

Butlin's

HOW TO USE YOUR REWARDS TOKENS

- You must have ordered and received your tokens before you book with Butlins - 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, and 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. To book your Butlins break please call 0330 100 9327 (7 days, 9am-9pm)**
- 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 at any of our Resorts or hotels, however they cannot be used to pay for dining and additional extras, for example Leisure Passes, Spa treatments, etc**
- Token codes can be used to pay the deposit. Any outstanding remittance will be required 8 weeks prior to the start of your break.
- 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 travelling too. Tokens cannot be given as gifts.
- You cannot add more rewards tokens to your booking at a later date, so please include 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.
- Once full payment has been received, Butlins will process and confirm your booking and send your confirmation via email or 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

- 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- **All breaks & pricing are subject to availability and can be withdrawn at anytime.** For full terms & conditions please refer to the current Butlins brochure.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 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 and cannot be added to existing bookings.
- Rewards tokens cannot be used in conjunction with any other offer and/or discount and are valid against our best price, 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 Live Music Weekends and exclude any third party breaks including Madness; ESFF; Spring Harvest; MCN; Yours Live.

It is very important that you check that your holiday insurance covers the loss of the value of your Clubcard Vouchers should you have to cancel. Most policies do not cover such a loss including Butlins Holiday Insurance. 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.