

1.1.2 PURPOSE OF THE MANUAL

OPDS has prepared this Manual to assist Park Owners with the day-to-day operations of lodge parks in the UK. It provides all the necessary instructions and reference information that you will need to successfully run a lodge park. It includes details as to the type of customer service you should provide, daily lodge and park operations, financial management, marketing, sales and business management.

The Park Operations Manual has been compiled for your benefit and will be updated over time. Additions or amendments will reflect any changes in the policy or procedures which form part of the continuous development of our business. It is our intention that you will be notified as soon as possible of any changes made to this Manual and you will be sent a copy of the relevant pages, including a revised update log. The update log is maintained on pages 6-10 of this chapter.

It is strongly recommended you incorporate new pages into this Manual as soon as they arrive and that you retain and archive any obsolete sheets, as it is your responsibility to be aware of any changes that have been made.

Written in an easy-to-read format, this Manual will act as an ongoing reference for managing and operating a lodge park. If at any time you are in doubt or have any questions regarding the Manual or its use, please contact the OPDS Special Projects Director. We strongly encourage and appreciate feedback and, therefore, we will always be grateful for your suggestions on how the Manual can be improved. Please email any feedback to info@omar.co.uk.