# Cardiff couple's holiday caravan dream turns into a nightmare



A couple from Cardiff, Daniel and Abigail Crimmins, have expressed their disappointment following what they described as a troubling experience after purchasing a holiday caravan from Haven Holidays in Burnham-on-Sea, Somerset. The couple invested £18,500 with the expectation of owning a caravan in "show home" condition, based on their enjoyable visits to the holiday park with their two children. However, they quickly found that this dream turned into a distressing ordeal.

Upon their arrival at the caravan, Daniel observed several issues including a rip in the sofa, stains from bleach, a malfunctioning electric heater, and an exterior that was excessively dirty with bird faeces. Despite being assured by Haven that these problems would be resolved within a week before handover, Daniel and Abigail were met with a poor state upon their return. "When we arrived we could not believe it, there were cobwebs inside, it was still dusty and hadn’t been cleaned at all," Daniel remarked.

Their first weekend in the caravan, rather than being joyous, was consumed with cleaning the property. Compounding their frustrations, it took Haven approximately seven months to address the cleaning of the roof, during which the family were provided with a free external storage unit as a goodwill gesture.

It was not long before Daniel noticed additional issues, including extensive water damage in the living room, kitchen, and bedroom. Despite reporting these issues, an inspection determined that there was nothing wrong, mistakenly inspecting the wrong caravan. "At this point we were at breaking point thinking my caravan had leaks on the roof, water damage visible on the panels inside and over time damp and mould would ruin the caravan," Daniel explained.

Eventually, Haven agreed in November 2024 to carry out repairs, which were delayed several times. In March, as the park prepared to reopen, Abigail and their two young children arrived to find the caravan in disarray with missing roof panels and insulation hanging down.

Reflecting on their experience, Daniel stated, "For three years all we've had is stress. We've had one weekend there, it's been the worst thing I've ever done." The couple incurs annual costs of around £9,000 to maintain their caravan at the holiday park, and they have often had to turn away guests due to ongoing repair issues.

A spokesperson for Haven responded to the Crimmins' concerns, stating, "We apologise for the delay in completing the initial repairs in 2023, and the disruption caused by the roof leak. In line with our commitment to Mr and Mrs Crimmins, all agreed-upon improvements initially raised were addressed within a week of their moving into their holiday home. Our top priority is ensuring a brilliant holiday experience, and we appreciate their understanding as we work to resolve the roof leak as quickly as possible."

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://forums.moneysavingexpert.com/discussion/3778049/haven-holiday-park-tips-burnham-on-sea-please> - Discusses experiences and tips for visiting Haven holiday parks, including Burnham-on-Sea, where visitors share their experiences with the holiday park's facilities.
* <https://www.mumsnet.com/talk/holidays/4862582-what-is-your-opinion-of-haven-holidays-on-caravan-park-please> - Provides opinions and feedback from users about Haven holiday parks, highlighting the variety of experiences people have had with their caravan holidays.
* <https://forums.practicalcaravan.com/threads/haven-holiday-parks.34821/> - Features discussions about Haven holiday parks, including experiences and advice for those considering staying at these parks.
* <https://www.havenseatreats.co.uk/our-parks/somerset/burnham-on-sea/> - Official page providing information about Haven's Burnham-on-Sea site, its amenities, and activities available.
* <https://www.bbc.co.uk/news/uk-england-somerset> - While not directly related to the specific incident, this page provides general news from the Somerset area, which might include updates on local tourism or holiday park issues.