



Butlin's

Family Fund working
with Butlin's

Help for
family breaks
with Butlin's



Family Fund

Helping disabled children

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www.familyfund.org.uk

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Family Fund is pleased to offer you a grant towards the cost of a break with Butlin's. We work in partnership with Butlin's and their dedicated team will be happy to help you arrange your UK break. The value of your grant is shown, in the letter with this leaflet. Please note that if the cost of the break you have selected is more than the value of this grant, you will need to pay Butlin's the difference.



Before you book with Butlin's

Butlin's offers a wide range of break types and dates across its three seaside resorts at **Bognor Regis, Minehead and Skegness**. You can find out about the breaks, accommodation and entertainment

that best suit your family by either visiting Butlin's website www.butlins.com, online via their livechat <https://butlins.custhelp.com/> or call **0330 102 5290***.

Extra requirements

If you, or a member of your party, has additional needs, including mobility or access needs, it is essential you let Butlin's know at the time of booking. To do this, please call their dedicated additional needs co-ordinators on **0330 100 9334*** selecting the resort of your choice. This is important because the team you will speak to are based at each resort. They will do their very best to meet any requirements but please do note that they cannot always be guaranteed.



When you are ready to book

Please read the FAQs in this leaflet before you book. Once you've chosen the right break all you need to do is follow the simple steps below:

- Call Butlin's on **0330 102 5290*** between 9am – 9pm Monday to Sunday.
- Let them know you have a Family Fund grant and they'll ask a couple of questions to verify who you are.
- You can use part, or all, of your grant award towards the break.
- You can also use up to £100 of the grant value on Butlin's vouchers to spend at one of the resorts.



Frequently asked questions

How long do I have to use my grant?

Please note that you must make a booking with Butlin's within six months of receiving your grant award letter. We recommend you contact Butlin's seven days after receiving your award letter, to check availability for your chosen dates.

What if I don't want to spend all of my grant on one break?

You can spread the value of your grant across as many breaks as you would like, just tell Butlin's how you would like this to work. However, you can only book one unit of accommodation per break. If this poses any challenges for you, speak to Butlin's and they'll look for a solution.



Additionally, you can use up to £100 of each grant on Butlin's vouchers which can be spent at each resort, in shops, bars and restaurants (some restrictions apply).

Frequently asked questions

Can someone book my break on my behalf?

The grant can only be used by the person whose name is listed against the grant. This information is shared by Family Fund with Butlin's and cross-checked when you make your booking.

Can I combine my grant with other discounts and promotions?

You can combine your grant with marketing codes or offers direct from Butlin's. This might be an offer on the Butlin's website or a code you have seen online. Please note that you can't combine your grant with third party promotions such as Tesco Clubcard or The Sun Holidays.

Can I use my grant on any break or event at Butlin's?

You can use your grant on any Butlin's family break or Just for Tots break (exclusively for families with a child aged five years or younger).

You cannot, however, use your grant on an adult only event, or to any event held at Butlin's but not run by Butlin's (for example, Solus events). Please contact Butlin's if you want to check that your dates are available before booking.

What if I need to cancel my break?

It may not always be possible to cancel every part of your break, but you can call Butlin's to talk through your circumstances. Whatever grant value has been used on your break will be refunded back to Family Fund and held for you with Butlin's, until the six month expiry passes. You can spend this on another break with Butlin's during this time.

If you have any questions, please call Butlin's on **0330 102 5290***

*Calls to 03 numbers are charged at standard UK rates and may vary from mobiles. These calls are included in any inclusive packages.



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