

# Spring Harvest 2018: Terms & Conditions

The points below are supplementary to the terms and conditions on the Butlin's website at [www.butlins.com/terms-and-conditions](http://www.butlins.com/terms-and-conditions)

## **1. Use of Your Personal Information**

Butlin's Skyline Ltd and Memralife Group (the charity which runs Spring Harvest) are notified (registered) as data controllers under the Data Protection Act 1998. The Data Protection Act puts obligations on users of personal information and lays down principles for its use.

Information has to be processed fairly and lawfully. This means you are entitled to know how we intend to use any information you provide. Butlins Skyline Ltd will use the personal information that you provide to process your booking and book your holiday. This personal information will be passed to Spring Harvest so that they can communicate with you. We may need to pass your personal information and that of other members of your group who you are deemed to represent to third-party service providers such as insurance companies and travel providers, if you have requested these additional facilities.

You must inform other members in your party of the information about them that you are providing to us, and what we will use it for. For the purposes of data protection you, the lead guest, are acting as the representative of all members of your party. You may choose to provide us with information about your health or the health of members in your party so we can assist you with any disability needs. This information will only be used for the purpose(s) for which you provide it to us.

Please note that we can only discuss/amend a booking with the lead guest. We will correspond in all matters relating to the booking or group with the lead guest who acts as representative for all members of the group. If you have booked your holiday through a Travel Agent, or have asked us to book additional facilities on your behalf, please refer to the agent/service provider's own data protection policy for details of how they use your information. Butlins Skyline Ltd and carefully selected third parties will also use your information for internal market research and records purposes. This information may be shared with other companies within the Bourne Leisure Group.

We also use your information to contact you about other holidays or services brought to you by Butlins Skyline Ltd or our carefully selected trading partners. If you do not wish to receive such information please contact the Data Protection Officer, Butlins Skyline Ltd, 1 Park Lane, Hemel Hempstead, HP2 4YL. Butlins Skyline Ltd may monitor and record telephone calls made to our Call Centres for quality control and team training.

Spring Harvest will use your information to communicate with you in advance about your break and to inform you about other events and products. If you do not wish to receive such information please contact the Customer Service Manager, Spring Harvest, 14 Horsted Square, Uckfield, East Sussex, TN22 1QG.

## **2. Bookings and Accommodation**

Bookings can be made online at [springharvest.org](http://springharvest.org) or by telephone at the following numbers:

Minehead groups of 15 or more and Adapted units: 0330 100 9332

Skegness groups of 15 or more and Adapted units: 0330 100 9331

All other bookings and enquiries: 0330 100 9330

Payment of the full balance is due 56 days before the beginning of your Spring Harvest break. Automated payments can be set up with Butlin's Skyline Ltd and the standard deposit terms will apply as shown in the Spring Harvest brochure.

All bookings for any family break that include under 18s should include a responsible adult who is at least 25 years of age.

Butlin's try their best to meet group booking requests, but it can't be guaranteed that all accommodation in your group will be allocated together. Note especially that at Skegness, Silver self-catering four-and six-berth units are at opposite ends of the resort.

All accommodation is charged as if fully occupied – including any empty beds. If the number of names/ ages given do not fill your accommodation, empty spaces will be charged at the full child price. Child price is calculated as follows: Adult rate, without dining, minus £20. This under-occupancy charge doesn't include dining charges. The cancellation of any individual will leave the remainder of your party liable for the price of their place. Unoccupied beds will not be charged a deposit.

If you have taken our insurance, charges arising from the cancellation will be covered in most cases. If you have not taken our insurance, there will be no refund for any monies lost. We strongly advise that you take our cover or make your own insurance arrangements to protect yourself and your party and to read the terms of the agreement.

Please note that Spring Harvest breaks differ to those offered by Butlins, so not all details in a Butlins brochure, or on their website, will apply. If you are in any doubt or want to be sure of any particular aspect of your holiday, please ask Spring Harvest Customer Service to confirm it.

## **3. Safeguarding**

If you, or a member of your party are subject to a safeguarding agreement with your church, you should contact Spring Harvest's Event Safeguarding Officer on 01825 746507 before booking for Spring Harvest. Due to the nature and context of the event, Spring Harvest reserve the right to decline entry to anyone who is deemed to pose a potential safeguarding risk. Those who have been, or remain on the Sex Offenders Register will not be allowed to attend Spring Harvest.

## **4. Special requests**

We really want you to enjoy your break and have your experience tailored just for you. If you have a special request please let our team know. While we cannot guarantee your request – our team will do their best for you. If you require something specific, like a ground floor apartment, sea view or balcony, we suggest you secure this by paying the supplement before you arrive.

## **5. Children**

Except when registered in the appropriate Spring Harvest programme sessions, children aged eight years and under may not be left alone without full adult supervision.

We will do everything we can to provide children with a safe and caring environment. Full details of our Safeguarding Policy are available on request.

## **6. Guests with a disability**

Spring Harvest is committed to making its events as accessible as possible: please contact us for more details regarding venues, BSL interpreting, speech-to-text, Braille and other services. Please note that strobe lighting may be used in certain venues.

Spring Harvest can accept no liability for any form of damage or loss suffered by wheelchair users and/or Spring Harvest team members howsoever caused whilst helping with mobility.

## **7. Programme**

Programme information and updates will be shown on the website at [springharvest.org](http://springharvest.org)

## **8. If you have a comment**

If you have a comment or complaint about any aspect of the Spring Harvest programme whilst at the event, please speak to the Customer Care team who can be contacted through the Spring Harvest stand in the Skyline. They will try to help resolve any issue you may be having, involving members of the Event Leadership Team if necessary. Should we not be able to resolve things while you are at the event, or if you wish to write in with feedback afterwards, please write to the Customer Service Manager, Spring Harvest, 14 Horsted Square, Uckfield, East Sussex, TN22 1QG.

## **9. Filming and photography**

Your attendance at Spring Harvest implies permission for us, and agencies authorised by us, to reproduce your image, likeness and voice on or in albums, publicity material, television and radio broadcasts – including online. This may include circulation outside the UK.

## **10. Discounts**

Spring Harvest operate a discount scheme for people in receipt of certain benefits. They are limited and are awarded on a first come, first served basis – subject to conditions and the availability of funds. Before you book, check their conditions and your eligibility by calling us on 01825 769000. Other vouchers or promotions for Butlin's breaks are not valid for Spring Harvest.

## **11. Butlin's terms and conditions**

All bookings are subject to Butlin's terms and conditions which can be found at [www.butlins.com/terms-and-conditions](http://www.butlins.com/terms-and-conditions)