



TERMS & CONDITIONS (2019)

Every-One aims to ensure that your holiday stay in one of the Short Break caravans is as enjoyable and as comfortable as possible.

When confirming your booking you are also accepting that you will adhere to these Terms & Conditions.

If you have any queries, please contact us:

Telephone: **07900 905 904**

or

Email: **caravans@every-one.co.uk**

Payments & Cancellation Charges

To confirm your booking, we require a £50 non-refundable deposit with a completed booking form within 7 days of the initial enquiry.

Full settlement is required 8 weeks prior to the date of the holiday.

If your holiday date requirement is within less than 8 weeks, full payment is required on booking.

Our cancellation policy is as follows:

- ⓔ More than 8 weeks' notice = full refund will be given less £50 deposit
- ⓔ Between 2 and 8 weeks' notice = 50% refund will be given
- ⓔ Less than 2 weeks' notice = No refund will be given

A Refund will only be issued on return of the Private Sublet Form and will be paid by electronic payment to your bank account.

If you require any changes to be made to your booking after you have been sent the Private Sublet Form you will be charged an administration fee of £5.00 for each amendment. Butlin's will also charge a £20.00 administration fee for amendments.

Booking In & Out

Accommodation is available from either **2pm, 3pm or 4pm** on the day of arrival.

Late arrival can only be arranged by prior agreement with us.

The caravan must be vacated by **10am** on the day of departure.

Please advise us when booking if you would like to make alternative arrival and departure times.

Conditions of Use

- ⓔ **ALLERGIES** - Families are advised to bring their own cleaning materials in cases of serious or specific allergies.
- ⓔ **NO SMOKING** - Caravans are strictly NO SMOKING
- ⓔ **ALARMS** - Smoke alarms and Carbon Monoxide detectors are provided. DO NOT REMOVE BATTERIES.
- ⓔ **ANIMALS** - Animals are not allowed, with the exception of guide / assistance dogs with prior notification.
- ⓔ **BEDDING** - Pillows and pillow cases, duvets and duvet covers, bed sheets and mattress protectors are provided for the comfort of guests. It is NOT ACCEPTABLE to leave behind stained or damaged bedding or to dispose of bedding. There is an onsite launderette for guests to use which is located near the Caravan Village Reception. If items are damaged or beyond laundering, then please contact the Caravan Village Reception where you can purchase replacement bedding. This must be done even if it is your final day in the caravan otherwise you will be charged for all laundry/new linen costs.

- e **BREAKAGES** - All minor breakages should be replaced with similar items. We expect any breakages or damages to be reported to us before departure. We reserve the right to make additional charges as appropriate. Should this occur, we will inform you before any charges are made.
- e **DATA PROTECTION** – Relevant personal information contained within your booking process will be shared with Lincolnshire County Council as the funders who subsidise the Short Break Holidays in order to provide evidence of the impact on Lincolnshire families with disabilities. Relevant information will also be shared with Butlin's to secure wrist bands for the members of your holiday party.
- e **EQUIPMENT** - Please DO NOT remove Wii games, handsets or DVD's from the caravan as they are the property of Every-One and for the entertainment of all future guests.
- e **FOOD** - Please DO NOT leave food remains or cooking fat in the pans. The fridge should be emptied; all food should be removed and placed in the rubbish bins on site.
- e **KEYS** - On the day of departure, you are expected to return the keys to the Main Caravan Village Reception.
- e **KITCHEN** - Please ensure that all kitchen utensils are left clean, including the microwave, cooker, saucepans and oven dishes.
- e **REFUSAL / TERMINATION OF BOOKING** - We reserve the right to refuse or (in exceptional circumstances) terminate a booking. Our decision will be final.
- e **SECURITY** - Please ensure that the caravan is locked, and all windows are closed.

- e **THEFT OR DAMAGE** - Please note that anyone found to have caused malicious damage or theft will be excluded from booking a holiday break in the future. You will be charged for any damages or losses.
- e **We respectfully ask that you treat the caravans with due care and respect and leave them in the condition that you would expect to find them.**

Thank You

Booking / Enquiry Line: 07900 905 904
(9am to 5pm - Monday to Friday, excluding Bank Holidays)

Short Breaks Caravan Holidays are subsidised by
Lincolnshire County Council and based at Butlin's Caravan Village, Skegness