



Here's one we answered earlier...Commonly asked questions about the Auto pay system

How does Auto pay work? We have introduced an easier way for our guests to pay for their Butlins stay. Auto pay works by a low deposit of £10 per person (£25 per person for arena breaks) to secure your break, with the balance spread out to regular monthly payments. This is worked out by dividing the remaining balance by how many months are left before your break - meaning if you book your break in advance you'll benefit from low, regular monthly payments to pay off your Butlins break.

Can I choose what date each month the payment is taken out? Yes you can - although if you choose the 31st of each month, the payment will automatically come out on the last date, so we recommend opting for the 28th or the 1st to know exactly what date the payment will be taken. If you'd like to change the date you'll need to call the team on 0330 100 6665

How much deposit do I have to pay? Our regular deposits are £30 per person, although if you opt for Auto Pay its only £10 per person (£25 per person for arena breaks). If you make a booking with Auto Pay, but then do not make any monthly payments you may have to make an additional payment to top up your deposit, and then the remaining balance will be due in full 8 weeks before your break start date or 12 weeks before for an arena break.

I didn't choose Auto pay when I first booked my break - can I choose to spread my payments monthly at a later date? Yes you can - we want to make it as easy and convenient as possible for you to pay off your stay. However you will need to call our customer care team on 0330 100 6665 as this is not yet available to amend online.

If I amend my booking and the cost of the break changes, will this affect the monthly payments? Yes, if any changes to your booking (extra people, upgrades or adding any extras) affect the cost, the rest of the monthly payments will either rise or fall accordingly.

I missed a payment, does the balance recalculate so I pay a higher amount for the rest of the months? No - you'll need to make a manual payment to bring your balance up to date before the next instalment is due. The quickest way to do this is at [Butlins.com/pay](https://www.butlins.com/pay).

What if I make an additional payment with a different debit / credit card? That's fine; however please bear in mind that all future monthly payments will be taken from the most recent card you use. If you'd like to make a payment with a different card, you could always then make another payment of just £5 with your previous card at [butlins.com/pay](https://www.butlins.com/pay) to ensure the future instalments come out of the card you want it to.

How can I update the card details? By making a payment (the minimum is £5) at [butlins.com/pay](https://www.butlins.com/pay)

If I pay off my balance early, will you still take the monthly payment? No - once the amount owed is paid, no further payments will be taken.

I booked via a Travel Agent - can I benefit from Auto Pay? As some travel agents have their own payment schedules, the benefit of Auto Pay is currently only available to guests who book directly with Butlins.

Can I reduce my monthly payments? No, however if you're having difficulty making your scheduled payment please get in touch with one of the team on 0330 100 6665 who can run through your options with you.