

Initial Disclosure Document

Auto-Sleepers Group Ltd
Orchard Works, Willersey, Nr Broadway, WR12 7QF



The UK's largest dealer network

Who we are.

We are part of Auto Sleepers Group Ltd (ASG) and trade under the names of Marquis Motorhomes, Marquis Caravans and Marquis Leisure.

The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

Whose products do we offer - Insurance and Cover?

Auto-Sleepers Group Ltd is appointed to act as the introducer of the insurer(s) and not as your agent.

We will only introduce you to the insurers or cover providers with your prior authority. We do not offer independent financial advice.

Whose products do we offer - Lending?

We act as a credit broker, not a lender, for introduction to a limited number of finance providers only for: Hire Purchase and Personal Contract Purchase (PCP).

Our panel of lenders, who may be able to finance your purchase includes Black Horse Finance, Stellantis Financial Services & BNP Paribas

We will only introduce you to a lender with your prior authority. We do not offer independent financial advice. We do not source the whole market and can only provide you with limited options when introducing you to the lenders we work with (details can be provided upon request). No advice or recommendations will be given, and you must decide whether the finance product you choose is the best option for you. We do not act on your behalf, in legal terms, this means we provide neither disinterested advice nor undivided loyalty and we are not your agent nor your fiduciary.

You are under no obligation to make use of any financial product arranged by Auto-Sleepers Group Ltd. Other providers may offer similar products that may or may not meet your needs.

Which services will we provide you with?

We will review suitable finance products for you after we have assessed your needs for;

Hire Purchase or Personal Contract Purchase (PCP).

You will not receive advice or recommendations from us for motorhome or caravan insurance, but we can refer you to industry specialist insurance provided through Caravan Guard, Safe Guard & The Caravan & Motorhome Club.

You are not obliged to agree with our recommendations or to make use of any purchase of a financial product.

You may obtain free, independent financial and insurance advice from the Money Advice Service at

www.moneyadviceservice.org.uk.

What will you have to pay us for this Service?

You will make no payment to us for introduction to finance providers or insurance companies but we will receive a payment(s) or other benefit from the finance provider or insurance company if you decide to enter into an agreement with them. You may ask us for details of such payments.

Who regulates us?

The FCA is an independent watchdog introduced to regulate Financial Institutions and its services. It requires us to give you this document. You should use this document to decide if the information provided means that our services and products are suitable for you. We are authorised and regulated by the FCA and our registration number is 308204. For further details visit the FCA website at www.fca.org.uk/register or telephone 0800 111 6768

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What to do if you have a complaint.

If you wish to contact us or register a complaint that relates to your credit or hire agreement, please contact us:

In writing

The Operations Director, Marquis Leisure, Chain Caul Road, Preston, Lancashire, PR2 2PD

By email: finance@marquismotorhomes.co.uk

If for any reason you are not entirely satisfied regarding your finance transaction, please let us know straight away. Our dedicated team will investigate your concerns. Please be aware that due to the complexity of these complaints they can take longer to investigate and resolve than other complaints.

We will endeavour to resolve your regulated credit related complaint as quickly as possible, if however you are not satisfied with our Final Response, or it has been more than eight weeks since we received your complaint, you may be able to refer your complaint to the Financial Ombudsman Service. Details about how to contact the Financial Ombudsman Service can be found here www.financial-ombudsman.org.uk or by telephoning 0845 080 1800.

Where your complaint relates to motor finance discretionary commission arrangements (DCA), the eight week response time has been paused to December 2025.

You can find out more information on the pause here: <https://www.fca.org.uk/carfinance>

Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit for compulsory classes of insurance. Insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about the compensation scheme arrangements is available from the FSCS.

Data Protection Legislation

Auto-Sleepers Group Ltd is also governed by UK Data Protection Legislation, including UK GDPR and the Data Protection Act 2018. This ensures any information you give us is **secure and confidential and processed lawfully**. Further information about how we process your personal data can be found in our privacy policy <https://www.marquisleisure.co.uk/privacy>

Your information may be passed to other groups or affiliated members including Black Horse Finance, your warranty or breakdown service provider. Without this information Auto-Sleepers Group Ltd is unable to process your order or enquiry.

Your information may also be passed, with your permission, to our insurance and cover partners (including The Caravan Club Ltd (trading as 'the Caravan and Motorhome Club') Safeguard Insurance (trading name of Atlanta Insurance Intermediaries Limited) and Caravan Guard Ltd, in order for them to facilitate quotations on your motorhome/caravan. We will only supply the minimum information necessary.

For more information about how your information will be shared with the Caravan and Motorhome Club, Safeguard Insurance & Caravan Guard Insurance please refer to the enclosed Consent Form.

Under Data Protection Legislation you may have this information restricted or removed by telling Auto-Sleepers Group Ltd at a later date. If you provide information and later wish to have this data restricted or removed from Auto-Sleepers Group Ltd records, please contact your local Marquis Centre or email dps@marquisleisure.co.uk.

Our nationwide centres are located:

Marquis Hampshire Winchester Road Lower Upham Hampshire, SO32 1HA	Marquis Lancashire Riversway Leisure Village Chain Caul Road Preston, Lancashire, PR2 2PD	Marquis Gloucestershire Mill Avon Holiday Park Gloucester Road, Tewkesbury, Gloucs, GL20 5SW	Marquis Durham Durham Road, Birtley, Chester Le Street County Durham DH3 2QZ
Marquis Dorset 41-45 Old Wareham Rd Poole Dorset BH12 4QN	Marquis Berkshire Oxford Road, Chieveley Newbury, Berkshire RG20 8RU	Marquis Exeter Sandygate Clyst Road Exeter, Devon, EX2 7JL	Marquis South Yorkshire Rotherham Road Dinnington Sheffield South Yorkshire S25 3RF
Marquis Devon Lee Mill Ivybridge Plymouth Devon PL21 9EG	Marquis Suffolk Farthing Road, Sproughton Ipswich Suffolk IP1 5AP	Marquis Northampton The Causeway Great Billing Northampton NN3 9EX	Marquis Surrey /Sussex Station Approach Gomshall Surrey GU5 9NX