



DEDICATED PERSONAL SERVICE

# BUTLIN'S CARAVAN VILLAGE LETTING SERVICE

*Butlin's*  
HOLIDAY HOMES



# WHY LET WITH US?

**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.**

We get the bookings - we have a well-designed and easy to navigate Website, Caravan Reception, Call Centres and The Holiday Booking shop for Holidaymakers to book with us.

No preparation for you - we'll prepare your holiday home for your Butlin's Guests arrival, including making up the beds.

Leave the welcoming to us - we will welcome your Butlin's Guest, provide keys and entertainment wristbands along with any support your Butlin's Guest may need.

No post-holiday cleaning - after your Butlin's Guest departs, we will clean your Holiday Home.

We'll keep you up to date - we will update you as and when required or simply contact us at your own convenience for Letting updates.

We look after you - our on-Park Lettings, Reception, Accommodation and Maintenance teams are focused on looking after you and especially your Holiday Home - we know how much it means to you.

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The Caravan Village at Butlin's Skegness has a dedicated Personal Service for you when Letting your Holiday Home with us.

**What this means for you as a Holiday Home Owner?**

- A point of contact for all your questions
- Truly personal service whether by phone, email or in person
- A promise of a first-class service
- Commitment that when your Holiday Home has been holidayed in by our guests that it will be cleaned and checked thoroughly ready for your return
- Someone there for you giving you confidence that your Holiday Home will be well looked after as if it was their own
- Photographic evidence provided as and when required if deemed necessary
- Sophisticated and GDPR (General Data Protection Regulation) compliant systems – all guests data is important to us therefore we will make sure it's looked after every step of the way

**Please note:** Wi-Fi for all Butlin's Caravan Village Direct Guests is now mandatory in all Caravans and Lodges, therefore, the cost of this must be covered by you, the Letting Owner.

**HOW IT WORKS**



**WHEN YOU ARE READY SIMPLY COMPLETE THE FIXED EARNINGS GUIDE (AVAILABLE UPON REQUEST) AND SEND BACK IT BACK TO US.**

**When letting with us you can let your Holiday Home as much or as little as you like as long as it ties in with our booking patterns.**

The Letting Service we provide is a dedicated personal service and if you do have any questions we will do our best to answer them. Make sure you give as much notice as possible to both let your Holiday Home with us and give us at least four weeks notice if the unit was on Let with us but you now need to use it for your own use.

**Please note any form of Personal Holiday Advertising is not permitted during subletting with us. Butlin's will also not Sublet alongside another Agent or Owner during the letting period.**

We are aiming to go paper free yet if you need any details printing, we will be delighted to help.

**KEY POINTS TO NOTE REGARDING LETTING**

- Tick the dates you want to let with us using the Fixed Earnings Guide.
- All dates will be accepted yet we cannot guarantee that we will attain a booking for every break, providing 4 weeks notice has been given.
- Wi-Fi must be paid for and working ready for all Guests arrival with all relevant passwords provided.
- Income you receive is a fixed amount for each individual break as per the income details on the Fixed Income Letting Earnings Guide.
- The sooner you provide your dates the more chance we have of letting your Holiday Home with us.
- Your Holiday Home will be inspected once you have sent the Fixed Earnings Guide to us.
- We require four sets of labelled keys.
- Once we have inspected your Holiday Home we will advise you the grade of your Holiday Home.
- As a rule, the letting dates you provide us can't be changed. However, we know that things can crop up, so, if you do need to make changes to your letting date, we do require at least 4 weeks' notice. If we have already taken a booking for your Holiday Home on the date you are requesting to take back, this will not be possible. The booking will take priority.

## But what if a Butlin's Guest damages my Holiday Home?

With any holiday accidents can occur yet our personal service means that we will keep you up to date with any items and discuss any options/costs incurred.

## Your belongings and left goods/items

We require a Standard Inventory as detailed opposite. We ask you to remove all non-standard items, any items in your Holiday Home that are not part of the Standard Inventory, we reserve the right to dispose of these items without seeking permission. Please note any personal items left in your caravan that may go missing will not be replaced or refunded.

## Cleaning

We have dedicated Housekeeping Teams that clean your Holiday Home upon Butlin's Guests departure yet when you have used your Holiday Home please ensure it has been cleaned to a high standard with only standard inventory items left in the Holiday Home. We reserve the right to charge cleaning to your Rent Ledger account if you have not cleaned your Holiday Home to the standard that Butlin's require. For all caravan and lodges on let with us we have adopted a 4pm check-in time for both Guests and Owners alike in order to ensure better standards and to ensure we meet new guidance. Please note: the charge is £50.



## STANDARD INVENTORY REQUIRED INVENTORY MUST BE TO THE REQUIRED BUTLIN'S STANDARD

8 x Forks	8 x Knives
8 x Spoons	8 x Teaspoons
1 x Corkscrew	1 x Tin Opener
1 x Fish Slice	1 x Vegetable and 1 x Bread Knife
1 x Scissors	1 x Ladle
1 x Potato Masher	1 x Serving Spoon
1 x Cheese Grater	1 x Chopping Board
1 x Colander	1 x Kettle
1 x Toaster	1 x Measuring Jug
1 x Peeler	1 x Roasting Dish
1 x Mixing Bowl	1 x Grill Pan
1 x Non Stick Oven Tray	1 x Doormat
1 x Oven Glove	8 x Water Glasses
8 x White Mugs	8 x White Bowls
8 x Wine Glasses	8 x White Dinner Plates
8 x White Side Plates	1 x Frying Pan
3 x Saucepans and Lids (Small, Medium and Large)	1 x Waste Paper Bin
1 x Kitchen Bin	1 x Drainer
1 x Washing Up Bowl	1 x Iron and Board
1 x Kettle	Fully working Smoke and CO2 Alarms
1 x Microwave	1 x Smart TV
1 x Fire Extinguisher	10 x Pillows
1 x Colour TV	4 x Single Duvets
8 x Coat Hangers per room	1 x Mop and Mop Bucket
2 x Double Duvets (1 for Pull-out and 1 for the Main Bedroom)	1 x Dustpan and Brush
1 x Clothes Airer	We are happy for you to leave a fully working vacuum if you desire, this will be at your own risk.
1 x Sweeping Brush	

Garden Furniture is required with Platinum and Platinum Plus graded Caravans Caravans, lodges and holiday homes with verandahs.

# LETTING DATES

## 3 NIGHTS (FRIDAY)

06 MARCH	We Love the 70s
13 MARCH	Back to the 2000s
20 MARCH	We Love Ibiza
27 MARCH	Shiine On Weekender
03 APRIL	Easter BH
10 APRIL	Easter
17 APRIL	ESF
24 APRIL	Ultimate 80s Weekender
01 MAY	ESF (BH)
08 MAY	ESF
15 MAY	ESF
22 MAY	May Half Term
29 MAY	May Half Term
05 JUNE	Back To The 2000s
12 JUNE	Ultimate 80s Weekender
19 JUNE	90s Reloaded
26 JUNE	Showtime Weekend
03 JULY	Showtime Weekend
10 JULY	Showtime Weekend
17 JULY	Summer Holidays
24 JULY	Summer Holidays
31 JULY	Summer Holidays
07 AUGUST	Summer Holidays
14 AUGUST	Summer Holidays
21 AUGUST	Summer Holidays
28 AUGUST	Summer Holidays
04 SEPTEMBER	90s Reloaded
11 SEPTEMBER	Replay
18 SEPTEMBER	Ultimate 80s Weekender
25 SEPTEMBER	Back To The 2000s
02 OCTOBER	Soul Weekender
09 OCTOBER	We Love the 70s
16 OCTOBER	October Half Term
23 OCTOBER	October Half Term
30 OCTOBER	Back To The 2000s
06 NOVEMBER	BBW TBC
20 NOVEMBER	Ultimate 80s Weekender
27 NOVEMBER	90s Reloaded

## 4 NIGHTS (MONDAY)

02 MARCH	Showtime Midweek
09 MARCH	Showtime Midweek
16 MARCH	Showtime Midweek
23 MARCH	Showtime Midweek
06 APRIL	Easter
13 APRIL	Easter
20 APRIL	Showtime Midweek
27 APRIL	Showtime Midweek
04 MAY	Showtime Midweek
11 MAY	Showtime Midweek
18 MAY	Showtime Midweek
25 MAY	May Half Term
01 JUNE	Showtime Midweek
08 JUNE	Showtime Midweek
15 JUNE	Showtime Midweek
22 JUNE	Showtime Midweek
29 JUNE	Showtime Midweek
06 JULY	Showtime Midweek
13 JULY	Showtime Midweek
20 JULY	Summer Holidays
27 JULY	Summer Holidays
03 AUGUST	Summer Holidays
10 AUGUST	Summer Holidays
17 AUGUST	Summer Holidays
24 AUGUST	Summer Holidays
31 AUGUST	Summer Holidays
07 SEPTEMBER	Showtime Midweek
14 SEPTEMBER	Showtime Midweek
21 SEPTEMBER	Showtime Midweek
28 SEPTEMBER	Showtime Midweek
05 OCTOBER	Showtime Midweek
12 OCTOBER	Showtime Midweek
19 OCTOBER	October Half Term
26 OCTOBER	October Half Term
02 NOVEMBER	Showtime Midweek
09 NOVEMBER	Showtime Midweek
23 NOVEMBER	Christmas Festive Wonderland

Please use the above Calendar as a Guide only. We reserve the right to change details as and when required.

## 7 NIGHTS (FRIDAY)

03 APRIL	Easter BH
10 APRIL	Easter
22 MAY	May Half Term
17 JULY	Summer Holidays
24 JULY	Summer Holidays
31 JULY	Summer Holidays
07 AUGUST	Summer Holidays
14 AUGUST	Summer Holidays
21 AUGUST	Summer Holidays
28 AUGUST	Summer Holidays
16 OCTOBER	October Half Term
23 OCTOBER	October Half Term

## 7 NIGHTS (MONDAY)

06 APRIL	Easter
25 MAY	May Half Term
20 JULY	Summer Holidays
27 JULY	Summer Holidays
03 AUGUST	Summer Holidays
10 AUGUST	Summer Holidays
17 AUGUST	Summer Holidays
24 AUGUST	Summer Holidays
19 OCTOBER	October Half Term

Please use the above Calendar as a Guide only. We reserve the right to change details as and when required.



# GRADING GUIDE

	PLATINUM PLUS	PLATINUM	GOLD	SILVER
CLASSIFICATION	Luxury 13ft + Holiday Home	Top of the Range Caravan	High Standard Caravan	Intermediate Standard Caravan
CHECK IN/OUT TIME	4PM/10AM	4PM/10AM	4PM/10AM	4PM/10AM
BEDROOMS	2/3/4	2/3/4	2/3/4	2/3/4
DOUBLE GLAZING	✓	✓	✓	✗
CENTRAL HEATING	✓	✓	✓	✗
LOUNGE HEATER	✓	✓	✓	✓
TV IN LOUNGE	✓	✓	✓	✓
SMART TV	✓	✓	✓	✓
KETTLE	✓	✓	✓	✓
TOASTER	✓	✓	✓	✓
MICROWAVE	✓	✓	✓	✓
FRIDGE	✓	✓	✓	✓
FREEZER	✓	✓	✗	✗
IRON AND BOARD	✓	✓	✓	✓
SHOWER	✓	✓	✓	✓
NON-SMOKING	✓	✓	✓	✓
VERANDA	✓	✓	✗	✗
GARDEN FURNITURE	✓	✓	✗	✗
STANDARD INVENTORY	✓	✓	✓	✓
WI-FI	✓	✓	✓	✓
PATIO DOORS	✓	✓	✗	✗

Please let us know when completing your fixed income guide if you would like to let your holiday home as pet friendly.  
 \* The grade of your Holiday Home isn't solely based on the above. It is also based on the make and model and at the discretion of the Owner Services Manager/Accommodation Shift Manager.

**Key:** ✓ Included ✗ Not included

# LETTING EARNINGS GUIDE

## BUTLIN'S CARAVAN VILLAGE LETTING SERVICE AT BUTLIN'S SKEGNESS IS A GREAT WAY TO HELP OFFSET COSTS YOU INCUR DURING YOUR OWNERSHIP WITH US.

Each Caravan or Lodge will vary in terms of income generated due to a host of factors. We only offer a 'fixed income amount, per break' to enable you to easily calculate finances.

Ultimately, the more you decide to let your Holiday Home with us and the higher specification of your Holiday Home the greater chance you will have of generating a higher income.

You have the peace of mind that as a team at the Caravan Village we all want to help give you the very best service regardless and of course we want to attain the best income for you too.

Although we cannot guarantee attaining a booking for all breaks you wish to let with us, it is within our every interest to attain the maximum number of bookings possible for you and us alike.

### The amount you earn depends upon:

- The Make, Model, Age, Styling, Aesthetics, Size and Standard of your Holiday Home.
- Us attaining bookings for the breaks you wish to let.
- How many breaks you let out your holiday home.
- The dates you let out your holiday home.

If you need a copy of the Fixed Income Letting Earnings Guide, we will be delighted to forward this to you.

Payments will only be made if we are able to obtain a holiday booking for you and you will be credited in one lump sum at the end of the season to your Owners Account..



## WHY DO GUESTS CONTINUE TO BOOK WITH BUTLIN'S?

### BUTLIN'S APP

When Guests book directly with us they get access to the Butlin's app. The biggest and best thing about it is that Guests are able to take a look at Butlin's entertainment schedules before they come to stay, and get early booking access to activities, dining and live shows.

#### What are the features?

- As soon as our Guests pay for the break in full they will receive an email from us notifying them when their booking windows open, this gives them access to book shows, activities and dining slots in advance.
- There is a wallet feature to keep track of bookings, tickets and vouchers.
- There is also a 'Discover the Butlin's' experience and book a break sections.

#### What else does the app do?

- Guests can take a look at what's on during their break and start planning before they come to stay (restrictions applying dependant on the date of the holiday).
- Guests can navigate around the resort using our interactive maps.
- Guest can find out more about our dining options, and view menus and opening and closing times.
- Guests can activate push notifications to receive on-resort information such as cancelled outdoor performances in the event of bad weather.
- Plus more....!

### DINING

Guests booking directly through Butlin's can purchase a dining plan prior to their arrival. This gives Guests the confidence that they will definitely have access to restaurants during their stay. Butlin's likes to make sure our Guests have complete reassurance when they decide to holiday with us.

### VIP PASSES

Guests booking directly through Butlin's can upgrade their wristbands to our brand-new VIP Passes. These wristbands give our Guests early access to book shows and activities and gives our Guests access to Shows 15 minutes before the main doors open.

### BUTLINS.COM

Great news... Our Sublet caravans are now on our Butlins.com website. This means when Guests are searching for their perfect holiday accommodation, they can see all of the grades of caravans we have on offer. Advertising on our website has massively increased the numbers of bookings we are seeing in our Sublet caravans.

We are here to be clear about everything for you. We want to be as fair as we possibly can be. Our desire is for you to have a great experience as an owner with us. We will always be happy to receive any feedback from you too!

#### Butlin's Caravan Village Letting Service:

The check in time for all Grades will be 4pm for both Owners return after Letting with us and for all Butlin's Caravan Guests when booking direct with us. But why 4pm? This allows us a much bigger window for cleaning to a much better standard than was previously possible. The question we expect to be asked is, can I get in any earlier? As a rule 4pm will be the earliest you can access your holiday home after letting with us, however if we are able to hand it back to you any earlier, we will do.

If you do have a Veranda we do require the appropriate garden furniture to be ready for Holidaymakers use. The Veranda also needs to be to Butlin's required size and standard which will be assessed on Inspection.

Wi-Fi is now an expectation when you go on Holiday which is why it is a mandatory requirement to have it on any Letting Holiday Home, you as the Owner will need to purchase this and provide all details and passwords for the Holidaymaker.

Photographic evidence will be sent you if and when we deem it necessary.

Holiday Homes must be advertised at the maximum berthage they permit. For example, a 4-berth Holiday Home which can sleep up to 10 Guests, must be advertised in this way.

#### Initial inspection, Cleaning and Maintenance:

Your Lodge or Caravan Holiday Home will be graded appropriately by the Lettings Team once we have received your completed Fixed Earnings Guide. We will contact you to arrange a convenient time for this. If any items need rectifying before we can Let your Holiday Home we will detail any works necessary and give you as much notice as we can. Cleaning and Maintenance are more often than not the reason for any upset when Letting with us which is why we will endeavour to satisfy you and are always happy to discuss any items that may be of concern. Having a 4pm Check-In and Owners return time can only help you and us going forward. If you do arrive to your Caravan earlier than 4pm we reserve the right to ask you to vacate as we do need the time to prepare your Holiday Home to the highest standard possible. The grade of your Holiday Home can be reviewed and changed at any time through the Subletting year.

#### Caravan Letting Grade Information:

The grade of your Holiday Home is determined following an inspection that is undertaken by our on Park Lettings Team. The specific set of features and level of luxury which identify each make and model are what we use to provide a clear and tangible difference from one grade to another.

The Letting Service we offer will accept a Caravan which is suitable to let from new to seven years old (2019 Specification to 2026 Specification Models). Your Holiday Home may be excluded from the letting service if it does not meet Butlin's Caravan Village letting standards, or if it is too old to let. We reserve the right to let a holiday home that is suitable to let that is older than a 2019 model.

#### Commission and income:

We offer our Fixed Income Letting Service to all eligible Owners. Although we do not charge a commission we do still operate as a business with the portion of income taken by us helping towards covering items such as the cleaning of your Holiday Home throughout the Letting Season, Portering of Hire Goods and Linen, Marketing plus Key Release. As we only offer a Fixed Income Letting Service, if the Holiday Costs we charge increase or decrease you will only receive the income as detailed on the Fixed Income Letting Earnings Guide.



#### Health and safety:

- Annual Gas and Appliance Servicing including the flue and ventilation will be carried out when due Electric Tests are due every 3 years and will be carried out when due PAT tests for all electrical portable items need to be carried out once a year and will be carried out when due
- Smoke alarms, Carbon Monoxide and Fire Extinguishers must be provided and in full working order CO2 checks will be tested annually
- Shower Heads will be de-scaled every 3 months in line with our policy for which you will be charged accordingly
- All appliances will be tested in line with the Company's Guidelines
- The inspection certificates will be held at the Caravan Village, normally with the Facilities Team All Tests and inspections that we carry out will be charged to your Rent Ledger account

#### Holiday Home upkeep:

During a Letting Season repairs, replacements and cleaning services may be required to keep your Holiday Home to the necessary standard. If this is the case charges may apply. Where possible we will always advise you of any repairs required before going ahead with them. We will aim to take photographic evidence of any damages incurred. To ensure that you do not lose out on Lettings Income we may make the decision to go ahead with a repair without attaining your approval. If a repair is £50 or less we will aim to fix the issue without your consent. Please do be assured that our intentions are always to make the right decision for you.

#### Televisions:

Every Holiday Home that is Sublet with us requires a Flatscreen Colour and smart Television. We do not have a set guideline to the sizing or attributes of a Television yet would ask that the Television provided is of a suitable nature for a Guest to enjoy. You do need a TV Licence for your Caravan which is solely the Owners responsibility.

#### Housekeeping:

At the Caravan Village we offer a wide range of Housekeeping Services. Upon request we can offer Carpet, Upholstery and Outside Cleaning including verandas. We will advise you if any of these items are needed to be done once the inspection of your Holiday Home has been completed. Please note that extra charges may apply.

**Pets:** Pets are accepted in specifically designated pet friendly accommodation.

#### Preparing your Holiday Home for Letting:

It must be clean, well maintained and of a smart appearance inside and out. It must be fully equipped for the number of people it will sleep and be of the correct specification for the grade. Inventory items must conform to the Standard Inventory list for your Holiday Home grade. A Standard Inventory list is available from the Park Team or from this Guide. Please note that we require four pillows for each double bed including pull out bed and one pillow for each single bed plus duvets for all beds. Your park team will grade your Holiday Home and detail any work that is required to bring it up to standard. Any work required must be completed before it can be let. Any work required before the letting season is chargeable. Full details and a quote for any up to standard works required will be sent to you for approval. You must provide four labelled sets of keys for your Holiday Home before letting commences.

#### Personal Items:

All personal and non-standard inventory items need to be removed from your Holiday Home when it is being let to avoid unnecessary upset from breakages or loss. Mattress protectors are considered to be personal items. Personal items cannot be replaced or repaired if it is broken or lost. If non-standard inventory items are not removed, we may be unable to let your Holiday Home. Please note this does include all cleaning products too. If you do decide to use mattress protectors and pillow protectors, we advise you purchase the zip up ones to avoid them being easily removed by Team who strip the beds.



**Site Fees:**

Our site fees for the forthcoming season must be paid in full or you must be up to date with your payments on the direct debit scheme before letting commences.

**Insurance:**

As the owner of the Holiday Home, it is your responsibility to ensure that you have adequate insurance against loss, damage and third party liability.

**Safety Matters:**

Your Holiday Home must be fitted with a fully functional dry powder fire extinguisher, a smoke alarm and two fully functional carbon monoxide detectors. Your Holiday Home must have a valid gas safety certificate for all gas appliances and a valid electrical safety certificate. All electrical appliances must have an annual Portable Appliance Test (PAT) certificate. Any replacement soft furnishings (e.g. mattresses, cushions, covers) must comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988.

**TV Licence:**

If you let your Holiday Home, TV Licensing requires you to purchase an additional licence for your Holiday Home.

**Gas and electricity:**

You are responsible for the cost of all gas and electricity used in your Holiday Home when letting with us.

**Earnings Guide:**

The amount of income you will earn for each break that you let is a fixed amount as per the Fixed Income Letting Agreement Earnings Guide. Letting income is only paid when we let your Holiday Home therefore you will only receive monies when we obtain bookings for the dates you wish us to let your Holiday Home. Letting income is payable for each break that your Holiday Home has been accepted onto the scheme and which has been confirmed to you in writing and is subject to us attaining a booking for any break. Income is only payable if your Holiday Home is up to standard and suitable to let. Letting income will not be paid for any break when your Holiday Home is under repair, regardless of whether the repairs are as a result of a Butlin's holidaymaker or private use. All income earned from Letting will be paid in one amount following the letting season ending (This is usually paid in and around December). We reserve the right to pay income on a pro rata basis if for example a Guest departs early.

**Choosing your Letting Dates:**

We reserve the right to close inclusion to the letting service and we will accept Caravans/Lodges for letting on a first come, first served basis. When we have reached the maximum number we can let, we will place all subsequent requests on a waiting list. Your Park Team/Lettings Team will contact you if we are subsequently able to let your Holiday Home and take you off the waiting list for a specific date. Changing your Letting Dates: Please let us know of any changes you want to make as soon as possible. A minimum of four weeks' notice is required to change your letting breaks and you will not be able to take back a letting break if your Holiday Home has already been pre-booked. Key release forms or private bookings cannot be used to change your letting dates. In the event of a double booking, the booking made by Butlin's Caravan Village will be honoured. You must give us a minimum of 4 weeks notice, this must be given to add additional dates to your completed Fixed Earnings Guide. Failure to do so could result in requested additional dates not being able to be accepted.

**Cleaning:**

After you, your friends and family or any private guests have occupied your Holiday Home, you are responsible for cleaning it ready for letting. If the Accommodation and Lettings Team considers that the level of cleanliness does not meet Butlin's required standard, we will charge your owner account with the cost of re-cleaning the unit. We will always let you know if this occurs. If, when you return to your Holiday Home after a period of letting, you feel that it has not been cleaned to the required standard, we promise to rectify any issue raised and discuss the detail as and when warranted. If we have to cancel or move a guests break due to cleanliness and if we have not carried out the clean prior to their arrival (if it has been cleaned by yourself or another third party) we will not pay any monies to you for this booking.

Upon Guests departure (that book direct with us), Butlin's will be responsible for cleaning your Holiday Home. After you have used your Holiday Home it is your responsibility to clean the unit prior to it being Sublet through us. We aim to clean your Holiday Home to a high standard for both our Guests and for your use and aim to provide a time frame for our Housekeeping Team of 75 to 90 Minutes. The time to clean and make beds in Caravans does vary dependant on many factors yet we aspire for the unit cleaned to be ready to a high standard regardless. We do offer a Deep Cleaning service which is limited in terms of availability (Please ask for more details and pricing).

**Damages/Repairs:**

Reports of any damage or loss must be made within seven days of the Butlin's guest departing. Standard inventory items will be replaced with our standard item for the grade of your Caravan (at a charge to you, the Owner). It is your responsibility to insure your Caravan adequately - it is wise to make sure your Caravan insurance covers potential damages caused by rentals. Repairs: During letting with us, replacements, repairs and cleaning services may be needed (at a charge to you, the Owner). Your Park Team will let you know what needs to be done. We will do our best to carry out any work required in the quickest time possible to minimise any loss of letting income whilst your Holiday Home is under repair. To support this aim, if the cost of the repair is £50 or less, we will carry out the work without prior authorisation. We will try to match replacement items with existing styles or patterns whenever possible but this cannot be guaranteed and we reserve the right to substitute as necessary. If there are any ongoing repairs or damages, we will be unable to let you holiday home during this time, and no monies will be paid in any form of compensation.

**Wear and tear:**

Reasonable wear and tear to your Holiday Home should be expected. Just like in your main home, furnishings, floor coverings, mattresses and items such as cookers, fridges, boilers and showers deteriorate with use.

**Returning to your Holiday Home:**

When returning to your Holiday Home following a period of letting, it will be clean and available to you from 4pm regardless of the grade. We will not make the beds in your Holiday Home upon your return. Please note that all Terms and Conditions can be altered therefore if you require fully up to date information and terms and conditions please contact us using the details in this Guide. We reserve the right to make alterations to all terms and conditions as and when required yet will endeavour to advise of any changes we make. Should the caravan village have to close, there will be no payments made to you during this time where we are unable to let your holiday home.

**FOR MORE INFORMATION SIMPLY EMAIL, CALL  
OR POP IN TO RECEPTION**

**Visit us:** Caravan Village Reception

**Phone:** 01754 614444

**Email:** [tilly.raynor@butlins.com](mailto:tilly.raynor@butlins.com)

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**Visit us:** Caravan Village Reception

**Phone:** 01754 614444

**Email:** [tilly.raynor@butlins.com](mailto:tilly.raynor@butlins.com)

*To change letting dates, please contact us ASAP*