

CARAVANS 118 & 119 RIVER COVE, AND 147 VIKING COVE

BUTLINS CARAVAN VILLAGE, MINEHEAD

TERMS AND CONDITIONS OF HIRE (2017 & 2018 BOOKINGS)

1. BOOKINGS

Please make all bookings using the details on our contact page on our website www.caravanhirebutlinsminehead.co.uk. A booking is deemed to be secured once a £100 deposit per caravan has been received together with names, addresses and dates of birth of all guests who will be staying in the caravans. Only the persons named can occupy the caravans. Please note that once we have submitted the details to Butlins, any amendment to the booking, for example adding/removing guest names, changing the check-in time or changing the dates, will incur a Butlins amendment fee of £10 which is payable at the time of the amendment.

Family Breaks – A maximum of 8 people are allowed in each caravan, with a maximum of 6 adults. Butlins state that any booking which includes any persons under 18 years of age should include a responsible adult who is at least 25 years of age. Single sex groups are not allowed on Family Breaks. There are some exceptions to this - for example, a Grandmother, Mother and Daughter wishing to holiday together, or same sex friends and their respective families wishing to holiday together, or same sex families/couples.

Adult Breaks – A maximum of 6 people are allowed in each caravan. The lead person must be aged 21 or over. We are unable to accept bookings from groups predominantly under the age of 21, and under 18's are strictly not allowed on Adult Breaks.

2. PAYMENT

Please make all payments to Lloyds Bank sort code 30-97-17, account number 35303168 in the name of Dawn Ogilvie-Wilson.

To secure a booking a £100 non-refundable deposit per caravan is required. The balance of the full payment is required at least 8 weeks prior to the holiday commencement date. In addition to this, a refundable damages deposit is required of £100 per caravan for Family Breaks and £150 per caravan for Adult Breaks upon payment of the outstanding balance due – this is in case of any damage or loss caused to the property during your holiday. The damages deposit will be refunded to you within 7 days of your departure providing that everything is in order with the caravan and its contents. In the case of late bookings then full payment is required upon booking together with the damages deposit.

Any loss or damage found on your arrival should be reported as soon as possible using our details on the contact page on our website per above, otherwise you may be held responsible.

We reserve the right to re-let the caravan should full payment not be received and funds cleared within the agreed timescales, although we will do our best to contact you should this instance occur.

3. THE CARAVAN

Strictly no pets/animals are allowed in the caravan. You will be asked to leave if this is not adhered to, with no refund given. We have guests stay in our caravan who have allergies, please respect this.

Strictly no smoking. Cigarettes, including e-cigarettes, cigars, tobacco of any kind or illegal substances are not allowed in the caravan. If you do smoke outside the caravan please ensure that no damage is caused to the caravan exterior and garden furniture, and that you tidy up and throw away any cigarette ends and litter. Failure to do so will result in the loss of your damages deposit as we could have to pay a maintenance callout for any issues which arise from cigarette ends and litter in the garden area, and also to cover the cost of any repairs/replacements.

Gas, electricity and water costs are all included in the cost of your holiday.

Duvets, duvet covers, pillows, pillow protectors, pillowcases, waterproof mattress protectors and sheets are provided, and beds will be made up ready for arrival. You will need to take your own towels and teatowels. There is also a Travel Cot, Bed Guard and Highchair if needed. Linen for the Travel Cot is not provided and you will need to bring your own.

There is an outside lockable storage box next to each caravan. Please feel free to use this to store your bicycles, scooters, pushchairs, beach equipment (buckets and spades, windbreaks, sand shoes, etc) and such like.

4. PARKING

There is one allocated car parking space close to each caravan on the Caravan Park. Please use the east gate car park (the one nearest the Golf Club) if additional parking is needed. Please note that no vehicle larger than a people carrier is allowed to park in the parking space allocated to the caravan.

5. ARRIVAL AND DEPARTURE

The keys to the caravan are available to collect from Guest Services from 4pm on the day of your arrival - however, you are welcome to arrive earlier in the day and use the Butlins facilities. On departure day please vacate the caravan and hand the keys in to Guest Services by 10am. You are welcome to stay on the Butlins resort for the rest of the day.

6. CANCELLATION

In the event of any cancellation by yourself, the first £100 of any holiday is a booking deposit charge (per caravan) and is non-refundable. This fee is required to reserve your requested date and to cover the administration costs involved.

If you do need to cancel your holiday please note our refund policy is as follows:-

- 28 days or less notice - No refund
- 29 to 42 days notice - 40% refund
- 43 to 55 days notice - 50% refund (providing that the remaining 50% covers the £100 booking deposit charge)
- 56 days or more - 100% refund less £100 booking deposit charge

If you are unable to travel to the resort or have to cancel due to adverse weather conditions we unfortunately are unable to offer a refund, and therefore strongly advise that you obtain your own holiday insurance.

7. OTHER

The price of your holiday includes passes for Butlins leisure and entertainment facilities. On some dates throughout the year certain events are hosted on the Butlins resort which may require tickets to be purchased separately – this will be detailed on our prices page. Butlins could change or withdraw any of the advertised entertainment or facilities. This is out of our control and we cannot accept responsibility.

It is recommended that you purchase your own holiday insurance as this is not provided with the cost of your caravan holiday.

We cannot accept responsibility for personal injury or the loss or damage of your vehicles and personal belongings either inside or outside the caravan, or as a result of using the outside storage.

If any keys are lost or broken then these will be charged for out of the damages deposit.

Any persons who are asked to leave the site by security will lose the right to claim any refund.

If the caravan accommodation should become unavailable due to circumstances beyond our control we will endeavour to find alternative accommodation for you. You will of course be entitled to decline this, and a full refund will be given (including the £100 booking deposit charge).

If you do encounter any problems with your caravan accommodation please telephone us on 07903 548982 or 02476 543876 immediately so that we can endeavour to resolve them as we cannot accept these issues after the holiday.