

TERMS AND CONDITIONS

The following terms and conditions are valid for Butlin's own breaks and private breaks that are sold on behalf of Butlin's through approved third parties, including Spring Harvest events. These events, similar events and breaks booked directly through Sun Holidays may have separate terms and conditions for you to read in full prior to your booking.

We try to ensure that 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 Butlin's resorts are correct at time of going to press/digital image in October 2014. Accommodation décor, size and layout may vary between resorts. Pictures featured within our digital brochure are a typical representation. Not all accommodation is identical to the pictures shown on the web site; also not all accommodation is at ground level.

Butlin's may change these terms at any time by posting changes online, via email for your pre-arrival information, or due to unforeseen circumstances whilst at resort.

You should review these terms regularly (i.e. at least once a month) to ensure you are aware of any changes made by Butlin's. Our agreement with you includes:

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BOOKING A BUTLIN'S 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 short breaks.

2. By telephone:

Call us on **0330 100 6648**, or for groups of 20 or more on **0330 102 5297**. In order to maintain our high standards of communication, selected calls are monitored and recorded as specified by Ofcom. For guests 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 Butlin's while you are on resort.

Breaks booked whilst on resort (at the Holiday Booking Shop / Discover Butlin's / 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 **0330 100 6665** 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.

5. If any of your party has restricted mobility or access requirements - see 'Guests with special needs' section.

Booking Policy:

Live Music Weekend breaks

No one under the age of 18 will be allowed onto the resort, proof of age will be required upon arrival at resort. We reserve the right to refuse to serve guests alcohol without identification who look under 21 years of age. Groups with more than 20 members aged predominantly less than 30 years of age, and must obtain our specific approval prior to booking by calling our groups line on **0330 102 5297**. Hen/stag parties are

discouraged. Live Music Weekend breaks are just for adults and feature themed entertainment.

By submitting a booking, you are confirming that no member of your party has a criminal record, has entry on a criminal register or any record of any order indicating anti-social behaviour, violence, abuse, public disorder or criminal damage or any other form of anti-social behaviour detrimental or potentially detrimental to third parties enjoyment of the Butlin's facilities by other site users. If it comes to the attention of Butlin's that this term has been breached, Butlin's reserve the right, in its absolute discretion to cancel your group booking.

A contract will come into existence between you and Butlin's when:

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

The contract binds you and all members of your party. 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 and 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.

All part of the price:

Where referenced, 'all part of the price' means they are included within the cost of the break.

Your reservation confirmed:

Your booking will only be confirmed once the deposit and optional insurance (if purchased) have been paid. When you receive your confirmation of booking, please telephone our Customer Care team on **0330 100 6656** 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 optional insurance (if purchased), and any other relevant information.

Late bookings:

For any breaks booked within 70 days of the start date of a Live Music Weekend break, full payment is required.

If the break is booked within 21 days, payment will need to be made by credit or debit card over the phone or at **bigweekends.com** and the same card must be presented, along with a form of photo identification before room cards can be issued on arrival at resort.

Group bookings:

Group bookings of 10 to 19 need to be made by our contact centre team by calling on **0330 102 5295**. Bookings of 10 or more will need to be authorised by our sales team. 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.

Butlin's is committed to ensuring a safe and secure environment for all its guests. The lead booker for any group booking will 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.

Tesco voucher bookings:

Tesco Clubcard vouchers can be used to pay for all or part of your break (excluding dining and additional extras) at our best available rates. Breaks can only be booked by calling our team on **0330 100 9327** and you must have ordered and received your tokens before booking. You must specify the amount of vouchers you intend to pay with at the time of booking. Vouchers can be used on new bookings only and if you cancel your break no refunds will be given for the vouchers. For full terms and conditions please visit **butlins.com/Tesco**

Children on the booking:

Live Music Weekend breaks are for adults only over the age of 18 years. Children will not be accepted on to the booking or allowed onto resort at any time during this break type.

Pets:

Pets are not permitted in the main Butlin's 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 Butlin's resort. Ask your resort which dog breeds are not permitted. Butlin's reserves the right to refuse any animal considered dangerous.

BEFORE YOU ARRIVE

Please ensure that all of the following guest's details have been submitted for every member of your booking:

Full name and address

Date of birth

Email address (to ensure that they are kept up to date with all pre-arrival information).

Contact telephone number

The ways that you can let us know this information are:

- Email at **Guestdetails@butlins.com**
- Or for party sizes of 20 guests or more please call **0330 102 5297**
- In addition you can also log on to your 'My Butlin's' account and update your information.

Failure to update us with the information required prior to your break, will lead to your contract with us being cancelled. (Please see Identification & Data protection).

You also need to make sure everyone in your group brings some photo ID with them (passports or photo driving license are fine). Failure to provide identification if asked will lead to refusal of entry.

ARRIVAL AND DEPARTURE TIMES

Entry on to our resorts on the day of arrival is from 1pm, whilst you may enter the resort from 1pm and collect your welcome packs and room key passes, access to your room will vary dependant on the accommodation type that you have booked as follows:

Bognor Regis

Standard and Silver Apartments, Rooms and Suites	4pm
Gold, Deluxe and Premier Members	3pm
Shoreline, Ocean and Wave Hotels	3pm

Minehead

Standard and Silver Apartments, Rooms and Suites	4pm
Blue Skies, Chalets, Gold, Deluxe,	3pm
Seaside Apartments and Premier Members	

Skegness

Standard and Silver Apartments and Rooms	4pm
Gold, Seaside Apartments and Premier Members	3pm

Key passes will not activate until the times specified above on the day of arrival. A meal will be available for guests with a dining plan 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, you MUST vacate your accommodation by 10am and return your keys to Guest Services or leave them at the main resort exit. Whilst you are welcome to use the resort facilities until 11am no extensions will be agreed to your departure times. We must ask you to ensure that you have left our resort by 11am.

Important information and updates

Important information, updates about your break and our entertainment guides will be where possible published and available for you to view on line prior to your break. We would ask that you check your emails and our website in the lead up to your break. In addition when arriving at our resort we will show you what activities and timings are available within your welcome pack. To avoid disappointment we would recommend pre-booking your activities where possible.

Behaviour and compliance:

To ensure that a safe and secure environment is provided for all of our guests and team, we ask that you please show consideration to others and treat people and our facilities with respect at all times.

Offensive, illegal, or any form of anti social behaviour including excessive noise will not be tolerated. If guests fail to comply with these rules at any point throughout their contract it will be terminated. They and their party will have their booking cancelled prior to arrival and or during their stay whilst on resort, without refund.

These are standards that we expect from our guests from the moment they contact us, throughout their break and during any post-break communications.

Contracts will also be terminated if Butlin's has a reasonable suspicion that any guest has committed, or intends to commit any of the above.

High risk periods:

We find that on our main Christmas and Easter breaks we have a higher demand for larger party sizes that can be detrimental to the atmosphere and comfort of others. We reserve the right on these break types to refuse bookings for larger party sizes of 8 or more, being it in single booking or a number of single bookings that we believe are linked together. Please read in full our terms and conditions regarding these break types. Identification requirements & data protection (Below). We reserve the right to identify other breaks and times of year as high risk periods and apply the same criteria to them.

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 team - there is a charge for replacements issued.

Fancy dress – The guidelines:

We want to ensure that fancy dress is an enhancement to the enjoyment of guests on our Live Music Weekend breaks. To ensure that guests understand where fancy dress is encouraged, we have highlighted below where fancy dress is welcome.

Fancy dress welcome	We advise against fancy dress on these breaks
Hot Summer Party	Legends of Soul
We Love the 70s	Giants of Rock
Ultimate 80s, Hill Factory Live & Here and Now	Great British Folk Festival
90s Reloaded & Ibiza Legends	Great British Alternative Festival
Back Together	Northern Soul Survivors Weekender
Soul Weekender	Shiine On Weekender
Darts Open and Championship finals	Rockaway Beach
Madness House of Fun Weekender	Great British Rock and Blues Festival
Disco Inferno	
Bootleg Ball	
Festival of the 60s	
GUILTY Pleasures - Mighty Hoop-La	

To ensure that fancy dress costumes enhance the experience and do not cause offence, the following guide to appropriate attire has been designed to help you. Anyone arriving to any venue or walking around our resort wearing anything deemed inappropriate will be asked to return to their accommodation. Refusal to do this will result in the guest and their party being asked to leave resort and end their contract with Butlin's. No refunds will be given.

Any complaints received about behaviour or offensive dress on route to or departure from one of our resorts may also result in you and your party being refused entry with no refunds given, in addition we reserve the right to refuse you or your party from booking a Butlin's break again in the future.

Unacceptable dress:

- Avoid anything that can be seen as racially or sexually offensive.
- Don't wear anything (including T-shirts) that has bad language on it.
- Don't dress up as / celebrate someone who has committed a criminal act.
- Don't use the Butlin's logo or brand on your outfits or T shirts.
- If in doubt, please call us for advice on **0330 100 6650**

IDENTIFICATION REQUIREMENTS & DATA PROTECTION

All guests travelling to our resorts aged 18 or over are required to provide identification on arrival. The only accepted forms of identification are a photographic driver's licence or passport (provisional licenses are also accepted). Failure to provide identification (as specified above), if asked will lead to refusal of entry to our resorts.

In addition, for every guest on the booking we must have the full name, date of birth, full postal address including post code, contact telephone number and with your consent, an email address so that we can keep all parties informed of our pre-arrival guides, this is inclusive of up to date entertainment information about your break and future offers. The above information is also required to ensure we know the identity of all guests ensuring that we help to provide an environment that is safe and secure for all.

This information MUST be provided within 48 hours of making a booking online or over the telephone. If this information is not provided by this date, we reserve the right to cancel your contract with Butlin's. Deposits are NON refundable.

- All guests that are resident in the UK MUST appear on the Electoral Roll.
- All other guests MUST provide proof of their residential address with photographic ID, in the form of a passport or driving licence.

We will make checks to ensure that our guests are registered on the electoral roll and where not located we reserve the right to cancel your booking until you are able to confirm this.

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

Use of Your Personal Information:

Butlin's 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 that you are entitled to know how we intend to use any information you provide.

Butlin's 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 and that of other members of your group who you are deemed to represent 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 about them that you are providing to us, and what we will use it for. For the purposes of data protection you, the lead guest, are acting as the representative of all members of your party. 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. We will correspond in all matters relating to the booking or group with the lead guest who acts as representative for all members of the group. 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. Butlin's 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 will also use your information to contact you about other holidays or services brought to you by Butlin's Skyline Ltd or our carefully selected trading partners. If you do not wish to receive such information please contact the Data Protection Officer, Butlin's Skyline Ltd, 1 Park Lane, Hemel Hempstead, HP2 4YL. Butlin's Skyline Ltd. In addition we may monitor and record telephone calls made to our Call Centres for quality control and team training purposes.

PAYMENT OPTIONS

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 is subject to change.

If you book your break within 21 days of the start date, the lead guest will need to make payment with a card in their name only. This card with photo ID must be presented at the time of check in at resort.

Automated Payments:

If you opt to pay via our easy automated payment method, you will be agreeing to the following terms and conditions.

A lower deposit has been agreed at the time of booking, as you have agreed to make the calculated monthly payments on a date each month selected by you over the remaining time before your arrival date. Failure to make the monthly payments to cover the standard deposit amount that will be collected via the card details that you provided at the time of booking will result in your break being cancelled.

Please note that the minimum deposit will be collected/required if the booking is cancelled before the standard minimum payment is reached through your agreed payment plan (these will vary dependant on the break type you have chosen, please refer to our Customer Care team for further information about this on **0330 100 6665**).

	Standard Deposits	Auto Pay Deposits	Full balance due by date
Live Music Weekends	£35pp	£15pp	84 days before break start date
Arena Breaks (inc. Darts & Madness Break etc)	£45pp	£25pp	

We will notify you via email if there is a problem with your payment and give you 21 days to bring your booking up to date with the required payment. If you have made enough payments to take you above the standard deposit agreement, we will contact you to advise you that we are removing you from the automated payment scheme and your outstanding balance will be required 56 days before your break date starts or 84 days if attending a Live Music Weekend break.

If your break is cancelled, should you wish to rebook your break at a later stage, you will not qualify for any previous offer and will need to rebook at the current pricing as at the date of your new booking request.

Cheques and postal orders:

If you are paying for your booking by post, cheques and postal orders should be made payable to Butlin's 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. Please do not send cash as we are unable to accept cash payments.

There is a £20 administration charge for dealing with cheques refused by your bank. Post-dated cheques will not be accepted. Any bank charges incurred for these cheques are solely the guest's 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 directly with Butlin's or a travel agent, the deposit will be deducted from the payable balance.

The date the remainder of your balance is due can be found on your booking confirmation, it can also be found on the web site under your 'My account' profile. Payments by post, online or telephone must be received no later than 70 days before travel for all live music weekend breaks. Please note that balance reminders will not be sent, if your booking is not paid on time it may be cancelled. For bookings made within these time scales FULL payment will be required.

CANCELLATIONS AND AMENDMENTS TO YOUR BOOKING

Resale of a Butlin's break:

You are not allowed to resell our breaks. If you would like to enquire about becoming an agent for Butlin's, 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.

Resale of a Butlin's wristband:

You are not allowed to resell our wristbands. Anyone found to be offering the resale of wristbands prior or during the break will lead to the booking being cancelled for both the individual involved and anyone associated to the booking, if identified whilst on resort you will be asked to leave, with no offer of a refund for any time missed on resort.

If you need to amend your booking:

If you wish to add more guests to a booking, or notify us of a change of a name on the booking, you will not be charged an administration fee, although additional costs for additional guests may apply dependant on the break type and size of the accommodation you are in. Other changes to your booking will incur an administration fee of £20. Any change to the lead guest's details is 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.

If you need to make an amendment to a booking please call our Customer Care team on **0330 100 6665**.

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 per booking, subject to availability. You will also incur additional charges if the cost of your holiday rises. The new break price will be based on the price the break would have been at the original time of booking. 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 **0330 100 6665**. Requests must be made in writing or by telephone by the lead name on the booking, or their travel agent only. Date changes are not

allowed for bookings where the holiday starts in less than 21 days. Changes made within 70 days of the start of a Live Music weekend 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 an insurance policy you will need to contact your insurers directly, charges arising from the cancellation will be covered in most cases.

As soon as you know that you need to cancel, call the Customer Care team on **0330 100 6665** (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 Customer Care team, please see table below:

Days before you start your break	Cancellation charge
84 days or more	Deposit
55 – 43 days	40%
42 – 29 days	60%
28 days or fewer	100%

Cancellation charges are calculated based on the start date of your break; 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.

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 on our website. 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 Butlin's for reasons beyond our control.

Limitations of liability:

Butlin's 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 Butlin's, 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.

INSURANCE

Butlin's is a trading name of Bourne Leisure Limited who are authorised and regulated by the Financial Conduct Authority in respect of all insurance matters. If you wish to select an optional insurance policy through Butlin's, payment for our optional insurance policy must accompany your deposit payment on confirmation of booking, a 14 day cooling off period will apply to all purchases of our optional insurance policy via the telephone or online. Please refer to the policy wording for full terms and conditions.

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 **0330 100 9334**.

Butlin's has a limited number of fully adapted accommodation units, which may be suitable for guests with disabilities. In order for Butlin's to provide you with full information of what is available on resort and to discuss your specific requirements and needs, call our Butlin's specially trained coordinators on **0330 100 9334**.

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 one guest may be required.
- Advice of any special needs these guests may require
- The number of 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 – Type talk:

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. Website: www.mid-typetalk.org.uk

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. Our latest published prices can be found at <http://www.bigweekends.com/splash-pages/2015-brochure-prices.aspx> and are valid for at least 30 days after the date on this document. 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 Butlin's breaks will fluctuate throughout the day based on the demand for that particular break, in that particular grade of accommodation and on that particular resort. Therefore, when calling or going online prices may change. If guests book their holiday very close to arrival then this will occur on a much more frequent basis. Therefore, it is advisable to book early. Guests are reminded that the prices displayed in this brochure are for example purposes only, they 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 break

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

Accommodation prices

Our prices are calculated per unit of accommodation 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. However the prices displayed within our digital brochure are calculated based on two adults and two children (2-14yrs) sharing a four person unit (unless otherwise specified).

*Live Music Weekends 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, rooms and suites:

Chalet's and apartments include a lounge and kitchen area. Rooms do not have a lounge or kitchen. Suites include a lounge but no kitchen.

Dining packages:

Where available, 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 per day:

Dining packages if required have to be added to all guests on your booking and for the full duration of your break.

Our breakfast-only packages are available to purchase by the day, either prior to your arrival or once on resort.

Ground-floor accommodation:

Can be secured for a supplement of £15, subject to availability. This may be subject to change. Guests that are Blue badge holders will receive a full refund when presenting their badge at Guest Services or Gold reception.

Offers and promotional availability:

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

ACCOMMODATION

Please treat your accommodation with care and respect; it will be inspected at the end of your break by our accommodation and housekeeping team. You will be held responsible for any damage caused during your stay. Damage to your accommodation may also result in the termination of the break with no compensation.

PRE-AUTHORISED DEPOSIT ON ARRIVAL

We reserve the right to charge you during or after your stay for any loss or damage to our property. A pre-authorisation for payment may be requested upon your arrival at resort prior to check in for £100 per booking. For multi-unit bookings we will ask for a pre authorisation payment per unit of accommodation, this may be taken from additional guest cards if nominated as the lead guest in that accommodation. For group bookings of 19+, you will be asked to give us the lead accommodation guests names before your arrival on resort. This will be made via your debit or credit card. Your card will not be debited unless damages to your accommodation or that of our property are caused. The authorisation from your bank will last for up to 7 days and will impact the availability or access to the amount of funds authorised by your Bank or Building Society.

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.

Butlin's reserves the right to require that any guest be interviewed by us, on Butlin's premises, to enable us to look into instances of damage or nuisance to Butlin's 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.

IF YOU HAVE A COMMENT

If you are dissatisfied with any aspect of your break 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 feedback on your return. Claims may be 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 provided a satisfactory solution, the lead guest should write to the Resort Director at 1 Park Lane, Hemel Hempstead, HP2 4YL or via email to feedback@butlins.com. Please submit any written comments within 28 days of returning from your break so that we may properly review and reply to your feedback. Please write your break reference number on your letter and include your telephone numbers.

SMOKING POLICY

Smoking is not allowed around our resorts, in our entertainment venues, or in any accommodation. If a room has to be cleaned due to the effects of smoking there will be an extra charge of £75 for this. You'll find designated smoking areas on resort.

E-Cigarettes:

Given their remarkable likeness to cigarettes, the use of e-cigarettes can cause concern amongst other guests, so we kindly ask our guests to only use them in the designated smoking areas provided. We do not allow these to be used in any of our entertainment venues or accommodation.

GENERAL INFORMATION

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, only competent swimmers may use certain flume rides. Please be aware that loose items, including goggles, cannot be worn on the flumes.

Fairground

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.

Butlin's 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 and illness

Should Butlin's become aware, or have reasonable grounds for suspicion, that a guest has contracted a contagious disease or illness 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 or illness being transmitted to other guests. We are unable to offer any refund in such circumstances and strongly recommend that guests obtain suitable insurance prior to travel to cover any such eventuality.

Venue capacities

Butlin's venues are subject to maximum capacities set by the local fire officer, and as such entrance to venues is not guaranteed. As our venues are popular seating cannot be guaranteed or reserved.

Filming and photography

Due to the popularity of Butlin's, we get requests from TV and other companies to film/photograph on resort, many of which we accommodate. We also take our own Butlin's 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 break, 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. 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.

Free activities

We want to ensure that you enjoy all the activities we have on offer throughout your break. When booking free activities in advance, we ask that you only book one activity per person – this is to ensure where possible, that everyone on resort gets to try as many of our unique activities as possible. If you would like the opportunity to take part in the same activity on more than one occasion, please look for further availability nearer the date and time of the event. Multiple bookings from the same guests may be declined entry on the day, dependant on demand.

ALCOHOL AND DRUGS POLICY

For the safety, wellbeing and enjoyment of all of our guests, we do not allow guests to bring excessive quantities of alcohol onto our resort. We are committed to responsible drinking and will confiscate any excessive alcohol at the resort entrance or from your accommodation during your break and give it back to you at the end of the weekend. You may bring up to 12 x 440ml cans of lager, beer or cider or 6L of lager or cider in plastic bottles or a 3L box of wine per person or one (maximum 700ml) bottle of spirit per person.

You may bring this with you on arrival to the weekend only; there is no re-entry with alcohol. Where repeated attempts to breach this condition are made, Butlin's reserves the right to terminate the contract without notice and without refund of monies paid. Please be aware that for licensing reasons only drinks bought in our venue bars may be consumed in our venues. Also, you cannot take drinks from one venue to another.

We have a zero tolerance policy on drugs. Anyone found taking illegal drugs or any other illegal substance will be asked to leave our resort and will not receive a refund for any part of their break.

THE EU ONLINE DISPUTE RESOLUTION PLATFORM

<https://webgate.ec.europa.eu/odr/main/?event=main.home.show>