

Caravan FAQ's

How much does the caravan cost?

Prices for short breaks in our caravans vary according to length of stay and time of year – we only charge as much as is necessary to cover running costs and do not operate at a profit.

How many does each caravan sleep?

Butlins - 6

Haven - 8

What is included in the price?

The price includes the length of stay as specified in your contract and all bedding within the caravan. Butlins stays include an all access wristband for each guest and Haven stays include privilege passes for each guest.

What do the wristbands at Butlins include?

Wristbands include full access to the Butlins site free of charge – including the entertainment areas, soft play areas, mini funfair, swimming pool and the free events that run daily.

What do the privilege passes at haven include?

Privilege passes include access to the resort, discount at the shop and laundrette (please use hole punched pass for discount) kids activities and entertainment.

When is the caravan available?

The caravans are open annually between March and October. Dates are released in January of each year and bookings are taken until there is no availability remaining. To enquire about any remaining dates please email holidays@familyvoice.org

How do I book?

To book please email your preferred dates to holidays@familyvoice.org. Our administrator will then contact you to take your details, complete a contract and take payment. In order to book any break a £100 refundable deposit must be paid.

I have arrived at Haven and have my keys but there are no passes what do I do?

After you have collected your keys please inform reception that Caroline will have the passes.

Can I take my dog to the caravan with me?

Yes – you can take your dog but you will be required to pay an additional £50 deep cleaning charge.

Do I need to take my own bedding?

No – all bedding is included in the cost.

What happens if I arrive late?

If you are arriving late at Butlins your keys and passes will be waiting for you at the caravan security point on entry to the caravan site – please collect them from there. At Haven your keys and passes will be at the security gate.

If you know you will be arriving late please contact FVP by sending a text to the mobile number you were provided with and if possible phoning the holiday park during reception open hours to let them know

How do I get my deposit back?

Your deposit will be refunded via BACs within 28 days of your stay. You will receive an email after your stay requesting BACs details to issue the refund.

Do I have to pay extra if paying by PayPal?

Please select the Family and Friends option when using PayPal, it does not cost any more.

Can I pay by BACs?

Yes – please request bank details upon booking.

What time is check in?

Check in is from 2pm at Butlins and 3pm at Caister

What time is check out?

Check out is by 10am

Can I leave earlier than my check out day?

Yes – you can leave any time before your check out day, just hand in your keys when you leave.

Do I have to take a child with me?

There are some dates at Butlins which require you to have an under 5 in the party – these are clearly labelled as “just for tots” breaks. Otherwise you are welcome to have an adults only break.

Can I pay for late checkout?

No - due to restrictions around cleaner availability.

What is your cancellations policy?

The cancellation charges are as follows:

Days before you start your break:

42 days or more: Deposit

41-29 days 40% plus deposit

28-22 days 60% plus deposit

21 days or fewer 100% plus deposit

Can i change the date of my booking?

if you wish to change the date of your booking you may do so as long as it is not less than 42 days until the date of your break - this will be subject to a £20 administration fee. Bookings can not be carried over between years.

Can I spread the cost?

Yes - Please discuss a payment plan with our administrator at the time of booking.