

GROUP ORGANISER TIPS & INFORMATION

Over the years we've gathered advice from Group Organisers on how to make the booking process as easy as possible. Before you start, take a few minutes to read through the tips and information below.

If you have any questions or just want some inside advice, get in touch with us on:

01825 769000 or groups@springharvest.org

Your FREE place

- Book 16 guests aged 2 or over and one of them comes free.
- Book 32 guests and get two free places.
- You can split the savings across your group or gift it to someone in need.
- The free place will show as a discount on your booking.
- The free place is the value of an adult place in the most common type of unit on your booking. If you have booked an equal number of units of different values, the free place will be allocated to the unit of lowest value.

Other money saving tips

- For good value book a combination of great value Rooms and spacious Apartments. That way your group can share the lounges and kitchens in Apartments and keep costs down.

Everyone In Fund

- We're pleased to offer help to guests on a low income to join us at Spring Harvest.
- Funds come from gifts given by our guests and are limited, so please apply early.
- There are two routes in – those on state benefits can apply for a payment towards their booking. If that just isn't enough to get them there, you as Group Organiser or your church leader can give us a reference and ask for extra.

Full details springharvest.org/events/prices

Promoting Spring Harvest

- We have a range of resources available for you to use.
- Book a couple of slots in your church notices to spread the word.
- Expert tip: during one of your notice slots, interview a family who have been to Spring Harvest and get a range of perspectives from adults and children.
- Combine one of our PDF adverts in your church newsletter with an article about what you enjoyed at Spring Harvest.
- Use the Booking Form to collect individual information from your group and transfer it to the Spreadsheet to send to the resort once your booking is made.
- It's also a good idea to have a second choice handy in case your preferred accommodation type is sold out.

Your booking

- Booking lines open at 8am on 14th June 2023.
- Butlin's have a limited number of fully adapted rooms and apartments, which sell out quickly for Spring Harvest.
- If your booking is less than 16 or and all your units are similar – ie all apartments or all room - we recommend you book on line.
- If your booking is for fewer than 16 people you will be asked for details of everyone in your party and asked to pay a deposit when you book.
- To help your calculations we give a per person price, but the accommodation is sold as complete units. Every bed space has to be paid for. All beds in accommodation units must be paid for. Empty beds will be charged at the child rate – so encourage people to share or invite others
- Spring Harvest bookings are subject to Butlin's standard terms and conditions.
- Read the Supplementary terms and conditions for Spring Harvest at **springharvest.org/terms**

Dining packages

- Choose a Standard (Food Court) or Premium package. Everyone in the accommodation unit must have the same package, and for the full break.
- If you book online you must make the same meal choice for all your party, even if they are in more than one unit.
- If you book by phone you can select which units would like a dining package.
- Meal packages can be added later if not requested at booking.

Extras

- We recommend you consider taking out Butlin's holiday protection or an alternative insurance. Illness, workplace changes and bereavement may result in people from your group needing to cancel.
- Butlin's holiday protection costs £26.95 per booking. www.butlins.com/help-contact/holiday-protection
- Ground floor accommodation can be guaranteed (subject to availability) at £15 per unit. Blue badge holders can reclaim this payment on arrival.
- Visit Butlin's website for details of Wi-Fi packages and other luxuries you can add to your booking.

Full details at butlins.com

Once you've booked

- For bookings of 16 or more complete our spreadsheet with all the details of your guests and units and send it to the resort within 14 days of making your booking.
- Check your booking confirmation carefully so you understand it and ensure there are no mistakes.
- Butlin's will confirm the cost of the deposit and contact you for payment.
- If anyone else wants to join your group after the initial booking, quote your booking reference and request that the bookings be joined.
- Where possible you will be accommodated close to each other. NB: in Skegness, 4 & 6 berth apartments are on opposite ends of the resort.

Amendments after booking

- If you book online you can make changes to your booking – such as name changes – from your Butlin's account
- Butlin's charge £20 to changes to a booking that are made by phone or by email, so they recommend you save up all your changes and let them know in one go, this will mean you are only charged once.

How to pay

- Set up a system you can work with to keep a track of each person's finances and keep it updated as payments - including any from our Everyone In Fund - are made.
- You can see your balance and make payments towards your booking at any time at butlins.com/pay
- Final balances will be required 70 days before the start of the event. Set your group a date far in advance of that, to build yourself some buffer.

Important contacts

Bookings of 16+ phone the resort to make your booking:

Skegness: 0330 100 9331
Minehead: 0330 100 9332

Less than 16 bookings: phone 0330 100 9330 or book at springharvest.org/events/prices
Spring Harvest Office: 01825 769000

If you have any questions after you have booked the resorts would appreciate it if you could email them initially to help them manage their workload.

Email:

Skegness:
SkegnessSpringHarvestGroups@bourne-leisure.co.uk

Minehead:
mineheadHotline@bourne-leisure.co.uk

Spring Harvest:
info@springharvest.org