complete the clues to win a chocolate egg.	Weymouth, Littlesea, Rockley Park
4 - 5 April	<b>Medieval Battle - Headingham Castle</b>	Wander through living history and witness the hand to hand combat.	The Orchards
9 - 11 April	<b>Exeter Festival of South West Food and drink</b>	Foodie fans love the Exeter Festival	Devon Cliffs
5 - 10 April	<b>Come Dancing</b>	A fantastic show written by and stars the former front man of The Kinks, Ray Davies. This show takes you back to the 1950's when rock and roll was emerging on to the scene. A great day out at the races.	Marton Mere, Cala Gran, Lakeland
16 - 17 April	<b>Scottish Grand National</b>	Enjoy a parade of decorated flower floats, marching bands and music	Craig Tara
1 May	<b>Spalding Flower Parade</b>	Take a step back in time to the Victorian era	Thorpe Park, Golden Sands
1 - 3 May	<b>Llandudno Victorian Extravaganza</b>	Charity Trek to the summit of Snowdon	Hafan y Môr
22 - 23 May	<b>Snowdon 500 Walking Challenge</b>	Don't miss out on the baby swans hatching	Hafan y Môr
From Mid May	<b>Abbotsbury Swannery</b>	A great selection of popular cars in the spotlight, every Friday evening.	Weymouth, Littlesea, Rockley Park
May to August	<b>Rockley Park Quay for my Car</b>		Rockley Park

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**0871 230 1911**

**FOR 24/7 ENQUIRIES AND INFO VISIT OUR DEDICATED GROUPS WEBSITE**

QUOTE  
GRP - MATTERS

**www.havengroups.co.uk**

Calls to the number above will cost no more than 10p per minute from a BT landline - call from other networks may vary.

**Terms & Conditions:** Book 5 or more caravan holiday homes to qualify as a group. All prices are based on 6 sharing Superior 2 bedroom self catering accommodation. Discounts shown are based on the highest savings and price/discounts varies by date, grade and Park- check at the time of booking. \*£79 per accommodation is based on 4 night mid-week breaks on 19 April at Combe Haven. The offer includes 20% Groups discount and applies to a group booking of 20 or more caravan holiday homes. \*\*Save 25% off Easter or Whitsun School holiday breaks: prices are from £199 per caravan holiday accommodation for 3 night weekend breaks on 9th April at the Orchards. 5% discount will apply if payment is made in full. Lesser discount applies when choosing deposit payment options. Offers are subject to availability and cannot be combined with any other offers and are applicable to new bookings only and subject to the terms and conditions as stated in the current Haven Brochure and website. We reserve the right to withdraw these offers on certain dates or accommodation types at any time. Prices are correct at the time of going to press. Haven Holidays is a trading name of Bourne Leisure Limited 1 Park Lane Hemel Hempstead HP2 4YL Registered in England No 04011660.