

PRESS RELEASE

FOR IMMEDIATE RELEASE

**BRANDS: HYMER
ERIBA**

Hymer motorhomes and Eriba caravans rank highest for customer satisfaction.

Renowned German brands, Hymer and Eriba, are voted best in UK for Customer Satisfaction by owners of pre-owned leisure vehicles and scoop Gold Awards for new vehicles.

The results are announced in the 2018 Owner Satisfaction Awards, hosted by The Camping and Caravanning Club, in partnership with *Practical Caravan* and *Practical Motorhome* magazines and Hymer and Eriba emerge clear winners!

This is the second year that a combined Owner Satisfaction Awards has been run for tents, caravans and motorhomes, this year featuring a category for trailer tents and folding campers for the very first time.

The awards, presented at a star-studded industry dinner at The Midland Hotel in Manchester on Thursday 18 January 2018, were based entirely on the input of thousands of Club members and *Practical Caravan* and *Practical Motorhome* readers via a year-long Owner Satisfaction Survey.

The winners were announced across 17 categories at this year's ceremony, hosted by TV presenter and Club President Julia Bradbury. League tables for

each unit type were drawn up in each category, with brands earning the highest satisfaction ratings according to respondents to the surveys crowned as winners.

The surveys were open to anyone who has bought and used a camping unit since January 2014, and the results are published by The Camping and Caravanning Club, Practical Caravan and Practical Motorhome magazines.

Robert Loudon MBE, The Camping and Caravanning Club's Director General, said: "The findings of the Owner Satisfaction Surveys will help manufacturers to improve their products and customers to shop smarter.

"Trends change over time, but campers always want to share feedback on their units. The awards are based on the most valuable data out there – feedback from real customers who have used their units in all kinds of weather."

Alastair Clements, Group Head of Content for Practical Caravan and Practical Motorhome, said: "We're proud to base these awards entirely on feedback from the ultimate real-world reviewers – the owners who live with these products every day. The Owner Satisfaction Survey gives our readers and Club members an opportunity to get their voices heard, to reward the very best that the industry has to offer, and to highlight the areas that still need to be improved."

Motorhome Owner Satisfaction Awards 2018

- Best Manufacturer Pre-Owned Motorhomes: Hymer (joint winner: Chausson)
- Gold Award New Motorhomes: Hymer (Score: 80%)

Caravan Owner Satisfaction Awards 2018

- Best Manufacturer Pre-Owned Caravans: Eriba
- Gold Award New Caravans: Eriba (Score: 88.8%)

The Erwin Hymer Group is delighted with these wins and recognition of both Hymer and Eriba's steadfast commitment to continued Customer satisfaction.

Rachel Moncrieff, Marketing & Communications Manager at Erwin Hymer Group UK collected the awards on behalf of Hymer and Eriba. She confirmed: "Both Hymer and Eriba are trusted brands in the UK and enjoy a very loyal fanbase.

"Continued success depends very much on maintaining the highest levels of Customer satisfaction, as well as delivering the best product design at the right price and strengthening the Retailer Network.

"We are confident that Hymer and Eriba will continue this winning formula and that their following of loyal Customers will only grow stronger. The awards are testament to this and we're delighted to have won!"

Hymer and Eriba ranges are available throughout the UK. To find your nearest Retailer and get the best deal on your favourite model visit:

<https://www.hymer.com/en/service-and-accessories/dealer-search.html>

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