

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.
- 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 CARAVAN VILLAGE 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. Covert monitoring of Butlin’s team members and contractors using private cameras is not permitted, to protect their privacy in the workplace. The use of CCTV for security purposes 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 10am 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.



Butlin’s
HOLIDAY HOMES

MINEHEAD
CARAVAN VILLAGE 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

- 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 CARAVAN

- 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.
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