

CARAVAN OWNERS GUIDE



To find out more, come and chat to a member of our **Caravan Village Team**

Butlin's
HOLIDAY HOMES



WELCOME

Congratulations on the purchase of your new holiday home and welcome to the Butlin's caravan family.

We're thrilled you've chosen Butlin's, and we hope you have many happy years holidaying here.

You're bound to have some questions, so we've put together this handy guide with everything you need to know about your new holiday home. If you're still unsure about anything or just fancy a chat, our friendly team are always on hand to help, so don't hesitate to get in touch.

But for now, pop the kettle on, sit back, and enjoy your new holiday home.

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YOUR CARAVAN VILLAGE TEAM

We're here to help you around the clock, whether you've got a question about your account or just fancy a chat. Pop in and speak to our friendly team.

Here's how you can get in touch when you're not visiting your holiday home.

MINEHEAD

Call us on: **Reception: 01643 700649 / Sales Office: 01643 700606**

Email us at: **judith.wright@butlins.com**

For Caravan Sales, email: **robin.saddington@butlins.com**

Write to us: **Butlin's Holiday Resort, Minehead TA24 5SH**

OUR PROMISE TO YOU

At Butlin's Caravan Village Minehead, we believe the simple things are most important. That's why we've gone back to basics with our service promise to you. It means we can dedicate time to the little things that make a big difference.

We promise to ensure the best standards of quality and service across all areas of the Caravan Village.

KEEPING YOU SAFE & SECURE

Keeping you and your family safe and happy while you're on the village or resort is our top priority. That's why we'll always check passes regularly.

Butlin's Caravan Village provides full resort safety cover 365 days a year, giving you and your family peace of mind. If you have any safety-related queries during the day, please call the Caravan Village Team on 01643 703 331 or visit the Resort Safety Office on the main resort. In an emergency, contact Resort Safety (24 hours) on 01643 700 615.

MAINTAINING YOUR HOLIDAY HOME ENVIRONMENT

We want you to feel proud of your pitch, so we'll do our best to keep things clean and tidy. This includes regularly trimming hedges, cutting grass and keeping flowers fresh.

We provide recycling facilities, and all bins and refuse areas (including empty dog foul bins) will be emptied at least once a week and up to three times a week during busier times.

Site audits will be carried out on a regular basis by the Caravan Management Team to ensure the village is kept looking its best throughout the season.



RESORT FACILITIES AT BUTLIN'S

OUR ON-RESORT FACILITIES INCLUDE:

- Huge Splash Waterworld, featuring rafts, rides, racing rapids, outdoor pool, and a pool for tots.
- Butlin's SKYPARK outdoor playground, featuring four epic climbing towers, light-up tube slides, wheelchair-friendly play equipment, and the UK's longest interactive seesaw.
- Fairground with rides for all ages, game stalls, bungee trampolines, and Little Stars Fairground.
- Range of activities including high ropes, laser tag, ten-pin bowling, and lots more.
- Access to the Skyline Pavilion with a range of daily entertainment, including shows from the Skyline Gang and Billy & Bonnie.
- Our world-famous Butlin's Redcoats.
- Exclusive live shows from acts such as The Masked Singer®, Diversity, Maximum Professional Wrestling, New Peppa Pig & Evie, and Mister Maker (available on selected breaks).
- Family arcade.
- A variety of restaurants including Papa Johns, Firehouse Grill, Burger King, Chopstix, The Beachcomber Inn, The Diner, Traditional Fish & Chips and more.
- Scoop ice cream parlor.
- Hotshots sports bar.
- Bar Rosso.
- Inn On the Green.
- Costa Coffee.





THING'S TO DO AROUND MINEHEAD

Minehead

Porlock Weir

West Somerset Railway

The Regal Theatre

Minehead Museum

South West Coast Path

Exmoor

Lynton & Lynmouth (Funicular Cliff Railway)

Dunster Yarn Market - Duster village

Dunster Castle and Watermill

Exmoor Zoo

Surrounding area

Taunton

Sheppys Cider Farm

Wookey Hole

Cheddar Gorge and Caves

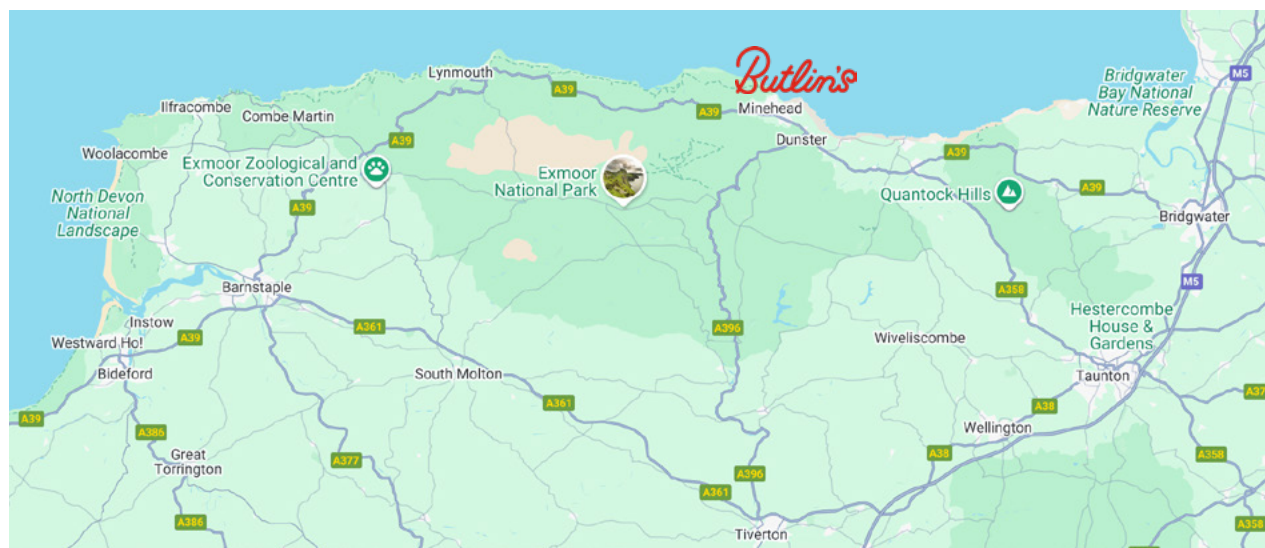
Royal Navy Fleet Air Arm Museum - Yeovilton

Longleat Safari Park

Ancient Port - Watchet

Donniford Farm Park

Tropiquaria Zoo



Plus, so much more!

Please note: There are selected dates of the year where access to resort is not permitted due to private events. We will always aim to give you plenty of notice of such events.

USEFUL NUMBERS

Minehead Hospital MIU- 01643 804009

Minehead Medical Centre- 01643 703441

Emergency dentist MH – Google advises calling NHS 111

Butlins 24hr (control) 01643 700 615

MH Police Station 017 998 9112

YOUR OWNERS DISCOUNTS

Enjoy exclusive savings across our resort - Just for being a part of the Butlin's owners family. As a valued owner, you can enjoy fantastic discounts on food, drinks and leisure activities, and even future holidays.

25% OFF SELECTED LEISURE ACTIVITIES

Climbing Wall
High Ropes

20% OFF SELECTED LEISURE ACTIVITIES

Precise Target Shooting
• Archery • Go-Karts • Laser Tag |
• Ten-pin Bowling • Hotshots Pool

20% OFF BARS

• Hotshots • Inn on the Green
• The Highwayman • Bar Rosso
• Studio 36* • Centre Stage
Reds* (Excl. Scoop)

*Discount excludes Butlin's Big Weekender breaks

20% OFF SELECTED RESTAURANTS

• Burger King • Firehouse Grill
• Papa John's
• The Beachcomber Inn
• The Diner
• Traditional Fish and Chips -
• Chopstix

10% OFF SELECTED BUFFET RESTAURANTS

• The Deck
• The yacht Club

10% OFF SHOPS

All shops & Supermarkets
(Excl. Teddy Bear Factory, Alcohol, Tobacco, Stamps, Newspapers, Phone Cards).

20% OFF DAY VISITS

Bring friends and family for the day
(subject to availability)

25% OFF CIRCUS TICKETS

Enjoy the Big Top experience
with your family

10% OFF PLUS EXTRA GROUP PERKS

Butlin's Family Breaks
and Big Weekenders.

Always remember to show your valid Owner's pass before paying to receive your discount. Discounts may vary slightly by venue and are subject to availability

PHOTO PASSES



Each owner is entitled to 10 free seasonal photo ID passes. Additional passes over and above the standard allocation can be obtained from the Caravan Village Reception. A written request is required. Any additional passes are charged at £100 per person (a child pass is required from the age of 2).

You can apply for your passes by completing a Photo Pass application form available from our Caravan Village Team or email us the full name of the person(s) you wish to have a pass along with a digital photograph of the person.

If a photo pass was processed last year, then a new pass will be printed upon receiving your form. If no passes were processed, then the applicant will be required to have a photo taken in the Caravan Village Reception. Any passes that were issued during the previous year that are not named on your photo pass form will automatically be deleted upon receipt of this application.

To prevent delays and to enable us to process the passes as quickly as possible, please ensure that everyone wishing to have a pass is listed, and returns to the Caravan Village Reception before their arrival (ideally 7 days before).

Should you wish to add additional people at a later date, we require your written permission. Please ensure that this is done a minimum of 7 days prior to arrival.

Seasonal resort passes are resort specific and cannot be used on any other resort other than that named on the pass. **Please note: if you lose your pass, replacements will be charged at £75**

OWNERS PASS TERMS & CONDITIONS

Annual passes are non-transferable. Once an annual pass has been issued, this cannot be removed from the account. Should you wish to cancel the pass, the responsibility will remain with the caravan owner to notify the Caravan Village Reception.

Annual passes are only valid for the person named on the pass and cannot be used by any other party. Any misuse of annual passes may result in the pass(es) being confiscated and not reissued.

Anyone that is issued with an annual pass will have the same rights of access to the caravan as the caravan owner, meaning they can collect keys from the Caravan Village Team at any point throughout the season.

Caravan owners may purchase a maximum of four guest day passes per day at nominal cost. The pass holder must be present at the time of purchase.

Due to capacity restrictions, there is limited access to the resort facilities and venues for your guests.

All annual passholders agree to adhere to the full terms and conditions of staying in the resort.

Under no circumstances should photo passes be issued to paying sublet guests.

Photo passes will not be issued until your account is brought up to date. Failure to pay your account on time may lead to disconnection

USE OF RESORT FACILITIES

All persons using the resort facilities must honour the resort terms and conditions. Access to venues and facilities is discretionary and may be withdrawn at any time. Unsocial behavior will not be tolerated and may result in a ban from venues or facilities. The buying and selling of unlicensed goods are prohibited at the resort, and only alcohol purchased at our venue bars may be consumed in our venues. Use of facilities and issuing of passes allowed only after payment of current year's pitch fees.

The caravan owner will be ultimately responsible for the behaviour of all seasonal and guest pass holders attributed to their caravan.

BENEFITS OF BUTLIN'S LETTING SERVICE

OFFSET YOUR RUNNING COSTS FOR 2026

Fancy offsetting your season's running costs and earning some extra income? Thought so! Our Caravan Village Reception team can help...

Butlin's Letting Service is designed to take the stress out of letting your holiday home. From the initial enquiry a guest makes to their final goodbye, our team are on hand to make sure they have a great stay and ensure your holiday home is looked after throughout.

REASONS TO LET:

- Full flexibility and fixed income – you can let for just one break or all, it's completely up to you.
- For ease, we now offer a Fixed Income Letting Service, meaning finances can be calculated more easily. Simply refer to our Fixed Income Earnings guide for full details – request your copy today from our Caravan Reception.
- We get the bookings! For 2026, holiday homes are now available for guests to book via Butlins.com, the Caravan Reception, Call Centres, and The Holiday Booking Shop.
- No preparation for you! We'll make up the beds and get your holiday home ready for the arrival of your Butlin's guests.
- We'll welcome your Butlin's guest, provide the keys and entertainment wristbands along with any support they may need during their stay.
- After your Butlin's guest departs, we'll clean your holiday home, so you can put away your mop and duster.
- We'll keep you in the know and update you as and when required, or you can simply contact us at your own convenience for letting updates.
- Our dedicated on-site Lettings, Reception, Accommodation and Maintenance teams are on hand to look after you and your holiday home

Please refer to your letting guide for more information.

**IF YOU'RE INTERESTED IN FINDING OUT MORE ABOUT OUR LETTING SERVICE,
EMAIL OUR TEAM TODAY! :Minehead.subletenq@butlins.com**

SUBLET PASS CHARGES**

Please note, charges will be applicable for welcoming guests, issuing keys and for entertainment passes during your guests' stay. These charges are payable at the time of booking. The charges are per person per break. Please note that no pass charge is made during Spring Harvest which is a private event.

All private sublet guests must purchase a wristband for the full duration of their stay. All guests must have a valid wristband at all times.



Charges applicable for 2026: Per person, per break:

PEAK

5 - 7 nights	Adult £40	Child £25	CAPPED £190
1 - 4 nights	Adult £34	Child £20	CAPPED £190

OFF PEAK

ADULT: AGED 15+

CHILD: AGED 2-14 YEARS

5 - 7 nights	Adult £30	Child £20	CAPPED £190
1 - 4 nights	Adult £25	Child £15	CAPPED £190

BIG WEEKENDERS - AGED 18+

£35 per person (up to the capacity of the caravan)

Please see the website or our Caravan Village Reception team for the specific dates.

**Optional information correct at the time of going to print and is subject to change without notice.

WHAT DOES IT COST?

YOUR OWNERSHIP COSTS

We know that keeping track of your outgoings is important. That's why we make sure our ownership costs are clearly visible and readily available from your Caravan Village Reception, so you know what charges to expect and when. If you require any further information about anything at all, our friendly team is on hand to support you.

ANNUAL PITCH FEES

Pitch fees are reviewed annually and notified to holiday homeowners in October of each year for the following season. Pitch fees are payable in two instalments; the first instalment is due by 28 January and the second is due by 28 February. A direct debit scheme of ten interest-free monthly payments is also available from February to November for each season.

Failure by the holiday homeowner to pay pitch fees on the due dates may be treated as giving Butlins Skyline Limited the right to terminate your agreement.

MAINS SERVICE PITCH FROM: £6529

For specific pitch fee details,
please see particulars within your 'Licence Agreement' booklet.

PITCH FEES REDUCTION FOR PURCHASING A BUTLIN'S HOLIDAY HOME

This reduction is only applicable to holiday homeowners who have purchased a Butlins Skyline Limited-owned holiday home. The reduction is not available to holiday homeowners who have purchased a holiday home from another owner, even if Butlins Skyline Limited was appointed as the sales agent. The reduction is not available if you purchased your holiday home from a family member but is available if you received the holiday home as a gift or bequest from a family member who had previously enjoyed the pitch fee reduction.

If you are entitled to a reduction, it will appear as follows:

Reduction for purchasing Butlins Skyline Limited holiday home	£600.00
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RUNNING COSTS

RATES

The rates of charges are made up of two elements: 'non-domestic rates' and 'water and sewage charges'. These charges include VAT and are invoiced in December. Payment is required within 30 days of the invoice date.

NON DOMESTIC RATES

This is based on the average holiday home ratable value notified to us by the Valuation Office Agency. Below shows the 2026 non-domestic rate as an example. We are required to add VAT to this charge.

Charge for 2026 season Non-domestic rates	£486.53
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WATER AND SEWERAGE CHARGES

The water charge is based on average consumption and local water authority charges. We are required to add VAT to this charge.

Charge for 2026 season Non-domestic rates	£347.57
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ELECTRICITY – METER SUPPLY

The electricity charge is made up of two elements. Firstly, there is the unit charge for your consumption, and this is charged at the average rate to Butlins Skyline Limited by the electricity company. Secondly, there is the availability charge that covers, amongst other items, the cost of transporting energy through wires to the end user, and the provision and maintenance of the infrastructure on the site. It also covers all administration costs including reading meters, billing, and securing the most competitive price possible in the marketplace.

The availability charge of £64.78 is charged in December. The consumption charges are invoiced in arrears to holiday homeowners annually in November/December and are payable within 30 days

GAS

All our pitches have been fitted with gas meters; you will be charged on what your consumption is. Please note this amount will vary if you let your holiday home to holidaymakers. The availability charge of £64.78 is charged in December. The consumption charges are invoiced in arrears to holiday homeowners annually in November/December and are payable within 30 days.

INSURANCE

Full insurance must be taken for your holiday home. Speak to a member of our Sales Team for more information.

INTEREST CHARGES

We reserve the right to charge interest at 4% per annum over base rate from time to time from a London clearing bank nominated by us on any undisputed sums overdue.

Pitch fees and running costs will be reviewed annually for the forthcoming season. All owners will be notified of any changes. Please ask for more details

SAFETY INSPECTIONS

It is important to have gas and electrical safety tests carried out on your holiday home to check that your appliances are working correctly and to ensure that you are not putting yourself and your family at risk. These are carried out by our approved contractor or by an appropriately qualified team member. Failure to have these tests completed will result in your caravan being disconnected until they have been carried out. The following safety checks are required:

A GAS SAFETY TEST. An annual gas safety certificate is required for your holiday home to ensure the safety of your gas appliances, your gas supply and to ensure that you have suitable ventilation.

A VALID ELECTRICAL SAFETY CERTIFICATE for your holiday home issued by an NIC/EIC, ECA or NAPIT registered electrician is required every three years.

If you let your holiday home, you must have an annual Portable Appliance Test Certificate for all electrical appliances. We strongly recommend this certificate to all holiday homeowners. The cost of the above checks is available at the Caravan Village Reception. If any parts are required, these will be charged accordingly.

Please note: If you wish us to arrange this for you, we require 8 weeks' notice. This is prior to the expiry date.

REPAIRS & REPLACEMENTS

Most types of breakdowns can be repaired – please ask at the Caravan Village Reception for further details. Should you require replacement of any inventory, please ask reception. All billings are payable upon rendering of the account.

IF YOU CHOOSE TO LEAVE

There might be a time when you decide that holiday home ownership is no longer right for you and your family. Naturally, we never want to say goodbye to any of our owners, so please do talk to your Caravan Village Team to see if there is anything we can do to help you stay.

Maybe our Letting Service could help you generate some extra income towards the cost of ownership?

DISCONNECTION CHARGES

A disconnection charge of £550 will be payable if you choose to leave the Caravan Village.

There will be additional charges for any other costs incurred when removing your holiday home, for example the removal of verandas or if we need to use a crane to move your holiday home.

These charges will be based on our normal hourly charge rates. The prices are available from Caravan Reception.

Depending on the time of year, we may be required to carry out a drain down. Please see the costs to do this on the Drain Down page.

REFUNDS

When your Licence Agreement for a Holiday Caravan Pitch is ended either by you or by us, a refund of charges paid in advance is applicable.

Pitch fees are refunded on the following scale:

Non-domestic rates and water rates will be refunded pro rata for the applicable number of full calendar months after the date of leaving. Failure by the holiday homeowner to pay pitch fees on the due dates will be treated as the termination of your Licence Agreement for a Holiday Caravan Pitch.

Month of termination of the agreement	Percentage refund
January	100%
February	100%
March	89%
April	78%
May	67%
June	56%
July	44%
August	33%
After 31 August	No refund

RESORT RULES

CARAVAN VILLAGE OPENING DATES & ACCESS

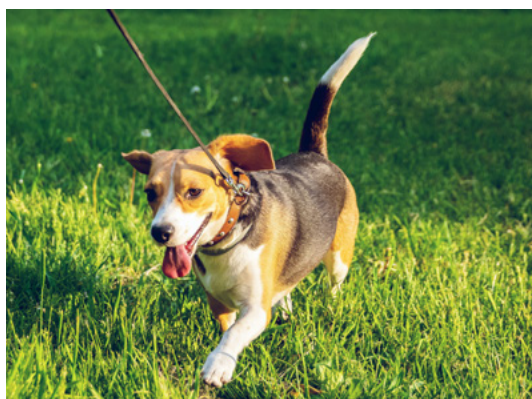
- 1.1 In accordance with our site licence and planning permissions, owners and guests may occupy caravans on the Caravan Village from 1st March to 31st December in each season. We have been granted two additional days to our site licence, the 1st and 2nd January, to allow for New Year's Day. All caravans must be vacated on the 2nd of January by 4pm. Caravans must not be occupied outside this period. The Caravan Village Reception is open throughout the year (excluding the period over Christmas and New Year). No person may occupy a caravan for more than 60 consecutive days. The owner of the caravan is not allowed to register the caravan as his or her main or sole residence. The Caravan Village Management Team will request proof of a residential address (e.g. current year's council tax bill and/or utility bill) to confirm proof of principal private residence. Private mail must not be delivered to the Caravan Village.
- 1.2 The Caravan Village reserves the right to deny access to any sign written vehicles which are either not appropriate or conflict with the business. Sign written vehicles that use the Butlin's name, associated trade marks, or those advertising similar holiday offerings will not be permitted access.

Please note: There are selected dates in the year when owners are not permitted onto the main Butlin's resort due to private events; we will always give you notice should these dates proceed.



PETS

- 2.1 Dogs and cats are restricted to the Caravan Village and are not allowed onto the main Butlin's resort. We don't accept dogs listed under the Dangerous Dogs Act which are: Pit Bull Terrier, Dogo Argentino, Fila Brasileiro, XL Bully, and Japanese Tosa.
- 2.2 We can sometimes take other types of pets – but you'll need to ask the Caravan Village Management Team before you come. We reserve the right to refuse any animal considered dangerous!
- 2.3 A maximum of two dogs are permitted in any caravan and no dog(s) should be left alone in caravans. If you have a dog that's noisy or behaving badly, we may ask you to take them away from the Caravan Village, so please keep your dog on a lead, clean up after them, and make sure a responsible adult is looking after them



THE CARAVAN VILLAGE

- 3.1 All Caravan Village grounds are communal. Each caravan area includes only the space it occupies and the small area directly outside its doors. Any disputes regarding boundaries will be determined by the Caravan Village Management Team.

STORAGE BOXES

- 4.1 Owners are restricted to having one storage unit only. All boxes must be sited on a paved or concrete base at least 250mm larger than the box on the front and both sides. All boxes must be rust free, and no electricity or water is to be connected to the storage box. The unit can be no larger than 1995mm (h) x 1822mm (w) x 938mm (d) unless a pitch amendment form has been completed and approved by the Caravan Maintenance Manager. A copy of our storage box policy, including a list of prohibited items, is available on request from the Caravan Village Management Team. Plastic storage boxes and benches are not permitted.

YOUR CARAVAN HOLIDAY HOME

- 5.1 All caravans are to be kept in good condition and maintained to the high standards of the Caravan Village. All steps, verandas, and any other means of access to the caravan must be maintained in good condition and conform to health & safety regulations. The caravan owner is responsible for the general upkeep of the caravan and the tidiness around the unit, ensuring that the area underneath the caravan is always kept clean and free from all materials. If we do have to remove items from the area surrounding your caravan, we will charge a fee for removal and storage. Caravan Village audits will be carried out by the Caravan Village Management Team throughout the year. Owners who do not comply with any of the Caravan Village's health & safety guidelines will be contacted and advised on what work needs to be carried out. Any work that is not carried out in the agreed timeframe will then be completed by the Caravan Village and charged to the owner's account. A full copy of the audit inspection can be obtained from the Caravan Village Management Team.

- 5.2 Patios and stone slabs may only be laid with the written permission of the Caravan Village Management Team. Slabs laid with such permission are deemed to have passed into our ownership and may not be removed unless the ground is then restored to its original condition. However, it is the caravan owner's duty to maintain any such patios and slabs in a safe condition, and the caravan owner will be responsible for any incidents if this is not done. No fences, barriers, walls, or similar structures may be erected within the Caravan Village.
- 5.3 Clothes may be dried on clothes airers that attach to the caravan window. Washing lines or rotary dryers are not permitted within the Caravan Village. Windbreakers may be used during daylight hours only.
- 5.4 Cars are to be parked only in designated parking areas and not on the grass around any caravan. Driving on the grass is also prohibited. Touring caravans and motor caravans are not permitted within the Caravan Village, and tents must not be erected.
- 5.5 Ball games are to be played in the designated areas of the Caravan Village and not between caravans.
- 5.6 Hot tubs are not permitted within the Caravan Village. Paddling pools must be emptied each evening.

VERANDAS & ACCESS

- 6.1 Verandas constructed in accordance with standard designs are allowed in designated areas of the Caravan Village with the written permission of the Caravan Village Management Team. To ensure conformity, only those verandas purchased on site will be allowed, and owners are not permitted to purchase or bring onto the Caravan Village verandas obtained from an off-site third party.
- 6.2 A policy and programme for the removal of structures prohibited by these rules has been implemented within the Caravan Village. A copy of this policy is available on request. No alterations or additions are permitted on/or attached to verandas; this includes but not limited to faux planting and artificial grass. In the event a veranda already on the Caravan Village must be refitted due to an owner changing their caravan or an on-site sale between owners; verandas can only be refitted by a Butlin's registered contractor. Failure to do so may result in us removing the veranda and the owner being charged. Any alteration that may be needed to accommodate new decking, i.e., pathway slabs or stopcocks, will be chargeable.
- 6.3 If an owner wishes to sell a deck(s) privately, this must be first approved by the Caravan Maintenance Manager to ensure compliance with current policy.

CARRYING OUT WORK ON YOUR HOLIDAY HOME

- 7.1 Before carrying out any work on the exterior of your caravan, you must complete a pitch amendment form, available on request from the Caravan Village Management Team. Any work including slabbing, groundworks, verandas/steps, and storage units must be authorised by the Caravan Maintenance Manager. Caravan owners are advised not to commence work until they have received such consent in writing.
- 7.2 Ramps and steps of the approved type may be installed by the Caravan Village's own team, by appropriately qualified contractors or by the caravan owner with the Caravan Village Management Team's consent. All work must be carried out in a proper workmanlike manner and comply with health & safety regulations and all applicable statutory requirements. A list of approved contractors will be available from the Caravan Village Management Team upon request should caravan owners wish to use their services.

7.3 Any contractors who are not approved by the Caravan Village will be required to provide relevant health & safety documents to the Caravan Village Management Team at least 24 hours before carrying out any work. All contractors must be booked in with the Caravan Reception at least 24 hours prior to their visit; any contractors not booked in may be refused entry to the Caravan Village

SAFETY

8.1 All caravans must be fitted with a dry powder fire extinguisher, a fully functional smoke alarm, and a fully functional carbon monoxide alarm. These must be fitted in any room with a gas appliance. An annual check of the sensor must be completed on all carbon monoxide alarms.

8.2 All caravans within the Caravan Village including those which are occupied only by the caravan owner and including caravans offered for hire, either through the caravan owner or by any other agent or third party, whether the let is paid or unpaid, must have the following safety certifications carried out by Butlin's approved certified contractors:

An annual safety certificate for the gas appliances in the caravan which complies with the Gas Safety (Installation & Use) Regulations 2018. This must be completed by an appropriately qualified gas safe engineer using a Butlin's certificate.

A valid electric safety certificate for the caravan issued by an NIC/EIC or ECA registered electrician. This is required every three years.

8.3 In addition to the gas and electrical safety test certificates, you must have your gas appliances effectively maintained on at least an annual basis and ensure any remedial works are carried out. Effective maintenance should include, as a minimum, the examination of the physical condition and safe functioning of the appliances, installation of pipework, any flue deterioration, and servicing as per the appliance manufacturer's instructions. This servicing or annual maintenance must be documented (using a Butlin's service form) and held on file at the Caravan Village alongside a copy of your electrical and gas certificates.

8.4 We will arrange for these tests and servicing to be completed unless notified in writing prior to your current certificate expiring. Should a certificate not be received by the time your current one expires, we will automatically renew the certificate and charge your account accordingly. If access is denied, then the caravan will be isolated from the supply until a valid certificate is received; all costs involved in isolation and re-connection will be charged to your account.

8.5 A valid electric installation certificate issued by a NIC/EIC or ECA registered electrician is required for the installation of all electric sockets external to the caravan.

8.6 An annual PAT certificate for all electrical appliances within the caravan is required if the caravan is being let within the Caravan Village. The certificate is also recommended for all other caravan owners. All electrical appliances external to the caravan are also required to have an annual PAT certificate.

- 8.7 Caravan owners are referred to the industry's leaflet "Stay Safe" published by the National Caravan Council, which is available from the Caravan Village Reception. The Caravan Village Management Team will be happy to arrange these inspections and tests for caravan owners, using contractors who are competent in these areas of work for an all-inclusive annual fee – details available from the Caravan Village Management Team.
- 8.8 Caravan owners who let their caravan via Butlin's or privately must ensure all/any soft furnishings which are replaced or added to their caravan (for example, mattresses, cushions, loose/stretch covers for furniture etc.) comply with the current Furniture & Furnishings Fire Safety Regulations 1988. Replacement mattresses must have a Crib5 rating.
- 8.9 All owners who let their caravan(s) must carry out a safety check between lets of their CO2 detectors, smoke alarms, and gas appliances. The Safety Check Form must be submitted to the Caravan Village Management Team before 3pm on the day of their guest arrival.
- 8.10 Any caravan skirting must be approved by the Caravan Village Management Team prior to fitting and can only be installed by a Caravan Village approved contractor.
- 8.11 Any maintenance work on caravans must be carried out in a proper workmanlike manner and comply with health & safety regulations and all applicable statutory requirements. The work can be performed by the Caravan Village's own team, by appropriately qualified contractors, or by the caravan owner with the Caravan Village Management Team's consent. Such consent will be confirmed in writing and will not be unreasonably withheld.
- 8.12 Caravan owners are advised not to commence work until they have received such consent in writing. A list of contractors who have previously carried out such works at the Caravan Village is available from the Caravan Village Management Team upon request should caravan owners wish to use their services.
- 8.13 We want you to have fun at the Caravan Village, but we need to ensure that we keep you safe. For that reason, we do not permit owners or guests to fly drones within the Caravan Village. Similarly, in line with legislation and in accordance with health and safety advice, we only permit the use of segways, hoverboards, or balance boards if they are part of an organised on-resort activity.
- 8.14 Any cleaning contractors which are not approved by the Caravan Village Management Team must provide relevant health & safety documents prior to their first visit. Contractors will not be able to gain access until these documents have been received and approved by the Caravan Village Management Team. This includes any caravan owner who is providing a cleaning service to other caravan owners within the Caravan Village. All contractors must be booked in with the Caravan Reception at least 24 hours prior to their visit; any contractors not booked in may be refused entry to the Caravan Village.
- 8.15 Disposable BBQs present a significant risk and therefore are not permitted to be used within the Caravan Village.

The following is for owners who have purchased their own BBQ for their caravan:

- Ensure that a BBQ is placed on level ground away from any hedges, long grass, caravans, or combustible materials.
- BBQs should not be used on caravan verandas.
- Somebody must always remain present and keep children and pets a safe distance away from the BBQ.
- Allow ashes or coal to cool overnight before disposing of them in bins.
- If you are using a gas BBQ, ensure all connections and pipework are in good condition and secure and no leaks are present. Do not use if you are unfamiliar with the appliance.
- When not being used ensure that the bung is properly fitted on the gas cylinder.
- Gas cylinders should not be stored in accommodations, sheds, or under caravans.
- Gas cylinders should always be stored in an upright position on a firm, flat surface.
- Do not chain gas cylinders to the caravan or anything else which prevents them from being moved easily.

8.16 Electric vehicles (excluding disability scooters and only where there has been an outside electric socket fitted and certificated) must not be plugged in and charged from your caravan as this causes electrical and fire safety risks.

8.17 If for any reason we needed to evacuate the Caravan Village, owners and guests must comply with our message with no exceptions. An example of this might be a severe weather warning where we may feel it unsafe for owners or their guests to be in attendance

FIRE SAFETY

9.1 In the event of a fire, the first action should always be to get everyone away from the accommodation, at a safe distance, and call 999 immediately. If you don't know the fire evacuation procedures for the Caravan Village, please visit the resort safety office.

ADDITIONAL SAFETY ADVICE:

- Smoke detectors and carbon monoxide detectors are fitted in all our accommodations.
- If you let your caravan via Butlin's, these will be tested by us before each stay as part of our safety checks.
- Make sure all occupants know where the fire extinguisher is.
- Make sure everyone knows the escape routes and keep these clear from obstruction.
- Ensure air vents are kept clear – a blocked vent could be fatal.
- Turn off appliances before you leave the caravan or go to bed.
- Never leave pans unattended when cooking.
- If your accommodation has a fireplace do not leave clothes to dry close to the fire.
- Never leave children alone in the accommodation.
- Don't charge mobile phones or e-cigarettes overnight.
- Do not use multi-adapters.
- Do not charge your electric vehicle by connecting to the caravan electrical supply; car charging points are available around the local area.
- Charging of e-scooters and e-bikes is not permitted and the use of both contravenes Caravan Village rules.
- Disposable BBQs must not be used anywhere within the Caravan Village

MOTOR VEHICLES & BOATS

- 10.1 All motor vehicles should not exceed the 10mph speed limit and should comply with any one-way system that is in operation within the Caravan Village.
- 10.2 Only one car per caravan is allowed to park within the Caravan Village and parking and driving on the grass is not permitted. There are no individual numbered parking spaces in the parking bay areas, and owners are not permitted to number or paint lines to demarcate spaces to the number of their pitch.
- 10.3 Commercial vehicles and vehicles that carry more than 7 people will not be permitted to park within the Caravan Village.
- 10.4 We do not permit owners to use scooters or electric scooters (except disability vehicles) & quad bikes anywhere on our resort or Caravan Village. Boats, jet skis, and other water-based crafts must be parked in areas designated by the Caravan Village Management Team and not next to caravans.
- 10.5 Repair and maintenance of cars, boats, or any other vehicles is not permitted within the Caravan Village.

CARAVAN LETTING

- 11.1 It is each owner's responsibility to ensure the Caravan Village has sufficient keys for any lettings. We cannot be responsible for any lost keys.
- 11.2 No business, other than the letting of a caravan for hire, can be operated from the caravan. Owners may let their caravan via Butlin's or privately. The Butlin's Caravan Village Letting Service Guide is available from the Caravan Village Reception; this provides all the relevant information regarding the letting service that we provide.
- 11.3 If caravan owners let privately, the caravan cannot be let to parties other than bona fide holidaymakers who themselves may not be allowed to spend more than 28 consecutive days within the Caravan Village. Caravans may not be let on our family breaks to: (i) all adult parties over a maximum number of 4; (ii) large bookings, including bookings where four or more persons are aged predominantly 16-21.
- 11.4 On family breaks, if there is anyone under the age of 21, the lead guest must be a minimum age of 21. We will not accept bookings for parties with more than six children (aged 15 or under) per adult. At least one adult must occupy each unit of accommodation. On all Big Weekends, no one under the age of 18 will be allowed onto the resort, except for photo pass holders who can stay on the Caravan Village only.
- 11.5 Should the Caravan Village have reasonable grounds to believe that the caravan is not in the condition that we expect, we reserve the right to refuse any future bookings until an inspection of the caravan can be conducted by the Caravan Village Management Team and the caravan owner. Any issues identified during the inspection will need to be rectified and brought to an adequate standard before the caravan can be occupied by guests in the future.

11.6 If you or a member of your party becomes unwell during your stay, please make our team aware as soon as possible so that we can offer support and guidance. If it appears that someone may have a contagious illness that could easily spread to others, we may ask you (and your party) to return home to recover. If travelling isn't possible, you may be asked to remain in your accommodation until you're well enough to travel, to help protect the health and wellbeing of other guests and team members. This applies to all owners and guests. Owners who let their caravans are responsible for arranging any refund due to their guests if a stay is cut short for health reasons.

Please note: Butlin's is unable to offer any financial reimbursement.

USE OF FACILITIES

12.1 Passes to use the leisure and entertainment facilities are discretionary and may be withdrawn at any time by the Caravan Village Management Team.

12.2 All persons using the main resort complex must comply with the behaviour standards. Unsocial behaviour will result in removal from the main Butlin's resort at the discretion of the resort and/or Caravan Village Management Team and a possible ban from future use.

12.3 The buying and selling of unlicensed goods is prohibited in the resort, as is the consumption of food or drink that has been purchased off the premises. Only alcohol purchased at the venue bars can be consumed in our venues.

12.4 The caravan owner will be issued with up to 10 seasonal resort passes. If extra passes are required, they may be purchased from the Caravan Village Reception. Seasonal resort passes are resort specific and cannot be used on any other resort or Caravan Village other than that named on the pass. Photo passes are designed with you and your family and friends in mind, and they cannot be sold.

12.5 Once a photo pass has been allocated to an owner's account and pitch, it can only be used by the named pass holder and for the same account and pitch number. You cannot bring any other guests with you under your photo pass; they will need their own or you will need to purchase a Day Pass for them. If passholders wish to stay in an alternative caravan, the owner must book and pay for additional resort passes.

Please note: once a photo pass is issued, it is valid for the whole season and is not transferable.

12.6 On production of a photo pass, keys to the caravan can be issued at the passholder's request. Use of facilities and passes are allowed only after payment of current year's pitch fees. The caravan owner will be ultimately responsible for the behaviour of all guests and seasonal passholders attributed to their caravan.

Please note: Early Access and VIP Wristbands need to be purchased at the start of each break. Wristbands cannot be reused, and misuse of these wristbands could jeopardise your licence agreement.

- 12.7 A person can only hold one Owner's Pass per season. If a person has already been allocated an Owner's Pass by another caravan owner—or holds one as an owner themselves—they cannot be issued another pass by a different owner

GENERAL VILLAGE PARK RULES

- 13.1 Existing trees, shrubs, hedges, etc. will be maintained by the Facilities Department and must not be pruned, trimmed, or cut down by anyone else. The establishment of gardens by owners is not permitted within the Caravan Village; any planting must be restricted to pots standing on patio areas and paths only.
- 13.2 Litter must be disposed of in bin compounds provided around the Caravan Village.
- 13.3 No signs may be displayed within or outside any caravan.
- 13.4 Any household appliances, mattresses, ironing boards, kitchen inventory, and any garden furniture must not be dumped by the refuse bins but disposed of at the local recycling centre, details of which can be given by the Caravan Village Management Team.
- 13.5 The use of personal CCTV is permitted to capture images of the interior and exterior of your private caravan for security purposes. The camera must be pointed at your caravan only and must not point away from the caravan or onto public areas such as footpaths and recreational spaces. This is to protect the privacy of other guests. This use of CCTV is only permitted if you do not let your caravan either privately or through Butlin's. The Caravan Village grounds are Butlin's property, and we do not permit surveillance of our grounds by individuals

CONSIDERATION OF OTHERS

- 14.1 Noise is to be kept to an absolute minimum, especially late at night by all caravan owners and occupants of their caravan.
- 14.2 Caravan owners will ultimately be held responsible for all persons occupying their unit. It is also the responsibility of the owner(s) to inform their guests of these applicable Caravan Village Rules. In the event of behaviour (either physical, verbal, written, or on social media) likely to cause offence or damage to any other user of the Caravan Village or the facilities, we reserve the right to remove offenders from the Caravan Village without redress.
- 14.3 The use of fireworks is strictly forbidden within the Caravan Village.
- 14.4 Please remain calm and polite towards our team who work hard to ensure all our guests and owners are looked after.
- 14.5 Butlin's is a place for families and making memories, please watch your language, drink responsibly, and treat other guests with courtesy

FISHING LAKE

15.1 Under no circumstances must anyone enter the lake to swim, wade, or paddle in the water.

Watercrafts are not advised, and anyone using a watercraft must wear life preservers. Inflatable crafts and powered crafts are not permitted on the lake. Children must be supervised whether on the water or around the lake's edge.

15.2 Fishing is permitted on production of a National Rod Licence. Fishing from the lake edge is only permitted to the right of The Highwayman Pub and is not allowed in private owners' garden areas that go onto the lake. Fishing is allowed between the hours of 9am to 10pm daily. Lead shot line and weights are not permitted, and anglers must not leave any rubbish or used fishing tackle on the lake's edge. Any anglers causing noise or nuisance will be asked to leave.

15.3 To keep all our caravan owners and their guests safe and secure, we have an Open Water Policy for our fishing lake and Rhyne water moat which surrounds the resort.

15.4 We would like to advise all our guests and owners that swimming in the fishing lake and moat is expressly forbidden. Children should always be supervised by a responsible adult and only fishing is allowed around the lake's edge



HOLIDAY HOME WARRANTY

TERMS & CONDITIONS

These terms and conditions are intended for use between Butlin's and the holiday homeowner only.

The warranty is effective from the date of handover and is not transferable. All warranty claim repairs must have prior authorisation from the Caravan Village Management Team.

Butlins Skyline Limited has agreements with the holiday home manufacturers to fix, repair or replace certain elements included in the holiday home warranty on their behalf, and we reserve the right to repair or replace them at our absolute discretion. Cover only applies to components which form part of the manufacturer's standard specification. Damage or defects caused by alterations made to your holiday home after the handover date are not covered.

In the interests of safety, repairs must be carried out either by the Maintenance Team, by a member of the manufacturer's engineering support team or by a Butlins Skyline Limited-approved and appropriately qualified contractor.

We will try to match any replacements in colour and pattern where possible, but this cannot be guaranteed, and we reserve the right to substitute as necessary if an exact match cannot be sourced. Reasonable wear and tear to your holiday home should be expected. Normal wear and tear consistent with the age and usage of your holiday home is not covered.

It is your responsibility to ensure that normal maintenance is carried out on your holiday home to prevent deterioration. Cover excludes deterioration caused by neglect or by failure to carry out normal or specific maintenance such as draining down and winterising your holiday home.

Defects due to condensation, damp, mildew, fungus, dry rot, corrosion, leakage or ingress of water are not covered unless they are due to a manufacturing defect.

Cover is limited to the cost necessary to carry out the repair of a defect.



Cosmetic damage is excluded from the 1 year used holiday home warranty. Chassis that are not 'fully galvanised' will not be warrantied against rust.

Cover excludes protection against things such as loss or damage to your holiday home or contents resulting from fire, flood, severe weather conditions, theft or attempted burglary, explosion and malicious or accidental damage. You must have separate insurance cover for these things.

The used holiday home warranty excludes any defect that was notified to you at the time of purchase and for which you have signified your acceptance by signing the Holiday Home Handover Form.

All soft furnishings in a used holiday home, including but not limited to, carpets, seating, light shades, beds, curtains, blinds and mattresses are excluded from the cover provided.

All new holiday homes are provided with a manufacturer's warranty. If this applies to your holiday home, Butlins Skyline Limited will help you to secure the benefit of any such cover.

Damage whilst your holiday home is let will not be covered under warranty.

The terms of this warranty do not affect and cannot exclude your statutory rights.

For more information, please contact a local authority in the Trading Standards department or Citizens Advice Bureau.

If you have any questions or would like to make a claim regarding your warranty, please speak to your Caravan Village Team.



REFER A FRIEND



£500 TO PUT TOWARDS YOUR 2027 SITE FEES

Recommend a friend to our Butlin's Caravan Village where they can enjoy their very own holiday home, plus all the action Butlin's has on offer to keep the family entertained!

Follow THREE easy steps and you could be eligible for a referral bonus.

- If you have a friend or family member interested in owning their own holiday home, just visit our sales office and complete an owners referral form. It's as easy as that!
- We will then send an information pack to them directly with all they need to know about becoming an owner.
- And the good news for you, if they purchase a holiday home, your account will be credited with £500 once the sale has completed*

Terms & Conditions:

*A maximum of one referral credit will be paid per new customer. The credit will only be applied once the sale has completed and the new customer has taken possession of their new caravan. There will be no cash alternative and the £500 must be paid onto your Butlin's account. This offer is not applicable to current owners buying a second holiday home. A referral form must be completed and handed in to the sales office, or details of customer referral taken over the telephone before a sales advisor. Any referral submitted after the new customer deposit has been taken will not be eligible for the referral credit

WINTERISATION

Thanks to the good old British weather, temperatures can drop below freezing during the winter months. Wherever there is water, there is potential for damage in your holiday home: this can be in your shower valves, in your toilet cistern and in your boiler or central heating system.

In the autumn you'll receive an email that'll give you all the information you need to protect your caravan in the winter months, along with your drain down booking form.

Keep in mind... Booking your drain down is really important!

It's important to turn your stopcock off every time you leave your holiday home from the 31st of October.

It's a good idea to place moisture traps around your caravan and move soft furnishings away from walls to avoid mildew

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DRAIN DOWN**

The drain down can be carried out by our team, or you can arrange it yourself through an appropriately qualified person. Butlin's offer a drain down service, which includes carrying out the annual Gas Safety Test and appliance service when due, through our contract Gas Safe plumbers. Our drain down service does not include a central heating check. This is available at an additional cost. Please ask for more information.

The most important thing to remember is to have your stopcock turned off if freezing temperatures are forecast. If you're unsure where your stop tap is, please speak to our team.

Prices are reviewed annually.

To find out more call our
friendly team at Minehead

01643 700606

Butlin's
HOLIDAY HOMES