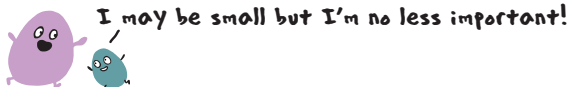


# The small print



**These terms & conditions are valid for Butlins own breaks and some private breaks, including Spring Harvest events. These events, similar events and holidays booked direct through Sun Holidays may have separate terms & conditions which are in addition to these.**

## Data Protection

**Use of Your Personal Information** Butlins Skyline Ltd is notified (registered) as a data controller under the Data Protection Act 1998. The Data Protection Act puts obligations on users of personal information and lays down principles for its use. Information has to be processed fairly and lawfully. This means you are entitled to know how we intend to use any information you provide.

Butlins Skyline Ltd will use the personal information that you provide to us and/or information provided to us by your Travel Agent to process your booking and book your holiday. We may need to pass your personal information to third-party service providers such as insurance companies and travel providers, if you have requested these additional facilities.

You must inform other members in your party of the information you provide to us and/or information provided to us, and what we will use it for. You may choose to provide us with information about your health or the health of members in your party so we can assist you with any disability needs. This information will only be used for the purpose(s) for which you provide it to us.

Please note that we can only discuss/amend a booking with the lead guest. If you have booked your holiday through a Travel Agent, or have asked us to book additional facilities on your behalf, please refer to the agent/service provider's own data protection policy for details of how they use your information. Butlins Skyline Ltd and carefully selected third parties will also use your information for internal market research and records purposes. This information may be shared with other companies within the Bourne Leisure Group.

We also use your information to contact you about other holidays or services brought to you by Butlins Skyline Ltd or our carefully selected trading partners. If you do not wish to receive such information please contact the Data Protection Officer, Butlins Skyline Ltd, 1 Park Lane, Hemel Hempstead, HP2 4YL. Butlins Skyline Ltd may monitor and record telephone calls made to our Call Centres for quality control and team training.

## Booking a Butlins break

**There are four easy ways to book:**

**1 Online** - butlins.com

You can book direct via our website in the Book Now section. It also provides the latest information available on our holidays.

**2 By telephone** - Call us on **0845 070 4740**, or for groups of 10 or more, on **0845 070 4747**. In order to maintain our high standards of communication, selected calls are monitored and recorded as specified by Ofcom. For customers who have speech and hearing impairments we welcome calls through BT TextDirect service. To access this service, dial 18001 before the number you require.

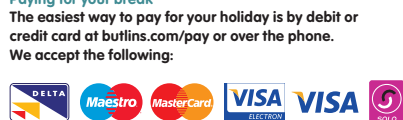
**3 Travel Agent** - Your Travel Agent will be happy to check availability and make the booking on your behalf.

**4 Visit the Holiday Booking Shop or Discover Butlins while you are on resort.**

**Booking Policy:** All bookings for any family break that include under 18s should include a responsible adult who is at least 25 years of age.

**Paying for your break**  
The easiest way to pay for your holiday is by debit or credit card at butlins.com/pay or over the phone.

We accept the following:



Our preferred method of payment is by Debit Cards. However, we do accept MasterCard and Visa for both the deposit and the full balance payment. We do not accept American Express or Diners Club.

At the time of booking we will require:

- Card number
- The last three digits of your security code
- Expiry date
- Cardholder's name and address if different from lead name
- For web payments additional verification will be required

Our current charge for card transactions is 0%, however this may be subject to change.

Late credit / debit card payments, any bookings made or paid within 21 days, the lead guest must produce the credit card used for the payment prior along with a form of photo identification to be able to check in at the resort.

**Cheques and postal orders** If you are paying for your booking by post, cheques and postal orders should be made payable to Butlins Skyline Ltd and sent to 1 Park Lane, Hemel Hempstead, Herts HP2 4YL. Cheques cannot be accepted for breaks starting within 21 days of the booking.

**Do not send cash as we are unable to accept cash payments.**

There is a £20 charge for dealing with cheques refused at the bank. Post-dated cheques will not be accepted. Any bank charges incurred for these cheques are solely the customers' responsibility.

If you book through a Travel Agent, cheques should be made payable to them. A confirmation of booking will be sent to your Travel Agent. Whether you booked direct with Butlins or a Travel Agent, the deposit will be deducted from the payable balance.

The date for payment of the balance will be on your confirmation of booking. Payments by post or telephone, including debit or credit card payments, must reach Butlins Call Centre no later than 56 days before the start of your break. **Please note balance reminders will not be sent, if your booking is not paid by this time, it may be cancelled.** For bookings made within 56 days of the break start date, full payment is required, see **Late bookings**.

## Insurance (full policy at [butlins.com/policies](http://butlins.com/policies))

Payment for optional insurance must accompany your deposit payment on confirmation of booking. Premiums are non-refundable, see page 36.

## The contract

A contract will come into existence between you and Butlins when:

- We tell you on the telephone, or online over the internet, that your booking is confirmed or
- We accept your deposit payment by issuing written confirmation of your booking or
- When your Travel Agent tells you your booking is confirmed.

The contract binds you and all members of your party, including day visitors. The contract lasts until you and your party leave the resort. It is your responsibility to ensure that all members of your party accept the terms and conditions of reservation and the provisions contained in 'Terms & Conditions'. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking. You remain the lead guest and contact point for the booking; you must attend the break booked. Your break cannot be passed or sold to a third party. We will only discuss details of the booking with you, the lead guest.

## Re-selling of Holiday

You are not allowed to re-sell our holidays. If you want to be an agent for Butlins, please ring our Customer Care department and ask for our Agency Sales Team. This will allow us to comply with the Tour Operators' Margin Scheme under which we account for our VAT.

## Brochure accuracy

We try to ensure all information, photographs and accommodation descriptions have been compiled from the most accurate sources available at the time of going to press. It should be noted that photographs and artists' impressions are illustrative only. Some facilities may vary between the resorts, please read resort-specific information carefully. All details and information on the Butlins resorts are correct at time of going to press in October 2011.

Accommodation décor, size and layout may vary between resorts. Pictures featured within this brochure are a typical representation. (Not all accommodation is identical to the pictures shown in the brochure, also not all accommodation is at ground level.) Housekeeping is defined as making beds, emptying rubbish and cleaning the bathroom daily.

## Free

Within this brochure, reference to items as 'free' means they are included within the cost of the holiday, or for Hotels are included in the Experience Pass value, which is shown separately on the holiday invoice.

## Your reservation

Your booking will only be confirmed once the deposit and insurance have been paid. When you receive your confirmation of booking, please telephone our Customer Care team on **0845 070 4757** or see your Travel Agent if any of the details contained in it are incorrect. With this confirmation will be statements of cover for your insurance (if purchased), and any other relevant information.

## If you change your booking

If you wish to add more guests to a booking, you will not be charged an amendment fee. Other changes to your booking, for example a change of name, will incur an amendment fee of £20. Any change to the lead guest's details are treated as a cancellation and subject to cancellation charges as outlined below. Part cancellations are subject to our normal cancellation charges (see **If you cancel your booking**). If you have holiday insurance, you may be able to reclaim the charges.

## Date changes and resort transfers

If you wish to change the date of your holiday or request a change of resort, you will be charged an amendment fee of £20, subject to availability. You will also incur additional charges if the cost of your holiday rises. It should be noted that we cannot change dates from one calendar year to the next.

If you wish to change your booking, please contact the Customer Care team on **0845 070 4757**. Requests must be made in writing or by telephone by the lead name on the booking or their Travel Agent only. Only one date change allowed per booking. Date changes are not allowed for bookings where the holiday starts in **less than 21 days**. Changes made within 56 days of the start of the break are treated as a cancellation and subject to cancellation charges (see **If you cancel your booking**).

## If you cancel your booking

It may be necessary to cancel your break due to illness, accident or change of circumstances. **If you have taken our recommended insurance**, charges arising from the cancellation will be covered in most cases. If you have not taken our recommended insurance, there will be no refund for any monies lost. We strongly advise that you take our recommended cover in order to protect yourself and your party.

As soon as you know that you need to cancel, call the Holiday Care team on **0845 070 4757** (calls charged at standard national rate) or see your Travel Agent. Cancellation charges are calculated from the date we receive your verbal instructions to our Holiday Care team, please see table below:

Days before you start your break	Cancellation charge
56 days or more	Deposit and insurance premium
55 - 43 days	40% and insurance premium
42 - 29 days	60% and insurance premium
28 days or fewer	100% and insurance premium

Cancellation charges are calculated based on the start date of your holiday; in the event of this being amended, charges will apply to the earliest date whether this is the original or amended start date. Deposit payments are non-refundable and non-transferable in all circumstances. Any refunds due can only be made by the original payment method. If you have not arrived by 8am on the morning after your break was due to commence, or contacted the resort to confirm your arrival, we will assume that the break is cancelled and the total cost and the insurance premium will be forfeited.

# The small print continued

Any refunds given in respect to payments made by credit/debit card will be repaid to the same card. Payments made with vouchers or credit notes will not be refunded.

## If we change or cancel your booking

We aim to provide all the services, facilities and entertainment as described in our brochure. Should it be necessary for us to make a major change to your booking, or, in exceptional circumstances, to cancel your booking, we will try to advise you or your Travel Agent as soon as possible and provide the following options:

- A replacement holiday comparable to the one booked
- A replacement holiday together with the difference in price between the replacement holiday and the holiday booked
- A full refund.

In addition to the above and provided it does not arise from circumstances beyond our control, we will also pay you compensation for any provable loss.

## Minor alterations

Alterations such as the withdrawal of certain amenities, facilities, activities and entertainment, may be made by Butlins for reasons beyond our control.

## Limitation of liability

Butlins accepts responsibility for those arrangements that are within its control but cannot accept liability for any injury, loss or damage suffered by you or any member of your party unless one of the following applies:

- There was wilful default by us, our employees or agents, or
- Death or personal injury was caused by the negligence of Butlins, our employees or agents.

For all claims other than death or personal injury which result from the non-performance or improper performance of our contract, we will pay reasonable compensation in all circumstances. Please notify any shortcomings or complaints to the Guest Services team at your resort immediately so that they can be remedied. Claims may be reduced or rejected if we have not been given the opportunity to put matters right or investigate.

## Late bookings

For any holiday booked within 56 days prior to the holiday start date, full payment is required.

If the holiday is booked within 21 days, payment will need to be by credit or debit card over the phone or at [butlins.com](http://butlins.com) and the card must be presented, along with a form of photo identification before room keys can be issued.

## Pricing

All pricing is subject to promotional availability at the time of booking your break. We guarantee that the price shown and agreed on your confirmation of booking for the accommodation, party size and insurance, plus any supplements, is the amount payable by you.

We reserve the right to raise or lower our break prices and other charges at any time before booking. Prices in this brochure are valid for at least 30 days after the print of this edition of the brochure. Please note that all prices shown are inclusive of VAT at 20%. We reserve the right to amend the VAT element of the prices in the event of a change in rate of VAT.

Prices for Butlins Holidays will fluctuate throughout the day based on the demand for that particular holiday, in that particular grade of accommodation and on that particular resort. Therefore, when calling or going online prices may change. If customers book their holiday very close to arrival then this will occur on a much more frequent basis. Therefore, it is advisable to book early. Customers are reminded that our brochure prices and charges are subject to change and may go up or down in response to changing market pressures. Prices given are only valid at the time of booking. Any quotation obtained prior to booking is subject to change.

**Minimum price of holiday** The minimum price for any holiday, excluding any food packages or any insurance policies, must be £50. This includes bookings using Customer Care discount vouchers.

**Tesco vouchers** If you are using Tesco vouchers to pay for all or part of your holiday, these are only valid on our latest non

discounted prices, no discounts will apply. You must specify the amount of vouchers you intend to pay with at the time of booking. Bookings can only be held for 5 days whilst you send the vouchers in to us. If you cancel your holiday no refunds will be given for the vouchers. For full terms and conditions please visit the Butlins section of the Tesco website or [butlins.com/tesco](http://butlins.com/tesco).

**Accommodation prices** are per unit and vary depending on the size of the unit.\* The price does not change if there are less people staying in the unit, than its maximum occupancy. Prices quoted in this brochure are based on 4 persons sharing (unless otherwise specified).

\*Big weekends and selected Christmas breaks are priced per person. There is a minimum price depending on the occupancy of the unit, which vary by size of unit. If you do not have the minimum number of guests under occupancy charges may apply.

**Apartments** include a lounge and kitchen area.

**Rooms** do not have a lounge or kitchen except Deluxe rooms which include a lounge.

**Adults** for pricing purposes are classed as age 15 or over.

**Children** for pricing purposes are aged between 2 and 14.

**Infants under 24 months** sleeping in a cot in both apartments and rooms are free when the minimum occupancy for that unit has been reached. Cot hire is available at the time of booking for £10 per cot.

**Dining packages** Where separated, one of our dining packages can be added to your booking. This is subject to availability. Dining packages may be restricted to certain accommodation types, please ask at the time of booking. Prices are per adult and per child per day, infants are free. Dining packages if required have to be added to all guests on your booking and for the full duration of your break.

**Ground-floor accommodation** can be secured for a supplement starting from £10, subject to availability. This may be subject to change.

## Offers and promotional availability

Butlins offers are subject to limited promotional availability. Due to the increasing popularity of Butlins breaks, offers can run out from time to time. In this instance, we will be happy to assist in finding an alternative holiday. Please quote the applicable offer code, as this will help us to find the best price and offer available.

## Booking whilst on resort Best Price Guarantee

Breaks booked whilst on resort (at the Holiday Booking Shop / Discover Butlins / Guest Services or hotels) are covered by our Best Price Guarantee. If the same break is offered for sale at a lower price, subject to the terms and conditions below, customers will be eligible for a refund of the price difference.

The refund is subject to the break being for the same resort, dates, duration, accommodation and number of guests and there still being availability to book. Best Price Guarantee only covers the original break booked whilst on resort. Third-party promotions, for example newspaper offers where you collect tokens, are excluded.

If you have booked whilst on resort and have seen your break at a lower price, please contact us that day on **0845 070 4754** and one of our friendly advisors will check the price you've seen is available and apply the discount to your booking. All claims must be made by the start date of your break.

## Arrival and departure times

Your accommodation key passes will be available on the day of arrival, as follows:

<b>Bognor Regis</b>	
Standard, Silver	4pm
Gold, Deluxe and Premier Members	3pm
Shoreline, Ocean and Wave Hotels	3pm

<b>Minehead</b>	
Standard, Silver	4pm
Gold, Deluxe and Premier Members	3pm
<b>Skegness</b>	

Standard, Silver	4pm
Gold and Premier Members	3pm

Key passes will not activate until the times specified above on the day of arrival. However, you may use all other facilities on your arrival day, before check-in. Please bring your confirmation of booking. Fully paid accommodation will be held until 8am on the day following the date your break was due to commence. A meal will be available for dinner, bed & breakfast guests arriving at their allocated restaurant prior to 7.30pm on their arrival night. We are unable to cater for those guests arriving after this time - no refunds will be given for meals missed due to late arrival. On your departure day, we ask that you vacate your accommodation by 10am and return your keys to Guest Services or leave them at the main resort entrance. You are welcome to use the other resort facilities until 12pm on your departure day.

## Club membership

When you confirm your booking contract (reservation), you are also applying for membership of Butlins entertainment club, which is a legal requirement in order to use certain facilities. Personal details, including home address and age, must be correct. All adults booked must appear on the Electoral Roll at the address given on the booking without exception. If you or your guests fail to provide this information, we reserve the right to terminate the contract without recompense. Please see Data Protection information.

## Children

Children aged eight years and under may not be left alone without full adult supervision. Services/facilities for children over five years old are not childcare facilities. Whilst every care is taken, children remain the responsibility of parents or guardians at all times, in all the facilities listed in this brochure. Butlins will not accept bookings for parties with more than six children under 15 years old per adult. At least one adult must occupy each unit of accommodation.

## Pets

Pets are not permitted in the main Butlins resort. Assistance dogs are accepted by prior agreement. Caravan Owners who wish to bring their pet dog or cat should contact their chosen resort of Skegness or Minehead to make arrangements. Dogs and cats are restricted to the Caravan Owners section and are not allowed in the main Butlins resort. Ask your resort which dog breeds are not permitted. Butlins reserves the right to refuse any animal considered dangerous.

## We need to know

- **Your name and address**
- **Prior to your arrival, the names and addresses of all members of your party. If we do not have this your party may be refused entry to resort.**

This is a legal requirement to allow membership of the Butlins entertainment club and the use of the range of activities and facilities whilst on your break

- **Ages and relationships** so that we can allocate the most suitable accommodation
- **Whether any of your party have restricted mobility** or access requirements - see **Guests with special needs** section

Only the guests listed on the confirmation of booking may occupy the accommodation. If any other person/persons are found in occupation, Butlins will terminate the contract, the guests and unauthorised persons will be asked to leave the resort immediately, and refunds will not be given.

## Health and safety

For the safety and wellbeing of our guests, not all facilities are available to everyone and height restrictions do apply on all our rides and activities.

**Splash Waterworld** In Splash Waterworld, all non-swimmers under 14 years old and children aged eight years old and under must be accompanied by an adult. Only competent swimmers may use certain flume rides. Please be aware that loose items, including goggles, cannot be worn on the flumes.

**Funfair** Restrictions and additional charges may apply on certain rides and other facilities. To meet certification requirements and maintain our ongoing improvement policy, all our funfair rides are regularly inspected and maintained by specialist engineers. They may be closed at certain times for work to be carried out, please check with your Resort. Rides are subject to weather conditions.

Butlins actively works within the Health and Safety Executive's Code of Safe Practice HS G 175 Fairgrounds and Amusement Parks, which states that operators should 'take reasonably practicable measures to identify and exclude any individuals who cannot ride safely'. The code specifically includes persons who 'have a physical injury or other condition' that impairs their ability to use the ride safely. Ride attendants assess guests according to these recommendations. Unfortunately, this may present limitations to some disabled guests; those, for example, who cannot brace or support themselves in the seat of a given ride.

**Contagious diseases** - Should Butlins become aware, or have reasonable grounds for suspicion, that a guest has contracted a contagious disease that has the potential to infect a large number of people quickly, they and their party will be required to leave the resort. If this is not possible, then restrictions will be placed upon their activities and movements in order to prevent the disease being transmitted to other guests. We are unable to offer any refund in such circumstances and strongly recommend that guests obtain suitable holiday insurance prior to travel to cover any such eventuality. See page 36 for details of Butlins holiday insurance.

**Proof of age** may be asked for when buying alcohol on resort. The only accepted forms of ID are photographic driver's licence or passport.

**Venue capacities** - Butlins venues are subject to maximum capacities set by the local Fire Officer, and as such entrance to venues are not guaranteed. As our venues are popular seating cannot be guaranteed or reserved.

#### Guests with a disability

If you have special requirements, please let us know at the time of booking. We will do our best to meet these requirements but they cannot always be guaranteed. If your special request is a necessity for you to be able to take a break, or any member of your party has restricted mobility or access requirements, please contact our specially trained coordinators on **0845 070 4748**.

Butlins has a limited number of fully adapted accommodation units, which may be suitable for guests with disabilities. In order for Butlins to provide you with full information of what is available on resort and to discuss your specific requirements and needs, call our Butlins specially trained coordinators on **0845 070 4748**.

When a booking is made, a special needs information form is sent to the guest with the holiday confirmation and it is a requirement of the booking that this form is completed and returned in advance of the holiday to the resort that you are attending.

The details we require are:

- The number of disabled guests and carers in your party. A ratio of one carer to three guests may be required
- Advice of any special needs these guests may require
- The number and sizes of wheelchairs being brought to the resort
- The number and sizes of hoists being brought to the Resort
- The numbers of and width of any scooters being brought to the resort
- Details of any prescribed medication

We wish to ensure that we can provide the right accommodation and service, and require these details to meet your expectations.

#### Dialysis facilities close to Resorts

For dialysis treatment while on holiday: for Bognor Regis, contact **02392 463976** (located at nearby Warner Lakeside-Hayling Island); for Minehead Resort, call **01823 424510**; for Skegness Resort, contact Beacon Medical Practice on **01754 897000**.

#### Royal National Institute for the Deaf - Typetalk

We welcome enquiries from RNID Typetalk, the national telephone relay service for the deaf, deafened, hard of hearing, deaf-blind and speech-impaired people. For further information on this service, contact by telephone **0800 7311 888**, Textphone **0800 500 888**, or email: [helpline@mid-typetalk.org.uk](mailto:helpline@mid-typetalk.org.uk). Website: [www.mid-typetalk.org.uk](http://www.mid-typetalk.org.uk)

#### If you have a comment

If you are dissatisfied with any aspect of your holiday whilst on resort, please speak to the Team Leader or Manager responsible for the area concerned. If they are unable to resolve the issue, then please speak to the Guest Services team. They will

endeavour to help you immediately so that you can enjoy the rest of your stay. If you do not give us the opportunity to resolve the problem locally by reporting it whilst on resort, we may not be able to deal positively with any complaint on your return. Claims may be reduced or rejected if we have not been given the opportunity to put matters right or investigate your concerns. If, at the end of your holiday, you feel that we have not dealt with your complaint satisfactorily, the lead guest should write to the resort Director, or alternatively, to Butlins Guest Services, 1 Park Lane, Hemel Hempstead, HP2 4YL or via email to [guest.services@butlins.com](mailto:guest.services@butlins.com).

Please submit any written comments within 28 days of returning from your break so that we can properly investigate your complaint. Please write your holiday reference number on your letter and include your telephone numbers.

#### General

Please show consideration to other guests and Butlins team members and treat the facilities with respect. Offensive or illegal behaviour and excessive noise will not be tolerated. If guests fail to comply with these rules, their contract may be terminated and they and their party will be asked to leave the resort immediately (without refunds).

Contracts will also be terminated if Butlins has a reasonable suspicion that any guest has committed, or intends to commit, an offence.

Please treat your accommodation with care and respect. It may be inspected at the end of the holiday. You will be held responsible for any damage caused during your stay. Damage to your accommodation may also result in the termination of the holiday with no compensation.

On departure, please leave your accommodation in a clean and tidy condition. Check your accommodation carefully prior to departure, as we do not accept liability for items left behind. We reserve the right to charge you, during or after your stay, for any loss or damage to our property.

We reserve the right to enter accommodation at any time and for any reason, to ensure the safety and wellbeing of all of our guests.

Butlins reserves the right to require that any guest be interviewed by us, on Butlins premises, to enable us to look into instances of damage or nuisance to Butlins property or guests. Any person who refuses to comply, without a reasonable excuse, will be treated as having terminated their contract. They and their party will then be asked to leave the resort immediately and refunds will not be given. We reserve the right of entry to our resorts, and the right to refuse entry to our resorts without notice. Guests are advised not to bring electrical appliances to any resort.

If they do so, they use the equipment at their own risk. Please be aware that some entertainment shows use strobe lighting. The availability of some outdoor facilities and entertainment may be affected by adverse weather conditions.

#### TV filming and photography

Due to the popularity of Butlins, we get requests from TV and other companies to film/photograph on resort, many of which we accommodate. We also take our own Butlins promotional films and photographs on the resorts throughout the year. Please be aware that photographic shoots and/or filming may be in progress during your holiday, and ensure that you are aware of the positioning of cameras at all times. We do not accept responsibility if, contrary to your wishes, you appear on film or in photographs.

#### Bookings taken for major public holiday periods

Please note that all bookings taken for breaks commencing between 9 December and 31 December and other major public and bank holiday periods are subject to a maximum group size of eight. Members of the same family and/or friends who are previously known to each other, or travelling together, or reside at the same address, will be considered as a group for the purposes of these terms, irrespective of whether separate bookings have been made. If you or your guests fail to provide this information, we reserve the right to terminate the contract without recompense. Groups of nine or more persons should speak to our advisers on **0845 070 4757** and provide the full names and addresses of all party members, who will then

contact the relevant director for approval. Butlins reserves the right to terminate the contract of any guests found to be in breach of this requirement without notice, and would require the guests to leave the resort without refund of monies paid. All adults booked during the above period must appear on the Electoral Roll at the address given on the booking.

#### Wristbands

On selected breaks, as one of our safety measures, we operate a wristband policy. These are issued to guests at check-in. It is your responsibility to ensure that you look after and wear your wristband at all times whilst on resort. Guests without wristbands will be refused entry to venues and may be required to leave the resort without refund. Should you lose your wristband, please contact Guest Services - there is a charge for replacements issued.

#### Alcohol

For the safety, wellbeing and enjoyment of all our guests, we do not allow guests to bring excessive quantities of alcohol onto the resort. The quantity that is deemed excessive will be at the absolute discretion of the resort Team.

Where excessive quantities of alcohol are/have been brought onto the resort, then the alcohol will be removed and returned only at the end of the break. Where repeated attempts to breach this condition are made, Butlins reserves the right to terminate the contract without notice and without refund of monies paid.

#### Smoking policy

Smoking is not permitted in any buildings, apartments or rooms. In the event that we find that you have been smoking in your room or apartment, we reserve the right to charge you a cleaning fee of £75.

#### Group bookings

All group bookings in excess of 10 persons are accepted subject to the approval of the Resort Director. Members of the same family and/or friends who are previously known to each other, or travelling together, or reside at the same address, will be considered as a group for the purposes of these terms, irrespective of whether separate bookings have been made.

Butlins is committed to ensuring a safe and secure environment for all its guests. The lead booker for any group booking may be required to agree to and sign a code of conduct on the behalf of the group and to provide credit card details, as security, in the event of any damage caused as a condition of entry.

#### Butlins Holiday Rating System

This ratings system is designed to ensure that you spend your holiday with guests with similar tastes and needs, so ensuring that the atmosphere is right for you. Activities and entertainment will vary according to which rating of break you have chosen. Family breaks are for families with children of all ages. They feature child-friendly entertainment. All holidays featured in this brochure are family breaks.

Big Weekend breaks are just for adults and feature themed entertainment - you will find no children on these breaks in the entertainment venues.

#### Family Breaks (U) and Big Weekends (18) booking policy

To ensure that the correct atmosphere is maintained for each different break, we have a booking policy for each rating.

**Family breaks:** in order to achieve a friendly, family atmosphere, Butlins will not normally accept bookings on our family breaks from all adult parties:

- Of four or more whose members are aged predominantly 16-21
- Of eight or more whose members are aged predominantly under 30
- Single persons who are not part of a family group

**Big Weekend breaks:** no one under the age of 18 will be allowed onto the resort, proof of age will be required on resort we reserve the right to refuse to serve guests without ID who look under 21 years. Groups with more than 20 members aged predominantly under 30 should give their details and obtain our specific approval prior to booking. Hen/stag parties are discouraged.