



HOW TO USE YOUR REWARDS TOKENS

- You must have ordered and received your tokens before you book with Butlins holidays - you will be required to state the value of your tokens and may be required to provide the serial number on each token.
- Decide which Butlins Resort to visit and which family break, then call Butlins **at least 14 days** before the break start date. All breaks are **subject to availability**, so please book **as far in advance as possible**.
- Your rewards tokens cannot be redeemed online. Please book via Butlins reservations call centre (telephone number below)

To book your Butlins break please call 0870 998 2266 (7 days a week, 9am – 9pm)	
Please Send your Deals Tokens to: Butlins Holiday Administration Department 1 Park Lane Hemel Hempstead Hertfordshire HP2 4YL	Once your booking has been made: Call 0870 242 2002 with any further queries Monday – Friday 9am – 7pm

- At the start of the call please inform the Reservations Consultant that you are using rewards tokens to pay for **all** or **part** of your holiday so that they know how to manage your booking.
- Reward tokens can be used to pay for the accommodation and any food choice of your booking at any of our Resorts or hotels, however they cannot be used to pay for additional extras, for example Leisure Passes, Spa treatments, etc
- **Rewards tokens may only be used by the Clubcard Holder (whose name is printed on the tokens), however there can be more than one named token per booking as long as that person(s) is traveling too. Tokens cannot be given as gifts.**
- The Reservations Consultant will take your booking details and provide you with a booking reference. Please write your **booking reference** on your rewards tokens, complete and detach the form below and send them both to Butlins Holiday Administration Department (details as above).

NB: Your rewards tokens must arrive at Butlins within 3 days or your reservation may lapse and you may lose your deposit. Please note that rewards tokens cannot be replaced, so we recommend that you send them to Butlins by Special Delivery.

- You **cannot** add more rewards tokens to your booking at a later date, so please enclose **all** your rewards tokens for this booking. You will need to state the total value of rewards tokens at the time of booking.
- After using your rewards tokens, any balance outstanding on your chosen break may be paid for by cheque, debit or credit card. Details of these will be taken at the time of booking.

- On receipt of your rewards tokens and once full payment has been received, Butlins will process and confirm your booking and send your confirmation to you by post. Please note any outstanding remittance will be required 8 weeks prior to your break start date.
- Accompanying guests may be paid for by credit or debit card, but will be charged the full brochure price.

THINGS TO REMEMBER

- We hope you enjoy the reward you have chosen. However, if you would prefer to use your rewards tokens for an alternative reward, these tokens can be used as full or part payment for any reward which does *not* have the 'Buy in Full' logo next to it in the brochure.
- Please note that your holiday must be **booked** within the 6-month validity period of the token – the holiday does **not** have to be taken within this period.
- **All breaks & pricing are subject to availability and can be withdrawn at anytime. For full terms & conditions please refer to the current Butlins brochure.**
- Rewards tokens **cannot** be used to pay deposit unless the entire holiday is paid for in rewards tokens.
- Once you have received your rewards tokens, you must book your holiday **at least 14 days** prior to your intended departure date.
- Rewards tokens are **valid for 6 months** and can be used as full or part-payment of the cost of your holiday. Rewards tokens can be used on **new bookings only**.
- Rewards tokens **cannot** be used in conjunction with any other offer and/or discount (including the early booking discount) and are valid against brochure prices, which are subject to change.
- You may use more than one reward token per booking. **No change will be given if the value of rewards tokens is greater than the cost of the break**; however, any shortfall can be made up with a cheque, debit or credit card at the time of booking.
- Tesco rewards token are only available on Butlins family breaks, and exclude Big Weekends and any third party breaks.

It is very important that you check that your holiday insurance covers the loss off the value of your Clubcard Vouchers should you have to cancel. Most policies do not cover such a loss. Tesco Personal Finance can offer a policy, which does cover loss of Clubcard Voucher value under an insured event. For details Phone 0845 300 8800.

 Please complete this form and send it with your rewards tokens to the address above:-

Name.....

Address Postcode.....

Booking Reference Resort.....

Break Start Date.....

(Please note an invoice will be sent to you automatically)