

Terms & Conditions (T&C)

1. Bookings from
 - a) Groups of people of the same sex.
 - b) Groups under 21 years of age.Are NOT accepted. These are Butlins rules, not the caravan owners and must be adhered to.
2. The caravan must be vacated by 11am on the day of departure; this is so it can be checked before the next booking.
3. The caravan must be left in a clean and tidy condition, the hirer is responsible for all members of the party and must make good any losses, breakage or damage done to the caravan or contents during their stay. There is a £50 (£100 for Adult weekends) refundable bond, payable at the time you pay the final balance. We reserve the right to deduct the cost of any loss or damage from this at our discretion. Any loss or damage found on your arrival should be reported as soon as possible to Guest Services otherwise you may be held responsible.
4. The keys to the caravan will not usually be available until 3pm on the day of arrival, however if you check in at guest services and collect your passes you are welcome to use all the facilities on the Butlins complex.
5. The full balance of your holiday will be due 12 weeks before your holiday starts. Should you book your holiday 12 weeks or less before the start date then the full balance will be due at the time of booking.
6. Butlins is a family holiday park and anyone whose unreasonable conduct causes a nuisance may be asked to leave, forfeiting the rest of their holiday.

7. Please note that the £100 booking deposit is non-refundable. We reserve the right to re-let the caravan if the final balance is not received by the due date as arranged.
8. The price of your holiday includes passes into the Butlins complex, details of passes and how to collect the keys will be sent to you on receipt of the full holiday amount.
9. Any changes to the advertised entertainment or facilities on the site are beyond our control, and we cannot accept any responsibility for this.
10. Should your accommodation become unavailable due to circumstances beyond our control we will where possible offer an alternative which you have the option to decline and a full refund will be given.
11. We recommend that you purchase some form of holiday insurance if you require it, as there is no insurance included in the price of your holiday, and no refunds can be made once the full balance has been paid.
12. Please note that all caravans are non-smoking.
13. We do not allow pets in any of the caravans, unless stated and arranged before your holiday commences.
14. We cannot accept responsibility for any loss or damage to cars, belongings or personal injury occurring whilst staying in one of our caravans.
15. By booking and paying for your holiday you are accepting the terms and conditions listed above.