



DEFINITION OF A VICTORIAN CARAVAN/RV DEALER

A Dealer - A business involved in buying, selling or exchanging recreational vehicles as a retailer or on a wholesale basis. A recreation product with living space or sleeping facilities and includes a caravan, fifth wheeler, pop-top caravan, camper trailer or tent trailer, Motorhome or campervans and Slide-ons.

Definition of a Dealer Purpose - The Caravan Trades & Industries Association of Victoria and its council has developed the below criteria from feedback from dealers. This criterion are the minimum requirements to be dealer for purposes with the association such as membership and caravan shows.

Criteria to be a Victorian Caravan/RV dealer

- 1 Has an appropriate business/company structure that has its own ABN – as stipulated in the constitution
- 2 A purposed facility in Victoria with perimeter fencing dedicated to selling caravans
- 3 Facility must be separate to other industry sector businesses e.g. appropriate designated areas.
- 4 The dealer's manufacturers must be a member of the Caravan Industry Association Victoria – For new products only not used.
- 5 **** NEW **** The caravan dealer must carry stock the appropriate caravan brand and must meet:
 - New stock must be stocked at the dealership (not registered)
 - Stock must be at the dealership prior to the show
 - A minimum of 4 products at the dealership
 - The council of the association will have discretion in relation to ascertain circumstances.
- 6 **** NEW **** At Victorian caravan show's there must be:
 - At the show dealership must have staff on site
 - All sales contracts must be in the dealership name
- 7 Office either a portable or permanent building at the purposed facility with a landline, telephone, internet access and is set up for conducting business.
- 8 Has phone number dedicated to dealership
- 9 Facilities for customers including waiting room area, toilets and hand over area
- 10 Accepts caravan trade ins
- 11 Service Centre - an appropriate service & warranty claims area
- 12 Undertakes handovers for both new and used and meeting industry minimum standards
- 13 The business to be permanently staffed within appropriate business hours
- 14 Operating an ethical business (meets association code of ethics)
- 15 Must not advertise or display the wording or similar to factory direct.
- 16 Has appropriate facilities and carries a minimum parts and accessories to ensure the customer leaves the handover safely. For example – hitch kits, towing mirrors, trailer plugs, tow balls, D shackles etc.
- 17 Appropriate weighing devices for measuring the caravan weights including tow ball
- 18 Has a website for customers to view your business and your products etc online
- 19 Business has an appropriate tow vehicle
- 20 Has appropriate registration processes including having trade plates where applicable
- 21 Complete in Industry run dealer programs e.g. dealer accreditation, sales accreditation.
- 22 Provides appropriate advice and operates in accordance with all national and state laws e.g. consumer laws, plumbing, work safe laws
- 23 Participate in industry training – meet training requirements (similar to Service Safe)
- 24 Must hold appropriate insurances including public liability, indemnity and insurance for the factory and workers.
- 25 Dealer agreement must be in place with manufacturer/s
- 26 Supplies sales figures - this identifies total sales, identify trends (this will be confidential)

Implementation

New Members – Must meet criteria upon application

Existing Members – 12 months from the release date (May 2018). Council can use discretion, applicator must put in writing.

Constitution

6. ELIGIBILITY FOR FULL AND PROBATIONARY MEMBERSHIP

6.1 Applicants for Full Membership and Probationary Membership must:

(a) be nominated for membership in accordance with Rule 9.2;

(b) have been, for at least the 12 months before an application for membership:

(i) principally engaged in the manufacture, sale or hire of recreational vehicles, movable dwellings, camping equipment or associated industry goods or services, provided that the applicant is not a Factory Direct Dealer or Wholesaler.

6.2 Factory Direct Dealers and Wholesalers are not eligible for membership of the Association unless the Council, in its absolute discretion, determines otherwise. For the avoidance of doubt, any Factory Direct Dealer or Wholesaler that is a Member as at 9 April 2015 will be entitled to continue as a Member in accordance with these Rules.

6.3 For the avoidance of doubt, a Member will no longer be eligible for membership of the Association if the Council considers in its sole discretion that any change to the nature of the activities conducted by the Member result in that Member becoming a Wholesaler or a Factory Direct Dealer.

Definitions

"Factory Direct Dealer" means any manufacturer of recreational vehicles, movable dwellings, camping equipment or associated industry goods or services that elects to sell the goods or services direct to the public, rather than through an industry retailer;