

2 LAKESIDE CARAVAN PARK, BUTLINS – TERMS & CONDITIONS OF CARAVAN HIRE

Bookings

All bookings must be made by a responsible adult aged 25 or over (Group Leader).

We are unable to accept bookings from persons under the age of 25.

We are unable to accept bookings for all male or all female parties (excluding Butlins Big Weekends for Over 18's).

The Caravan

Maximum occupancy of the caravan for each booking is 8 persons.

The caravan is let on the stipulation that it is not occupied by more persons than detailed on the registration form.

The caravan will be ready for use from 4pm on your day of arrival. You must book in at Butlins Main Reception to obtain the caravan key and a car pass. If you arrive early you will be asked to park in a Butlins car park and may use all Butlins amenities while you wait until 4pm for the caravan key.

The caravan must be vacated by 10am on the day of departure so that it can be cleaned and made available for the next visitors.

The caravan key must be returned to the East Entrance gate by 10:15am on the day of departure.

The caravan will be cleaned at the end of your stay and made ready for the next visitors; however we do ask that you leave it in a clean and tidy condition.

Please wash all dishes and crockery, empty all food from the fridge and freezer and take all rubbish to the refuse bins before you leave.

We request that you supervise children with crayons and colouring pencils etc as drawing on the caravan walls, furniture and fittings may lead to specialist cleaning or redecoration, for which you will be liable.

All beds have waterproof covering for hygiene purposes which must not be removed at any time. You will be liable for the cost of all damage and soiled mattresses caused by removal of the waterproof coverings during your stay.

We have a strictly NO SMOKING and NO PETS policy. If this policy is breached you will be asked to leave the caravan and there will be no refund for the remaining days of your holiday booking. You will also be liable for the cost of ionisation or pest control treatment of the caravan.

Payment

The initial deposit payment to secure the holiday is non refundable.

Full payment for the holiday is required 8 weeks before the start date of your holiday. If full payment is not made by the date requested we reserve the right to re-let the caravan.

Refundable Deposit

The group leader is responsible for all members of the party and must advise our Service Provider of any losses, breakages or damage to the caravan during the holiday. Service provider contact no is: 07721 484843.

If the caravan is left in a clean and tidy condition at the end of your holiday and there are no charges for breakages, damage, specialist cleaning or ionisation we will return your refundable deposit to you not later than 7 working days after the end date of your holiday.

Nuisance

Butlins is a family holiday park; anyone whose unreasonable conduct causes a nuisance may be asked to leave the caravan and there will be no refund for the remaining days of the holiday booking.

Parking

There is one parking space per caravan; additional vehicles must be parked in one of Butlins main car parks and not in any other private parking space in the caravan park. East Entrance car park is the nearest to the caravan.

Loss of Key

Should you lose the caravan key a charge of £50 will be made. Replacement of the caravan lock and keys by a locksmith will be necessary for your own personal safety and to ensure the caravan contents are secure.

Butlins Complex Amenities

The cost of the holiday includes all free Butlins attractions, facilities and amenities – Butlins gate staff may issue you with free 'passes' when you arrive which you should keep with you at all times.

Any changes to the advertised entertainment or available facilities made by Butlins are beyond our control and we cannot take responsibility for them.

Cancellation

In the unfortunate event that you need to cancel the holiday before its start date the following charges will apply: 56 days or more – holiday deposit only; 29 to 55 days – refund less deposit will be returned if we secure a replacement for your booking; 28 days or less – no refund will be made.