



# LETTING REPAIR PLAN

## COVER YOUR HOLIDAY HOME FROM DAMAGE FOR FREE

Let's face it, accidents can happen. That's where the Butlin's Caravan Village Letting Repair Plan comes in. For FREE, we'll cover your holiday home from any damage caused by guests that have booked directly through Butlin's, subject to the terms and conditions below. Please note, the cover is only valid for the season you are Guaranteed letting or Subletting in.

### **BUTLIN'S CARAVAN VILLAGE LETTING REPAIR PLAN:**

We cover repairs of up to £250 per claim if guests that have booked directly through Butlin's have damaged an item/area in your holiday home. You can make up to 7 claims per season.

- The Repair Plan is not an insurance policy as you still require Holiday Home Insurance as part of your agreement with us.
- Before you can sign up to our Letting Repair Plan, we will do a full inspection on your holiday home to ensure that any damage that may be present is recorded and cannot be claimed at any future time. We will also complete a full inspection after any claim has been fixed.
- All incidents/damage incurred will be viewed and assessed in their own right, as damage can vary significantly from one instance to another.
- If damage is caused by a Butlin's guest, we will always attempt to fix like for like, however this may not be achievable due to caravan age and other restrictions. Damaged inventory items (including electrical items) will be replaced with Butlin's-approved subletting stock.
- Only items within the required inventory will be replaced or repaired if damaged by Butlin's guests.
- Claims may only be made during the open season, between 1st March and 30th November.
- We will endeavour to provide regular updates regarding repairs as and when required.

### **WHAT'S COVERED?**

- Fixtures and fittings (dependent on what manufacturers have in stock)
- Internal inventory
- Replacement of damaged mattresses (may not be like for like)
- Repair or replacement of damaged electrical items
- Repair or replacement of damaged soft furnishings or floor coverings

### **WHAT'S NOT COVERED?**

- Loss of earnings as a result of your holiday home being under repair.
- Wear and tear - like at home, sometimes furnishings, carpets and mattresses need replacing through simple wear and tear, as do items such as kettles, fridges, cookers, boilers etc.
- Personal items which are not part of the standard inventory.
- Damage to the external doors and windows, exterior panels and decking.
- Cleaning - Deep cleaning of Carpets and Upholstery is not included within this plan. This claim will come under wear and tear. We will only complete this service at the end of the season or after your final letting date.

If you choose not to sign up to the Letting Repair Plan:

- You will not be covered for the details as advertised in this document.
- Repairs may be covered by your holiday home insurance but will not be covered by the Letting Repair Plan.