

Terms & Conditions for our beautiful 2018 Willerby Seasons Caravan

The price of your caravan holiday includes WiFi, bed linen, hand towels, tea towels, bath mat and 4 entertainment passes which gain you entry into the Butlins Skegness Resort and are valid for the entirety of your stay with us. Should you wish to bring more than 4 people there will be an additional payment for the extra passes which you will be advised about before you book the caravan. You can purchase up to 4 additional passes. (Please note that you will need to bring your own towels for showering, swimming or the beach).

Butlins require us to take the date of birth, name and address of each member of your party. Please note infants under 2 years do not require an entertainment pass.

At the time of booking the lead guest must pay either a deposit or the full balance.

Payment is via BACS direct to our bank account and can be in full or installments providing full payment is received 8 weeks before the start of your holiday. I will provide you with our bank details and an updated statement each time a payment is made.

A refundable security bond of £150 will be due on top of the cost of your holiday. This is refunded after a full and satisfactory inspection of the caravan. (No damage or missing items and that the caravan is left as **clean & tidy** as found).

However, charges will apply where extra cleaning or repairs are needed.

If breakages are not reported to Yvonne's Caravans at the time of them happening then repairs or replacements will be charged to the lead guest once these issues are discovered. This includes all nursery equipment.

Please do not use any beds without bedding. If you require more bedding than you have booked guests please discuss this with us.

The Check-in time is from 2.00pm & Check-out time is 10.00am at the latest.

Keys will be available on check in day from the Butlins Caravan Reception which is located next to the Caravan Sales area.

On the day of departure, you must vacate your caravan no later than 10.00am and the caravan must be left as **clean & tidy** as you found it.

Dirty towels and bedding (including mattress protectors) must be left on the kitchen floor on the day of departure.

The lead guest is responsible for all members of the party and must make good any losses, breakages or damage done to the caravan or its contents during their stay.

Prior to departure, all keys must be returned to Guest Services, this can be via the key box on the security gate.

Lost keys will incur a £15 charge per key, this will be deducted from your security bond.

Failure to comply with the above may result in the loss of your £150 security bond.

You are advised to check the inventory on entering the caravan. We are unable to accept responsibility for any defects or losses not reported to ourselves within 24 hours of your arrival. You must give us 24 hours to rectify any complaint or issues before any refunds or compensation can be claimed.

Not allowed in the caravan – smoking, pets, candles, barbeques

Electric Vehicles are NOT allowed to be charged at the caravan due to fire risk.

Please ask at Guest Services where the nearest charging points are.

Anyone found smoking or having pets would be asked to leave with no refund.

If evidence of smoking or pets is discovered after you have left the caravan your security bond will not be refunded as we will need to pay for a deep clean.

Candles and barbeques are prohibited in or around the caravan due to the risk of fire.

Should you need to vacate the caravan in the event of a fire please use the door (or windows if absolutely necessary) and call Butlins 24/7 on 01754 769 653 and also call 999 if needed. If you are found to be responsible for a fire you will be expected to cover the costs of repair etc.

We undertake a yearly Fire Risk Assessment should you wish to see a copy please ask.

Requests to make changes to bookings-:

- Requests within 28 days of your holiday start date will incur an admin fee of £25 plus any associated costs (additional persons for example)
- Once you have your holiday confirmation from Butlins any amendments are charged at £35 plus any associated costs (name changes, additional persons etc).
- Should you arrive on your check in day with additional persons not booked and we have to attend the reception to resolve this, you will be charged a further £50 plus Butlins additional charges, this must all be paid before the amendment is made and you can collect your keys to the caravan.

We, the owners, will not be liable for any injury or death, loss of property, damage suffered by the hirer or any member of your party, your belongings are also your own risk during your stay.

A travel cot (no mattress, no bedding), high chair and potty are available in the caravan but these will be used at your own risk. Bedding is not provided for the travel cot. Please use these items carefully and fully clean them after use so that they are clean for our next guests - thank you.

Butlins Skegness is a family holiday park and anyone in your party whose unreasonable conduct or behaviour causes a nuisance to any other persons on the park will be asked to leave immediately and no refund will be given. If you are on an adult weekend Butlins still expect certain standards of behaviour.

Some Butlins facilities/entertainment may not be in operation for which we have no control or influence over and do not accept responsibility for at any time.

Should the accommodation you have booked become unavailable due to something beyond our control, we will inform you and you will receive a full refund. We cannot accept liability for alterations to the Butlins resort and their facilities from those advertised.

And finally, we hope you enjoy the caravan, have a fantastic holiday and make some brilliant memories. This is our family caravan and we respectfully ask that you bear this in mind during your stay.

We really do appreciate you taking the time to leave reviews, this can be done via our facebook page <https://www.facebook.com/YvonesCaravanButlinsSkegness/reviews>

Yvonne's Caravans Butlins Caravan Village - Roman Bank Road - Skegness - PE25 1NJ

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