

Spring Harvest Terms & Conditions

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

1. Use of Your Personal Information

Butlin's Skyline Ltd and Essential Christian (the charity which runs Spring Harvest) are notified (registered) as data controllers under the UK General Data Protection Regulation (UK GDPR), tailored by the Data Protection Act 2018. The UK GDPR puts obligations on controllers and processors 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. Butlin's 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 Essential Christian so that they can communicate with you. Butlin's and Essential Christian may need to pass your personal information and that of other members of your group whom you are deemed to represent to third-party service providers such as insurance companies and travel providers, if you have requested these additional facilities. Butlin's privacy policy can be found at [butlins.com/privacy-and-cookies](https://www.butlins.com/privacy-and-cookies).

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.

Butlin's can only discuss or amend a booking with the lead guest. They 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.

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

Essential Christian will use your information to communicate with you directly in relation to the Spring Harvest event. If you do not wish to receive such information please contact privacy@essentialchristian.org or write to Data Protection Officer, Spring Harvest, 14 Horsted Square, Uckfield, East Sussex, TN22 1QG. Essential Christian's privacy policy can be found at [springharvest.org/privacy-policy](https://www.springharvest.org/privacy-policy)

2. Bookings and Cancellations

We have worked hard with Butlin's to bring you a COVID Protection Guarantee so that you can book with confidence. We also strongly advise that you also take Butlin's holiday protection or make your own insurance arrangements to protect yourself and your party in case you need to cancel your booking for any other reason. Full details of this scheme are on the Butlin's website. If you have not taken appropriate cover there will be no refund for any payments you have made and you may be liable for the full cost of your booking.

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

All accommodation is charged as if it is fully occupied. Empty bed spaces will be charged at the full child price. Deposits are not charged for empty bed spaces. The cancellation of any individual will leave the remainder of your party liable for the price of their place.

Spring Harvest breaks differ from those offered by Butlin's, so not all details in a Butlin's brochure or on their website will apply. If you are in any doubt, or you want to be sure of any particular aspect of your holiday, please ask Spring Harvest Customer Service for clarification.

Vouchers or promotions for Butlin's breaks are not valid for Spring Harvest.

3. Safeguarding

If you, or a member of your party are subject to a covenant of care or a safeguarding agreement with your church, you should contact Spring Harvest's Event Safeguarding Officer by emailing safeguarding@springharvest.org 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 who remain, on the Sex

Offenders Register will not be allowed to attend Spring Harvest.

4. 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.

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

5. Guests with a Disability

Spring Harvest is committed to making its events as accessible as possible. See our website for details and please let us know your specific requests. If we don't know in advance what you would like we may not be able to offer it at the event.

Spring Harvest team members are advised not to lift any buggies or wheelchairs, for their own safety. Spring Harvest can accept no liability for any form of damage or loss suffered by wheelchair users if team members help with mobility.

If you need ground floor accommodation or have a special diet, please speak to Butlin's when you book.

6. Programme

Programme information and updates will be shown on the Spring Harvest website, springharvest.org

7. Comments or Complaints

Please speak to the Spring Harvest Customer Care team if you have a comment or complaint about any aspect of the Spring Harvest programme when you are at the event. They will try to resolve any issue you may be having and involve members of the Event Leadership Team if necessary. If we are not able to resolve things while you are at the event, or to give any other feedback, please write to Head of Spring Harvest Programme, Spring Harvest, 14 Horsted Square, Uckfield, TN22 1QG.

If you have a comment or complaint about any aspect of Butlin's facilities or service, please see the Butlin's terms and conditions.

8. Filming and Photography

Spring Harvest and agencies authorised by us will take photographs and make recordings during the event, which may lead to your image or voice being on albums, publicity material, websites or television or radio broadcasts. This may include circulation outside the UK. Videos are made of meetings in the main venue which may include some brief shots of guests. Please come to the Spring Harvest office early in the week if you would prefer not to be included in any photographs or recordings.

9. Butlin's Terms and Conditions

All bookings are subject to Butlin's terms and conditions at butlins.com/terms