

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 info below.

If you have any questions, or just want some inside advice, get in touch with Kirsty on **01825 769116** or **groups@springharvest.org**

Money Saving Tips

- Book 15 guests and the 16th comes FREE: this applies to all guests over the age of two. You can split the savings across your group, or gift it to someone in need
- Book before 31 July and save £10 per person. Encourage people to book in early to take advantage of these savings
- 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
- If any guests are benefit claimants they can apply for a discount, if they book Standard or Silver accommodation.
Visit **springharvest.org/book/concessions** for more details.

Promoting Spring Harvest

There are a range of resources available for you to use at **springharvest.org/promote**

- 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 a PDF advert (available from **springharvest.org/promote**) in your church newsletter with an article about what you enjoyed at Spring Harvest
- The 2019 theme teaser video is available to download or stream from the website. There will also be a full event promotional video available from mid-May
- If you're planning to promote Spring Harvest at a larger gathering or event, get in touch. We may be able to help with providing banners, extra brochures and a Spring Harvest representative, subject to availability.

Making Your Booking

- For the best chance to secure your guests' choices it's a good idea to call as soon as the lines open – 8am on Wednesday 13th June. Adapted Units are in particularly high demand.
- Ask each guest for a second choice accommodation type in case their first is sold out
- If your group is 16+ you can book all your group accommodation and supply their details and deposits 14 days later. If you still don't know names at that point, putting A N Other and amending at a later date is fine. If your group is fewer than 16 people, you will need to give your party's details and pay the deposits at the time of booking
- When booking your group, the first name on the first chalet should be your name, as group organiser.
- Empty beds will be charged at the child rate –so encourage people to share or invite others
- Deposits are £35 per adult and £20 per child. Adults are aged 15 or above
- Dining packages have to be booked for everyone in a unit and for the full break.
- The Spring Harvest Bursary Scheme gives assistance to attend Spring Harvest to people in severe hardship who could otherwise not afford to come. For more information visit springharvest.org/concessions or call **01825 769116**

Once You've Booked

- You should seriously consider taking out cancellation insurance. Illness, workplace changes and bereavement may result in people from your group wanting to cancel. Butlins offer insurance, or you can shop around for a better deal.
- As a group organiser, all correspondence will come directly to you, so make sure that anything that needs passing on is communicated to your group
- Any group amendments will have to come through you (including adding meal packages). There is no charge for any booking amendments at any point in the year
- 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 sides of the resort.

Collecting The Money

- It's helpful to Butlins if you pay all the deposits in one go and by one method, but they do understand that is not always possible
- You can view your booking online and make payments at butlins.com/pay
- Final balance payments will be required 56 days before the start of the event. Set your group a date far in advance of that, so as to build yourself some buffer
- It is important to keep a track of how much each person in your party has paid so set up a system you can work with for this and keep it updated as payments are made.

Remember, if you need any advice we're just a call away on **01825 769116**.