



## **STEP BY STEP GUIDE TO BOOKING YOUR HOLIDAY**

- **MAKE A RESERVATION.** Please telephone Steve and confirm the caravan(s) availability then complete and return the form(s) with the deposit within 7 days, as telephone bookings can only be held for this period. If you are booking more than one caravan a separate form will be required for each caravan and can be found on the web page of each individual caravan.
- **PAYING THE DEPOSIT.** With your booking form. The deposit is £65 per week booked. When we receive the deposit we will send you a receipt and the date that the balance is due by - which will be 8 weeks before your arrival.
- **PAYING THE BALANCE.** Minimum of 8 weeks before your arrival date. On receipt of the balance and bond we will send you a registered booking form which you will need to take with you. We also include some instructions for your arrival to make it as easy as possible for you to book in.
- **ON ARRIVAL.** On producing the registered booking form at the Guest Services you will be handed your keys, passes and welcome pack. You can arrive at the resort anytime after 9am on your arrival date and collect your passes to make full use of the day **but the caravans are not accessible until 3pm.**
- **DEPARTURE.** On your departure date **you must vacate the caravan and return the keys to Guest Services by 10am.** This allows the vans to be cleaned before the next guests arrive as our vans are cleaned every time a guest departs.

**All our caravans are on the Butlins site in Skegness ,Lincolnshire.**

## **TERMS AND CONDITIONS**

1. Completion of the booking form and/or payment is deemed as acceptance of these terms and conditions of booking.
2. The price of your holiday includes passes for the Butlins complex.
3. We are unable to accept bookings from groups of persons of all one sex or groups less than 21 years of age. These are Butlins rules, not the caravan owners and must be adhered to.
4. The deposit payment is non-refundable. We reserve the right to resell the holiday if the final balance is not received by the arranged due date.
5. An additional refundable £50.00 bond is payable if seven or eight persons are accommodating the caravan. This is due with the final balance to cover any loss or damage to the caravan or its contents. We reserve the right to deduct any loss or damage from this, at our discretion. This will however be returned in full if left tidy, no loss or damage is found upon checking the caravan after your departure.
6. Any loss or damage discovered upon your arrival must be reported immediately to Guest Services otherwise you will be held responsible.
7. Full payment of the holiday must be RECEIVED 8 weeks prior to your holiday start date. Should you book less than 8 weeks or less from your holiday start date then the full amount will be due upon booking unless prior arrangements have been made.
8. Cheques and postal orders should be made payable to the name on the booking form and returned to the address also found on the booking form. Cash payments must be sent registered post as no responsibility can be accepted for any loss.
9. Caravans must be vacated before 10am on the day of departure and the keys returned to Guest Services. This enables us to clean and check the caravan before the arrival of the next guest.
10. The caravan must be left in a clean and tidy condition. The hirer is responsible for all members of the party and must make good any losses, breakage or damage to the caravan or its contents during your stay.
11. No pets are allowed in the caravan unless arranged prior to your holiday.
12. No smoking inside the caravan. If you do smoke please smoke outside and put your cigarette butts in a bin.
13. Butlins is a family holiday park and anyone whose unreasonable conduct causes a nuisance to any other persons will be asked to leave, forfeiting the rest of the holiday.
14. Keys to your caravan may be collected from 3pm on the day of your arrival from Guest Services. You will however be able to check in prior to this to collect your Butlins passes, enabling you to use all of the facilities on the Butlins complex.
15. Should your accommodation become un-available due to circumstances beyond our control a full refund will be given.
16. Any change to the advertised entertainment or facilities on the Butlins complex is beyond our control, and we cannot accept any responsibility for this.

### **CANCELLATION CHARGES:**

- Up to 8 weeks - deposit only.
- 6-8 weeks - deposit plus 25% of total holiday costs.
- 4-6 weeks – deposit plus 50% of total holiday costs.
- 2-4 weeks - deposit plus 75% of total holiday costs.
- 0-2 weeks – 100% of total holiday costs.