

## CARAVAN LETTING

- 10.1 It is the Owners responsibility to ensure the park has sufficient keys for any lettings. Butlin's cannot be responsible for any lost keys.
- 10.2 No business, other than the letting of a caravan for hire, can be operated from the caravan. Owners may let their caravan through the Park or let their caravan privately. The letting manual available from the Caravan Village Reception provides all the relevant information regarding the letting service provided by the Park Owner. If Caravan Owners let privately, the caravan cannot be let to parties other than bonafide holidaymakers who themselves may not be allowed to spend more than 28 consecutive days in the Park. Caravans may not be let on our family breaks from: (i) all-adult parties over maximum number of 4; (ii) large bookings, including bookings where four or more persons are aged predominantly 16-21.
- 10.3 Caravan Owners who wish to let privately, the caravan cannot be let to parties other than Bonafide holidaymakers who themselves may not be allowed to spend more than 28 consecutive days on the Caravan Park.
- 10.4 Caravans may not be let on our family breaks to: (i) all-adult parties over maximum number of 4; (ii) large bookings, including bookings where four or more persons are aged predominantly 16-21.
- 10.5 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. This is with the exception of Photo Pass holders who can stay on the Caravan Village only.
- 10.6 Should the park 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 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. The use of CCTV is permitted to capture images of your caravan only. The camera must be pointed at your holiday home only, and must not point away from the holiday home. The park grounds are Butlin's property and we do not permit surveillance of our grounds by individuals.
- 10.7 If you or a member of your party become unwell during your stay please make our team aware as soon as possible so that we can advise you of the best course of action. If we become aware, or have reasonable grounds to suspect, that you have contracted a contagious disease or illness that has the potential to infect many people quickly, you and your party may be asked to go home. If this is not possible, then restrictions will be placed upon your activities and movements to prevent the disease or illness being transmitted to other guests. This is applicable to all guests and owners. Should private sublet guests be asked to leave resort due to illness, we ask that Owners cooperate with Butlin's to reimburse guests for the remainder of their stay.

## USE OF FACILITIES

- 11.1 Passes to use the Leisure and Entertainment Facilities are discretionary and may be withdrawn at any time by management. Unsocial behaviour will result in removal from the resort complex at the resort/park management discretion and a possible ban from future use.
- 11.2 All persons using the Resort complex must comply with the behaviour standards.
- 11.3 The buying and selling of unlicensed goods is prohibited in the complex, as is the consumption of food or drink that has been purchased off the premises. Only alcohol purchased at the venue bars may be consumed in our venues.
- 11.4 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 park 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.

11.5 Once an owners photo pass has been allocated to an owners account and pitch, it can only be used by the named pass holder and for the same account and pitch number. If pass holders wish to stay in an alternative holiday home, the owner must book and pay for additional resort passes. Please note, that once a photo pass is issued it is valid for the whole season and is not transferable. On productions of an owners photo pass, keys to the caravan can also be issued at the photo pass holder's request. Use of facilities and using of passes allowed only after payment of current year's site fees. The Caravan Owner will be ultimately responsible for the behaviour of all seasonal and guest pass holders attributed to their caravan.

11.6 Please note: Early Access and VIP Wristbands need to be purchased at the start of each break. Wristbands cannot be re-used and misuse of these wristbands could jeopardize your site license.

## GENERAL PARK RULES

- 12.1 Existing trees, shrubs, hedges etc. will be maintained by the Park and must not be pruned, trimmed or cut down by anyone else. The establishment of gardens by Owners is not permitted on the Park, any planting must be restricted to pots standing on patio areas and paths only. Litter must be disposed of in bin compounds provided around the Park. No signs may be displayed within or outside any caravan.
- 12.2 The Caravan Owner will not use any Butlin's trademarks, names, logos or other devices for any purpose without written consent of the Park Management.
- 12.3 Litter must be disposed of in bin compounds provided around the Caravan Park. 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 Park Management.

## CONSIDERATION OF OTHERS

- 13.1 Noise is to be kept to an absolute minimum especially late at night by all Caravan Owners and occupants of their caravan.
- 13.2 Caravan Owners will ultimately be held responsible for all persons occupying their unit. It is also the responsibility of the owners to inform their guests of these applicable park 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 Park or the facilities, the Company reserves the right to remove offenders from the Park without redress.
- 13.3 The use of fireworks is strictly forbidden on the Park.
- 13.4 Please remain calm and polite towards our team and staff who work hard to ensure all of our guest's and owners are looked after. Butlin's is a place for families and making memories, please watch your language, drink responsibly and treat other guests with courtesy.



*Butlin's*  
HOLIDAY HOMES

**SKEGNESS  
CARAVAN  
PARK RULES**

## PARK OPENING DATES & ACCESS

- 1.1 In accordance with the Site Licence and Planning Permissions, Owners and guests may occupy caravan holiday homes on the Caravan Village from 1st March to 30th November in each season. Caravans must not be occupied outside this period. The Caravan Village Reception is open throughout the year (excluding a 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 Park will request proof of a residential address (eg. 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 Park.
- 1.2 The park 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 trademarks or those advertising similar holiday offerings will not be permitted access. 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.

## 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. We can sometimes take other types of pet - but you'll need to ask the General Manager at the resort before you book. If you have a dog that's noisy or behaving badly, we may ask you to take them away, so please keep your dog on a lead and make sure a responsible adult is looking after it. Owners should not leave their pets in accommodation for long periods of time. Butlin's reserves the right to refuse any animal considered dangerous.
- 2.2 As much as we love having your furry friends visiting our Caravan Village, we just need to remind you to ensure they are on the lead and that you clean up after them!

## THE CARAVAN VILLAGE

- 3.1 All park grounds are communal, save for the areas of land designated for individual caravans. The area of land designed for an individual caravan is the area covered by the caravan in addition to the area directly in front of the caravan doors. Any disputes as to whether land is communal or designed for individual use will be determined by the Park Management.

## STORAGE BOXES

- 4.1 Owners are restricted to have 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. Unit can be no larger than 1440mm (h) x 1870mm (w) x 920 (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 Caravan Reception. Plastic storage boxes and benches are not permitted.

## THE CARAVAN HOLIDAY HOME

- 5.1 All Caravans are to be kept in good condition and maintained to the high standards of the park. All steps, verandas and any other means of access to the caravan must be maintained in good condition and confirm 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 areas underneath the caravan is kept clean and free from all materials at all times. In the event that we do have to remove items from the area surrounding your caravan, we will charge a fee for removal and storage. Park audits will be carried out by the Park Management Team throughout the year. Owners who do not comply with any of the Park's Health and Safety guidelines will be contacted and advised what works need to be carried out accordingly. Any works that are not carried out in the agreed time frame will then be completed by the Park and charged to the Owners account. A full copy of the audit inspection can be obtained from the Caravan Reception.

- 5.2 Patios and stone slabs may only be laid with the written permission of the Park Management and by laying these slabs they are deemed to have passed into the ownership of the Park and may not be removed unless the ground is 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 on the Park.
- 5.3 Clothes may be dried on clothes airers that attach to the caravan window. Washing lines or rotary dryers are not permitted on the Park.
- 5.4 Windbreakers may be used during daylight hours only.
- 5.5 Cars are to be parked only in designed parking areas and not on the grass around any holiday homes. Driving on the grass is also prohibited. Touring caravans and motor caravans are not permitted. We also do not allow tents to be erected around the park.
- 5.6 Ball games are to be played on the designated areas of the Park and not between caravans.
- 5.7 Hot tubs are not permitted on the Park. Paddling pools must be emptied each evening.

## VERANDAS & ACCESS

- 6.1 Verandas constructed in accordance with standard designs are allowable on designated areas of the Park with the written permission of the Park Management. To ensure conformity, only those verandas purchased on site will be allowed and owners are not permitted to purchase or bring on to the Caravan Village verandas obtained from an off-site third party. A programme for the removal of structures within this policy has been implemented on the Park. A copy of this policy is available upon 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 park has to be refitted due to an owner changing their caravan or an on park sale between owners, verandas can only be refitted by a Butlin's registered contractor. Failure to do so, may result in the veranda being removed by the park and the owner being charged.

## CARRYING OUT WORK ON YOUR HOLIDAY HOME

- 7.1 Before carrying out any work on the exterior of your holiday home you must complete a pitch amendment form, available on request from Caravan Reception. Any works 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. Ramps and steps may be installed by the Park's own team, by appropriate qualified contractors or by the Caravan Owner with the Park Management'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 Park Management upon request should Caravan Owners wish to use their services. Any contractors who are not Park approved will be required to provide relevant Health & Safety documents to the Park Management before carrying out any works. 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 park.

## 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 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 on the Park including those which are occupied only by the Caravan Owner and including caravans offered for hire, either through the Park Owner by 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 certified contractors.
- 8.2.1 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.
- 8.2.2 A valid electric safety certificate for the caravan issued by an NIC/EIC or ECA registered electrician. This is required every three years.
- 8.2.3 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 pipework and any flue deterioration and servicing as per the appliance manufacturers instructions. This servicing or annual maintenance must be documented (using a Butlin's service form) and held on file at park alongside a copy of your electrical and gas certificates.
- 8.3 Butlin's will arrange for these tests 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, Butlin's will automatically renew the certificate and charge our account accordingly. If access is denied then the caravan will be isolated to the supply until a valid certificate is received, all costs involved in isolation and re-connecting supplied will be charged to your account.
- 8.4 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.
- 8.5 An Annual PAT certificate for all electrical appliances within the caravan if the caravan is let through the Park. 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.
- 8.6 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 Park Management 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 Park.
- 8.7 Caravan Owners who let their caravan or let privately must ensure all/ any soft furnishings which are replaced or added to their holiday home (for example, mattresses, cushions, loose/stretch covers for furniture etc.) comply with the current Furniture & Furnishings Fire Safety Regulations 1988.
- 8.8 Any caravan skirting must be approved by the park prior to fitting and can only be installed by a park approved contractor.
- 8.9 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 park's own team, by the appropriate qualified contractors or by the Caravan Owner with the Park Management's consent. Such consent will be confirmed in writing and will not be unreasonably withheld. 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 Park is available from the Park Management upon request should Caravan Owners wish to use their services.

8.10 We want you to have fun at the park, but we need to ensure that we keep you safe. For that reason, we do not permit owners or guests to fly drones at the Park. 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.

8.11 Any cleaning contractors which are not Park Approved must provide relevant Health & Safety documents to Park prior to their first visit, contractors will not be able to gain access until these documents have been received and approved by Park Management, this includes any Caravan Owner who is providing a cleaning service to other Caravan Owners on Park. 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 park.

8.12 Disposable BBQs present a significant risk and therefore are not permitted to be used on the Resorts.

8.13 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 coals to cool over night before disposing of them in bins.
- If you are using a Gas BBQ ensure all connections and pipe work 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 accommodation, sheds or under caravans.
- Gas cylinders should always be stored in an upright position on a firm, flat surface.
- Do not chain gas cylinders for the caravan or anything else which prevent them from being moved easily.

8.14 Electric vehicles must not be charged at your holiday home, see our Reception Team for the closest charging points on resort.

8.15 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..

## MOTOR VEHICLES & BOATS

- 9.1 All motor vehicles should not exceed the 10mph speed limit and should observe any one-way system.
- 9.2 We do not permit owners to fly drones, use scooters or Electric scooters (excepting disability vehicles) & Quadbikes anywhere on our resorts or Caravan Village.
- 9.3 Boats, jet skis and other water based crafts must be parked in areas designed by the Park and not next to caravans.
- 9.4 Repairs and maintenance of cars, boats or any other vehicles are not permitted on the Park.
- 9.5 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.
- 9.6 Electric cars cannot be plugged in and charged up from your Caravan. This causes electrical and fire safety risks. Please ask a member of the team for directions to your closest local charging station.