

A scenic view of a resort in Skegness. A paved path leads through a well-maintained garden with manicured lawns, hedges, and trees. In the background, there are buildings with blue accents and a staircase leading to a higher level. The sky is clear and blue.

*Butlin's*

YOUR GUIDE TO  
A GREAT BREAK IN  
**SKEGNESS**

# Hello!

There's not long to go until you join us in Skegness. We thought you might have some questions around how to find us, checking in and what's included on your break.

We also wanted to let you know about our new and improved app that will help you get the most out of your break. By downloading the app you'll have access to these great features to help you start planning and get excited about the brilliant things happening on your break.

Happy planning and see you soon!

*Your Butlin's Team*

FOR EVERY STEP OF YOUR BREAK

## OUR NEW AND IMPROVED APP

### YOUR BREAK DETAILS

- View your booking
- Make easy online payments
- See what's included in your accommodation

### PLAN YOUR BREAK

- Look at what's on your break
- Create a personalised itinerary
- Get to know the resort with an interactive map

### CHECK IN WITH EASE

- See where to check in and where your village is located
- See what time you can arrive on resort
- Resort address

Butlin's



## BEFORE YOU ARRIVE

### WHAT TO BRING

You'll need a copy of your booking confirmation, you can view this on the app, or via My Account. You'll also need to bring along some photo identification. Don't worry if you've run out of room or forget something though, our hire shop on resort is stocked with buggies, bed guards and towels. Travel cots can also be hired from Guest Services and hotel receptions (charges may apply).

### TAILOR YOUR BREAK BEFORE YOU ARRIVE

Login to your My Butlin's Account at [butlins.com/myaccount](https://butlins.com/myaccount) to see if there's anything you want to add to your booking (like a dining plan or activity passes) to make sure you get the most out of your break while you're here. If you'd like to extend your stay, or upgrade accommodation, our team will be able to help on **0330 100 6649**.

## TOP TIPS FOR FAMILIES WITH LITTLE ONES

### EATING OUT

All our restaurants have been designed with families in mind, with plenty of high chairs, free baby food and a team who are on hand to do all the cooking and cleaning up so you don't have to worry about a thing.

### BABY CHANGING

There are places to change your little one across the resort, and our supermarket sells nappies of all sizes.

### EQUIPMENT HIRE

Pre-book your equipment hire by calling our team on resort on **01754 614408**. We have pushchairs, baby baths, bed guards and more at the hire shop.



# GETTING TO RESORT

## BY CAR

Heading from the north or south, simply follow the A16 and then at the Partney roundabout, just past Spilsby, pick up the A158 to Skegness and follow the signs for Butlin's. We'll direct you to a free car park that's close to your accommodation when you arrive. Stretch those legs and leave your luggage in the car until you've checked in and your accommodation is ready.

## COMING BY TRAIN?

If you're coming by train, there's a local bus service between the station and our resort, or you can pre-book a Reds Taxi on 01754 765555. If you are arriving by train, coach or on foot, please let our team know prior to your arrival by calling 01754 614484 or emailing [gservicessk@bourne-leisure.co.uk](mailto:gservicessk@bourne-leisure.co.uk).

## EARLY BIRDS

You can arrive on resort from 1pm, so why not pack your swimming things in a separate bag so you can take a dip in the pool while you're waiting, or have a walk around and get your bearings. If you do arrive before your check-in time, we advise you to keep your luggage in your car until you have access to your accommodation. If you are coming by public transport we do have a left luggage facility that is open Friday and Monday, 8am - 5pm and located next to the Resort Safety office.

## NIGHT OWLS

There's always someone ready to welcome you when you arrive at our main entrance, 24 hours a day. Our team will be on hand to answer any questions and direct you to the best place to park based on where you're staying.

## CHECKING IN

Take a look at your confirmation letter sent with this booklet to view information on where to check in for your accommodation.

# ON RESORT

## WI-FI

One of the best parts of a break is sharing your family memories and holiday snaps. To help you stay connected we now have resort wide high speed Wi-Fi coverage. You can log in for free with our Essential package or you can purchase Premium Wi-Fi to use during your stay.

### Essential Wi-Fi (free)

Keep an eye on your emails, send and receive messages, upload pictures to Instagram, update your Facebook status and browse the web until your heart's content anywhere on resort (including inside your accommodation).

### Premium Wi-Fi

If you're someone who needs a super-fast connection for downloading large files or watching your favourite TV show on catch up for instance you can upgrade to our Premium Wi-Fi.

**3 or 4 nights £15, 7 nights - £25 for up to 4 devices.**

To upgrade, simply login from your phone when you arrive on resort and follow the instructions.

## SMOKING POLICY

As a family resort, we have a no smoking policy across all of our main resort areas and in all of our accommodation. Smokers are asked to only smoke in the designated smoking areas provided. You'll see these marked on the resort map on the back page of this booklet, online at [butlins.com/beforeyougo](http://butlins.com/beforeyougo) or on our App.

# WHERE TO EAT ON RESORT

**If you've added one of our dining plans to your booking, you'll have a delicious breakfast and evening meal served to you from one of our family buffet restaurants on each day of your stay. We'll let you know which restaurant you'll be dining in when you arrive. And it's not too late to add a dining plan if you don't already have one - just visit [butlins.com/myaccount](http://butlins.com/myaccount) to find out more.**

**There are plenty of other family restaurants on resort for all our guests to enjoy for breakfast, lunch and dinner. Take a look...**

## THE BEACHCOMBER INN

The Beachcomber Inn is our family pub. Open for breakfast, lunch and dinner - and if it's warm, there's a lovely outside area to enjoy with your family.

## SCOOP

Scoop ice cream parlour offers a huge selection of ice creams, from traditional to new and exciting flavours.

## PUB & KITCHEN

Here in the Pub & Kitchen, our true intent is to delight you and your family as you enjoy some time out over a refreshing drink, a lovely meal or a delicious treat. Our menu is made up of wholesome favourites that are loved by everyone. It's all about fresh, quality ingredients and home-made delicious food. Pop in for lunch, enjoy a family meal, a sweet treat or simply a coffee or glass of wine.

## LUDO'S ITALIAN

Ludo's Italian is the perfect place to grab some delicious Italian-inspired dishes including pizzas, home-made pastas and sharing platters, or try out a range of ice creams and sorbet in the dedicated gelato area.

## FIREHOUSE

Our Firehouse offers juicy flame-grilled Great British BBQ dishes either cooked slow and low or as a burger, as well as delicious vegetarian options to get your taste buds going.





## HELPING YOU GET THE MOST FROM YOUR BREAK

Our Discover Butlin's team are located in the Skyline Pavilion (next door to SOHO Coffee Co). Pop in and they will help you get the most out of your break with us. From booking activities, giving you the scoop on new developments and guaranteeing you the best price for your next break, the team are here to help throughout your stay.



### HELPING YOU MAKE THE MOST OF YOUR BREAK

If you need some help planning out your days, are interested in knowing when the best time to visit Splash Waterworld is, or are keen on booking some activities, the team are on hand to help you get the most out of your break.



### RESORT INFORMATION

Our team have the insider info about everything on resort, so if you fancy finding out about our different accommodation, would like to try something new for dinner or aren't sure if a show or activity is suitable for your family, pop in for a chat.



### PLANNING YOUR NEXT STAY

Book before you leave and you'll have top pick of accommodation and dates, as well as access to our price promise guarantee, guaranteeing the best price for you and your family.

## USEFUL INFORMATION

Here's some more questions we get asked the most. If there's something else you'd like to know, head to [butlins.com/faqs](https://www.butlins.com/faqs)

### HOW TO FIND US

Address: Butlin's, Roman Bank, Skegness, Lincolnshire, PE25 1NJ

### WHEN CAN I CHECK IN?

You're welcome to arrive on resort and collect your welcome pack and key cards from 1pm. Premier Club members or guests staying in our Seaside Apartments, Fairground Apartments, Deluxe or Gold can access accommodation from 3pm. All other guests can access accommodation from 4pm.

### IS THERE A SUPERMARKET ON RESORT?

Our resort has a fully-stocked supermarket for any essentials you might need.

### ARE TOWELS INCLUDED IN MY ACCOMMODATION?

Guests staying in a Standard Room, Silver Room, Silver Self-catering Apartment, New-Style Silver Self-catering Apartment and Standard Self-catering Apartment will need to bring towels (or you can hire them from the resort Hire shop). Guests staying in a Seaside Apartment, Fairground Apartment or Gold Apartment will benefit from complimentary towels on arrival and housekeeping service.

### WHAT SHOWS AND ACTIVITIES ARE ON MY BREAK?

A full list of the shows and activities on during your stay will be online at [butlins.com/beforeyougo](https://www.butlins.com/beforeyougo) two weeks before your break, or download our app.

### CHALLENGE 25

If you're lucky enough to look under 25 then don't forget photo ID for the bar team (passport or photo driving licence accepted). Without this you will not be served any alcohol.

### WHAT ARE THE CHECK-OUT TIMES?

You'll need to check out of your accommodation by 10am on your departure day, however if you don't fancy hitting the road straight away you're very welcome to stay and make the most of the resort facilities until 11am.

### HOW CAN I CONTACT BUTLIN'S?

If you have a question about your booking, head over to [butlins.com/faqs](https://www.butlins.com/faqs), or log in to your account [butlins.com/myaccount](https://www.butlins.com/myaccount).

If there's anything else you'd like to know, head to [butlins.com/faqs](https://www.butlins.com/faqs)

# MAKE YOUR BREAK EXTRA SPECIAL

You'll always find plenty of activities and incredible shows all included in the price of your break. However, if scaling the high ropes, going up the climbing wall or mastering football techniques also sound exciting, the specialist equipment and professionally trained tuition do mean they cost a little extra.

The good news is, to help you budget for these adventurous extras, we've created some Activity Passes\* designed to save you money, especially when you add them to your booking before you arrive.



## ALL ACTION ACTIVITY PASS

Enjoy an action-packed break with our All Action Pass. This pass will help save you money and allows you one go on each of the following activities; Adventure Golf, Ten Pin Bowling, American Pool, Go-Karts, Bungee Trampolines. Passes cost £20pp if you book before you arrive (£22pp on resort), log in to My Account to book.



## ADRENALINE PASS

Let your adventurous side out with our Adrenaline Pass, available on our school holidays breaks. This pass will give you one go on the Climbing Wall, High Ropes and Free Fall. Passes cost £22pp, log in to My Account to book.

## MAKE A B-LINE FOR YOUR SEATS

Our B-Line passes are a great way to get in to our entertainment venues and Splash Waterworld 15 minutes before anyone else, without the need for queuing. Passes start from £21pp (under 2s go free), but hurry spaces are limited. To book log in to My Account.

## SKY BAR

Exclusively at Skegness, take your seats in the comfortable surroundings of our Sky Bar in Centre Stage, our main show venue. Overlooking the stage, on a mezzanine level, you'll get the best views in the house. With a dedicated bar it's a popular choice, so make sure you book early. Prices start from £18.50pp and you can book by logging in to My Account.

## MITRE FOOTBALL ACADEMY

We've teamed up with global football brand Mitre to create and deliver the Mitre Football Academy, curated exclusively for Butlin's by Kelly Smith MBE. Each session includes one or two one-hour sessions with our FA level 2 qualified instructors and is available on all breaks except Just for Tots. Sessions are from £8pp and include a free Mitre water bottle, bag and drill card. You can book sessions by logging in to My Account.

## YOU TIME

Whether you're celebrating a special occasion, or want to pamper yourself, our Spa is perfect for relaxing or a quick pick-me-up. There's a Spa Experience which includes full use of the facilities and swimming pool, or there's also a wide range of treatments available from manicures and mini treatments to facials and massages. So, whether you're looking for a quick treat or a full on pamper session there's something you'll love, perfect for adults and teenagers. Our Spa is very popular and is open on selected breaks, so we recommend you book before you arrive on 0330 100 6649.



\*These passes are non-transferable and cannot be refunded in part or in full. Please note this list is subject to change without notice and all activities are subject to availability. Terms and conditions apply, and some activities may be subject to height, weight, weather and other restrictions, please check before purchasing your pass. Passes cannot be used in conjunction with any other offer.



## Entertainment and Leisure

- 1 Activity Gardens
- 2 Adventure Golf
- 3 Aerial Adventures
- 4 Amusements
- 5 Boing Boing Beach Sports Court
- 6 Bullseye Bay
- 7 Centre Stage
- 8 Children's Play Area
- 9 Children's Soft Play Area
- 10 Cinema
- 11 Crazy Horse
- 12 Go-Karts
- 13 Green Baize Games Room
- 14 Hotshots
- 15 Jaks
- 16 Kickabout Quay
- 17 Little Star Studio
- 18 Little Stars Fairground
- 19 Original Chalet
- 20 The Studio
- 21 Prize Bingo & Prize Shop
- 22 Puppet Castle
- 23 Quasar Elite
- 24 Reds
- 25 Skyline Stage
- 26 Splash Zone
- 27 Tennis Courts
- 28 The Spa

## Shops

- 29 Butlin's The Store / Little Something
- 30 Hire Shop
- 31 The Supermarket
- 32 Toybox

## Services and Amenities

- B** Booking Points
- 33** Discover Butlin's
- 34** Launderette
- 35** Leisure Hub
- 36** Lost Property
-  Toilets
- 37** Resort Safety
- 38** Royal Arthur Suite
- S** Smoking Areas

## Restaurants and Bars

- 39 Burger King
- 40 Firehouse Grill
- 41 Jellyfish Lounge
- 42 Ludo's Italian
- 43 Mega Treats
- 44 The Pub & Kitchen
- 45 Rock & Sole
- 46 Scoop
- 47 Seaside Treats
- 48 SOHO Coffee Co.
- 49 The Beachcomber Inn

## Dining Plan Restaurants

- 50 Coast Restaurant
- 51 Coral Beach Restaurant
- 52 The Deck Restaurant
- 53 The Yacht Club

## Car Parks

- 54 Coach Parking
- 55 Day Visitors Parking
- 56 Lagoon Bay Parking
- 57 Ocean Point Parking
- 58 Pacific Wharf Parking
- 59 Reds Parking
- 60 Splash Waterworld Parking
- 61 Starfish Quay Parking
- 62 The Beachcomber Inn Parking
- 63 The Keys Parking

## Caravan Village

- 64 Caravan Village Reception
- 65 Caravan Sales Office
- 66 Touring Caravan site



### **S** SMOKING

Butlin's is a family resort so in the main areas of our resort (e.g. around the Skyline Pavilion, our restaurants and Splash Waterworld), we have a no smoking policy. If you are out and about on resort and would like to smoke, please use one of the designated smoking areas as indicated by this symbol. Given their remarkable likeness to cigarettes, this includes e-cigarettes.