# Cardiff couple shares disappointment after investing in Haven Holidays caravan



Daniel and Abigail Crimmins, a couple from Cardiff, Wales, have shared their disappointing experience after investing approximately £18,500 in a caravan from Haven Holidays, purchased in 2023. Their intent was to secure a dream family holiday home, following what they described as a delightful visit to a Haven caravan park. However, their expectations quickly turned into disillusionment.

Upon deciding to purchase the caravan after a holiday at Haven Burnham-on-Sea Holiday Village, the Crimmins were excited about creating lasting family memories. Daniel picked out a specific caravan, acknowledging some visible issues including a torn sofa, bleach stains, a faulty electric heater, necessary new bedding, and bird droppings on the exterior. Before finalising the purchase, Haven assured him that these issues would be remedied within a week, ensuring the caravan would be ready for use when they arrived.

However, their experience upon returning was far from what they had envisioned. Daniel reported that the caravan remained in the same neglected condition, stating, "When we arrived we could not believe it; there were cobwebs inside, it was still dusty and hadn’t been cleaned at all. The outside was dirty and none of the work was done." He added that he was also devastated to discover water damage in multiple areas, including the living room, kitchen, and bedroom, with noticeable bubbles forming in the ceiling panels.

The distressing situation continued as they attempted to prepare the caravan for guests set to arrive before the park reopened on March 1. Despite hiring a cleaner to help, the Crimmins were informed that entire roof panels were missing and insulation was hanging from the roof and scattered across the floor. Abigail, accompanied by their young children, later found the caravan resembling a "building site," with nails protruding from unfinished walls and debris strewn about.

Daniel has expressed his frustration over the ongoing issues, lamenting, "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." He and his family have reportedly paid about £9,000 annually for their caravan space, with the intention of generating income by accommodating guests, a plan that has been thwarted by the unresolved state of the property.

In response to the Crimmins' concerns, a Haven spokesperson extended apologies for the delays in completing the initial repairs and acknowledged the impact of the roof leak on their experience. The spokesperson maintained that all promised improvements were completed within a week of the couple's move-in, and that the company prioritises delivering a positive holiday experience for their guests.

Despite assurances, Daniel claims that the journey to rectify their caravan's condition has been riddled with setbacks, marking a significant departure from the idyllic family retreat they had originally sought. The ongoing situation has prompted the Crimmins to reflect seriously on their decision, with significant disappointment overshadowing what was meant to be a joyful investment.

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

## References

* <https://plutoniumsox.com/holidays/why-haven-holidays-are-not-for-us/> - This article highlights issues with cleanliness and maintenance at a Haven holiday park, which aligns with the Crimmins' experience of neglect and poor condition of their caravan.
* <https://www.tripadvisor.co.uk/ShowUserReviews-g528866-d1162300-r893350649-Haven_Perran_Sands_Holiday_Park-Perranporth_Cornwall_England.html> - This review mentions health and safety issues with a caravan at a Haven park, similar to the structural problems faced by the Crimmins.
* <https://www.holidayparkguru.co.uk/blog/whats-the-difference-between-haven-caravan-grades> - This article provides information on the different grades of Haven caravans, which could help understand the expectations and potential discrepancies in the Crimmins' purchase.
* <https://www.noahwire.com> - This is the source of the original article about the Crimmins' experience with Haven Holidays.
* <https://www.haven.com> - The official Haven Holidays website could provide information on their policies and services, which might contrast with the Crimmins' negative experience.
* <https://www.which.co.uk/reviews/caravans/article/caravan-sites-and-parks/haven-holidays-review> - This review could offer insights into common issues or experiences at Haven holiday parks, potentially corroborating the Crimmins' story.