



WELCOME TO RICHS RETREAT

CARAVAN 159

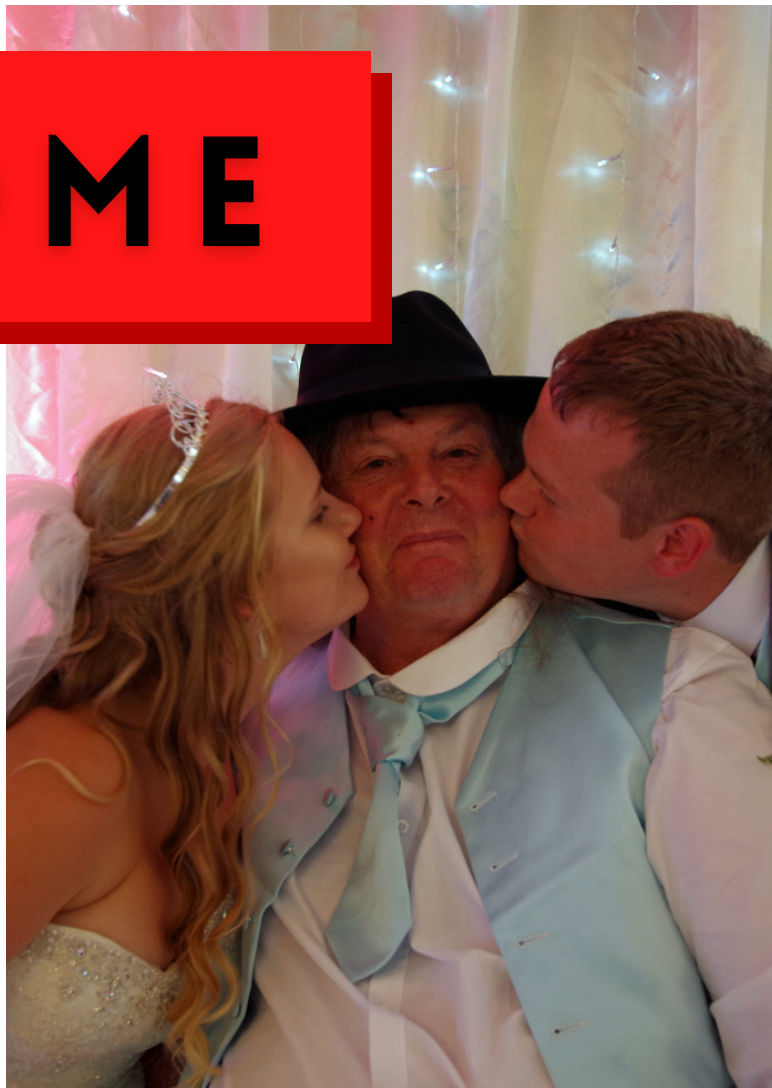


WELCOME

Hello

Welcome to Rich's Retreat, our family owned caravan at Butlins, Minehead.

Growing up, my dad (Richard) worked seven days a week to make sure each and every year he could take our family to Butlins. All of my best childhood memories were made here, and it was always the best time of the year! We didn't need abroad holidays when we could meet endless friends at Butlins!



In early January 2019 we found out Sophie was pregnant with our first child, with my dad having passed away a year earlier. We therefore couldn't think of a better use of his inheritance money then to get our very own caravan at Butlins, and to make some special family memories of our own - hence "Rich's Retreat" was born.

Please look after our little caravan. If you have any questions, hopefully this booklet will answer them, but if not, don't hesitate to contact us.

We hope you make as many amazing memories as we did, and now do again.

Scott, Sophie and Willow



HOUSE RULES

A FRIENDLY REMINDER



NO SMOKING

Please kindly do not smoke inside the caravan or on our decking area



BBQ LOCATION

You're very welcome to have a BBQ, but please do these away from the decking and caravan



NO PETS

We love animals however pets are not allowed in our caravan.



QUIET TIME

Please respect your neighbors by keeping the noise down after 9pm



USE BINS

Please use the large bins located around the park, and don't leave black bags outside for the Seagulls



ENJOY YOURSELF!

We hope you enjoy your stay. Thank you for leaving the place as you found it

THANK YOU FOR UNDERSTANDING

TIPS FOR YOUR BREAK

Here are a few key things to remember through your break to make it the best holiday ever.

1

DAMAGE

Ensure any damage is reported on arrival. You may be held responsible for any unreported damage.

2

ENTERTAINMENT

Some shows can be really busy - it's always worth turning up at least 30 minutes early for popular shows that are "must see's".

3

SWIMMING

Swimming is completely freeflow, however when busy it can be run in sessions. The busiest times are before 2pm.

4

FOOD

There are a number of options for food. Please see the additional page for more information. A Tesco, Asda and Lidl are closeby.

5

ACTIVITIES

If there are no spaces left in activities you want to do, still go to the activity - people often don't show, and you can still get in.

6

FUNFAIR

During quiet times, you can get straight on rides, so it's always worth coming back if busy.



GETTING COMFORTABLE

TEMPERATURE

Below are a few helpful tips and instructions on how to make your stay more comfortable and enjoyable!



ARRIVAL

When you arrive, the caravan may not be as warm as you like. Thankfully, the caravan will quickly heat back up to your desired setting.

DEFAULT TEMP: 20C

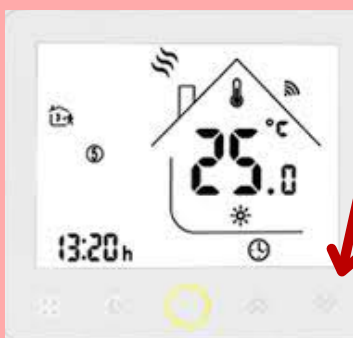
BOILER

You shouldn't need to access or touch the boiler, however if you have any issues with hot water or heating, please check the warning light is not flashing on the boiler. Please then call us for help.



THERMOSTAT

You can adjust the main temperature by pressing the up and down buttons on the thermostat opposite the bathroom.



TROUBLE?

If the heating isn't working after setting the temperature, check on the boiler that the radiator dial is turned to the correct position, and the switch on the timer is turned to the "I" position.



WHAT IS PROVIDED

IN THE CARAVAN



LIVING ROOM

A 32" LCD HD Freeview Television (with remote control)

A PS3, including Blu-Ray / DVD player

A glass vase with flowers

Dining table

2 x dining stools

HiFi



KITCHEN

Fridge / Freezer (please ensure that all goods are removed before departure)

Kettle

Toaster

Microwave

Washing up bowl

8 x dinner plates

8 x side plates

8 x bowls

8 x forks

8 x knives

8 x spoons

8 x teaspoons

4 x plastic forks for children

4 x plastic knives for children

4 x plastic spoons for children

4 x plastic plates for children

4 x plastic bowls for children

4 x plastic beakers for children

Scissors

Cork Screw

Can opener

8 x place mats

8 x drinking glasses

8 x wine glasses

8 x mugs

Various knives and cooking utensils

Plastic mixing bowl

Chopping board

3 x saucepans

Frying pan

Baking tray

Stand alone bin



WHAT IS PROVIDED

IN THE CARAVAN



MAIN BEDROOM ROOM

Double duvet

4 x Pillows

A high chair (stored under the double bed)

A bed guard (stored under the double bed)

A cot bed (stored under the double bed).

Please note that due to the limited space in the bedrooms, the cot bed can only be erected in the living area.



TWIN BEDROOMS

2 x Single duvets

2 x Pillows

6 x Wire clothes hangers



BATHROOM / TOILET

Toilet Brush

1x Toilet Roll



OUTSIDE

Wooden Table

5 x Deck Chairs

Key Drop Off Box

ALL ABOUT YOUR **SAFETY**

The safety of your family is the most important thing to us, so we've made a few upgrades.



KEY

The key you will have been issued is a Yale security key. This means it cannot be copied, so you can be sure no one else will be able to access the caravan whilst you're here.

FIRE ALARM

This year we've upgraded all our smoke alarms to Nest Protect alarms. They are the best alarms available.

The alarms also contact us if they detect and issue, so if the alarm activates for more than a minute, we'll contact you to check you and your family are okay.

CO2 ALARM

The Nest Protect also houses our carbon monoxide alarm. The alarm will sound when even the smallest amount is detected, and tell you to immediately leave the caravan.

If this alarm is activated, we'll try to contact you, and if we can't reach you we'll ask Butlins Security to come to the caravan to make sure you and your family are safe.

BED GUARD

Our caravan has a bed guard in case you would like to use it for any of your younger family members.

This is located under the main bed, along with bag and instructions.

Please can you ensure the bed guard is folded back down and returned to this location before you leave.

RICH'S RETREAT

WiFi

WiFi is now provided free of charge to all caravan guests. Please use the details below to access our WiFi. Please note we are not responsible for the quality or speed of our free WiFi offer. Butlins also offer a WiFi service which you can access from our caravan.



NETWORK

PASSWORD

THINKING ABOUT SECURITY

We've also added a few new additions for the security of our caravan, and your belongings.



SMART

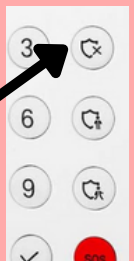
Our caravan is a "smart" caravan, and can monitor its temperature, lighting, and if anyone is accessing it. You will have been provided a login in your arrival email directly from us.

KEYPAD

As you enter the caravan, on your left, there is a keypad, which is used to activate and deactivate our alarm system.

To access the alarm, you need to first click one of the action buttons.

To deactivate the alarm, click the top right button, and enter the PIN code followed by the tick.



AWAY MODE

Pressing the third button down, and then entering the PIN code followed by the tick will activate Away Mode.

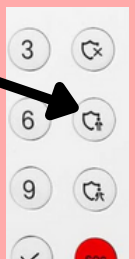
During this mode, if any movement is detected in the caravan, or any doors are opened, the alarm will activate.



NIGHT MODE

Pressing the second button down, and then entering the PIN code followed by the tick will activate Night Mode.

During this mode, the alarm will only activate if the main door is opened. This could also be used as an alarm to ensure children don't open the door and leave the caravan.



BUTLINS RESORT

THINGS TO DO

RICHS RETREAT



SPLASH WATERWORLD

Make a splash in our pool, from slides and flumes, to the lazy river and tots pool.



FUNFAIR

Inside the Traditional Fairground you'll find rides to suit everyone from tots to thrill-seekers.



SKYLINE

A short description of the place or attraction here for your guests



CENTRE STAGE

The large original entertainment venue featuring headline acts.



REDS

A smaller venue featuring comedians, bands and tribute acts.



STUDIO 36

The huge new venue, featuring some of the biggest names in entertainment.



SPORTS

Multiple large sports courts for a game of football, basketball, or anything else.



PLAYGROUND

A number of playgrounds all across the resort, featuring slides, climbing walls and tunnels.



BEACH

Minehead Beach is a stunning half mile beach to explore just a few steps from the entrance.

RICHS RETREAT

BUTLINS RESORT

SHOWS

NOT ALL SHOWS ARE AVAILABLE ON
ALL BREAKS, BUT THESE ARE SOME
OF THE 2022 - 2023 HIGHLIGHTS



STEPHEN MULHERN

Our very own former Redcoat and star of stage and screen, Stephen Mulhern, will be returning to Butlin's with a brand-new live show.



FLEUR EAST LIVE

We're ecstatic to announce that singer and X Factor finalist, Fleur East, will be returning to the Butlin's stage on selected summer holiday breaks.



DIVERSITY LIVE

Our favourite dance group and BAFTA award-winners, Diversity, will be returning to the Butlin's stage for another year of dance.



PEPPA PIG LIVE

There'll be squeals of excitement as Peppa and her little brother George appear live on stage in this brand-new and exclusive interactive experience.



PJ MASKS LIVE

Join the PJ Masks on a brand-new adventure as they leap, swoop and jump into action in this exclusive interactive experience.



JUSTIN FLETCHER

We know your little ones love him, which is why we're welcoming back Justin Fletcher, MBE on selected Just for Tots breaks.



MISTER MAKER

Join Mister Maker and Rebecca Keatley (as seen on CBeebies) in a brand-new live show on selected Just for Tots breaks.



REDCOAT SHOWS

Taking iconic anthems from the West End's best rock musicals, and Strictly Come Dancing, these exclusive live show are full of fist-pumping energy.



ELECTRIC CITY

Get set for wide eyes and 'wows' as Electric City light up Butlin's once again with their electrifying live show.

RICHS RETREAT

PLACES TO EAT

TRADITIONAL FISH AND CHIPS

Opposite Centre Stage in the Skyline

No trip to the seaside would be complete without fish and chips, right? Well you're in luck because you'll find the tastiest fish and chips at Minehead.

Sustainably sourced in the North Atlantic, our fish is of the best possible quality, hand cut and cooked to order, in a light and crispy batter that's perfect with delicious chips.



FIREHOUSE GRILL

Located at the entrance to the Skyline

If flavours rule the roost in your kitchen like they do at our Firehouse Grill, you've come to the right place!

Get your appetite going with our fiery starters, then dive into a variety of flame grilled dishes coated in your choice of baste. Or try one of our sharing platters to feed the whole family, and with wings, buttermilk burgers, popcorn chicken and more, there's something for everyone!



THE BEACHCOMBER INN'

Located opposite to Splash Water World

Come along to The Beachcomber Inn for breakfast, lunch or dinner and enjoy a wide range of great-value food.

You'll find lunchtime bites, burgers, grills and salads, and lots of tasty pub classics.

Our children's meal deal offers a similar selection of wholesome mains plus dessert and a drink - sure to get their little tastebuds tingling.



THE HIGHWAYMAN

Located on the Caravan Park

The Highwayman is the caravan parks very own venue. With plenty of seating inside and out, this is a great place to come for a quick bite to eat, or a drink. At certain times during the year, The Highwayman also houses live bands and other entertainment, along with activities for younger guests. Why not have a drink, sat out on the newly refurbished decking, whilst feeding all the ducks, geese and swans.



PLUS MANY, MANY MORE

Located throughout the Butlins Resort

Describe the local attraction for your guests to see whether this is something they would like to do on their visit to the area, whilst staying at your Airbnb



AROUND THE LOCAL AREA

As well as all the amazing things to do inside the Butlins Resort, there's also lots to do right on the doorstep.



MINEHEAD BEACH

Minehead's lovely clean sandy beach is directly opposite Butlin's and it sweeps all the way round the coast up to the Harbour. It's a good size so there's plenty of room for all to enjoy. Take a walk along the Promenade all the way from Butlin's over to the Harbour.

TOWN CENTRE

This is about halfway along the walk from Butlin's to the Harbour. There's a variety of traditional independent retailers and high street names providing a great balance of specialist shops, food stores, souvenirs, and of course ice-cream.

WEST SOMERSET RAILWAY

Enjoy some time out to yesteryear on riding behind a heritage steam or diesel locomotive. Leave from Minehead near the town centre and alight at some of the quaint villages along the way.

DUNSTER CASTLE

Discover this ancient castle owned by the National Trust and take time to explore the sub-tropical gardens. Feel free to picnic in the grounds or maybe visit the tearoom. There's also a shop selling unique items.

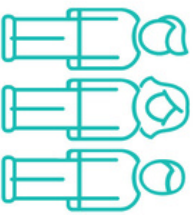
LYNTON/ LYNMOUTH

These 2 villages are known as 'Little Switzerland' and are on the coast to the west of Minehead. Take a drive up the famous Porlock Hill if you dare and travel through Exmoor - you might even see the wild ponies.



BEHAVIOURAL STANDARDS

We want to make sure everyone who comes to Butlin's has a lovely time with their family.
With this in mind, please make sure everyone in your group is aware of our Behavioural Standards.



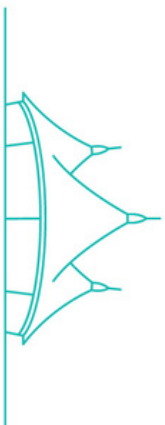
Our team work really hard to look after you while you're here and will always be kind and polite. Please show them the same courtesy.



Whilst we do our utmost to provide a safe and secure and environment for all our guests, we ask you to make sure you know where your children are and what they are doing at all times.



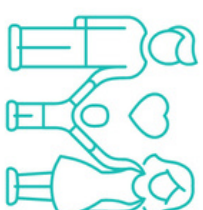
We have dedicated smoking areas around our resort (you'll find them marked on your map). As Butlin's is a family resort, smoking is only permitted in these areas.



We treasure Butlin's, please help us look after our resort while you are here.



Everyone deserves a good nights sleep so please keep the noise down in your accommodation village (especially at night).



Butlin's is a place for families, please watch your language, drink responsibly and treat other guests with courtesy.

We would hate to see it happen, however to protect all our guests and our resort experience, if any serious incidents or persistent bad behaviour is reported, we will ask those guests to leave our resort.

CHECK OUT

CHECKLIST

1

PACK UP

Make sure you've packed everything you brought with you. Check under the beds and in plug sockets. Unfortunately it can be difficult to return anything left behind, and we cannot accept any responsibility for this.



2

TIDY UP

Our cleaning team will visit the caravan shortly after you leave, however please ensure the caravan is in a clean and tidy state for when they arrive. Please ensure bins are emptied.



3

WASH UP

Please ensure that dishes are washed before you leave. Our cleaners do not have time to do your washing up and an extra charge will be taken if they need to do this, or dirty dishes are found in the cupboards.



4

TURN OFF

Please turn the heating down to 12C as you leave, and ensure that sockets such as the kettle have been switched off. Please also ensure that all the lights have also been turned off.



5

DROP OFF

We have installed a Key Drop in the corner of the decking. Please drop your keys in this Drop Box when leaving after locking the caravan so that our cleaners can collect them, to ensure they've been returned.



**REMEMBER, CHECK OUT IS BY 10AM
ON THE DAY OF DEPARTURE!**

EMERGENCY

Contacts



CONTACT US

SCOTT

T: 07726 464 465

E: scott@richsretreat.com

SOPHIE

T: 07726 464 466



MEDICAL EMERGENCY

CALL 999

in case of
emergencies

MINEHEAD HOSPITAL

T: 01643 701701

A: Luttrell Way, Minehead TA24 6DF



BUTLINS CUSTOMER SERVICE

T: 0330 102 5289

A: By Main Gate



BUTLINS SECURITY

T: 01643 703331

A: At Main Gate



MAINTENANCE / CLEANING

RAINBOW DIAMOND CLEANING

T: 07419 749751



CARAVAN PARK

1 SMOKING
Smoking is permitted in the main square of our resort. It is advised that you do not smoke in the main square. If you are not a smoker, please do not smoke in the main square. If you are a smoker, please do not smoke in the main square. If you are a smoker, please do not smoke in the main square.

2 BOOKING POINTS
Book your Caravan, Skyline and Club, West Club, Beach, Splash Waterworld, and Leisure Club.

Entertainment and Leisure

- 1 Activity Centres
- 2 Adventure Golf
- 3 Aerial Adventures
- 4 Amusements
- 5 Arts & Crafts
- 6 Bowling Beach Sports Court
- 7 Bullseye Boy
- 8 Centre Stage
- 9 Children's Play Area
- 10 Driving School
- 11 Go-Karts
- 12 Heisthills
- 13 Indoor Sports Arena
- 14 Joke
- 15 Kiteboard Quay
- 16 Little Stars Fairground
- 17 Play Fort
- 18 Puppet Castle
- 19 Rides
- 20 Rides
- 21 Rides
- 22 Showtime Studios
- 23 Studio 36
- 24 Studio 36
- 25 Pottery Studio
- 26 Little Stars Soft Play

Shops

- 27 Butlin's The Store / Little Something
- 28 Hire Shop
- 29 Holiday Booking Shop
- 30 Mega Treas
- 31 Teddy Bear Factory
- 32 The Supermarket
- 33 Toybox
- 34 Village Shop

Services and Amenities

- 36 Church
- 37 First Aid
- 39 Landrover
- 40 Landrover
- 41 Toilets

Restaurants and Bars

- 41 Bar Rosso
- 42 Burger King
- 43 Butlin's Traditional Fish & Chips
- 44 Firehouse Grill
- 45 Inn on the Green
- 46 Ludo's Station
- 47 Proper Cornish
- 48 Scoop
- 49 SOHO Coffee Co.
- 50 The Diner
- 51 The Beachcomber Inn

Dining Plan Restaurants

- 52 Coast Restaurant
- 53 Ocean Drive Restaurant
- 54 Quayside Restaurant
- 55 The Deck
- 56 The Yacht Club

Car Parks

- 57 Car Park
- 58 East Car Park
- 59 Gold Car Park
- 60 West Car Park
- 61 West Lakes Village Car Park

The background image shows the interior of a caravan. A large, L-shaped sofa with a light-colored, patterned fabric is positioned on the left and right sides. The sofa has several cushions, some with a dark pattern. In the background, there are two windows with white lace curtains. The walls are a light wood or laminate. A white radiator is visible on the right wall. The floor is covered with a dark, textured carpet. A white rectangular box is overlaid in the center of the image, containing text.

LEAVE US A REVIEW

We hope you had a great time at Richs Retreat and enjoyed your stay! We would appreciate if you wouldn't mind taking the time to leave us a review on our "UK Caravans 4 Hire page, and Facebook page.. Thanks!

Scott, Sophie and Willow

THANK YOU FOR YOUR FEEDBACK!

*"Just back from an amazing weekend in this lovely caravan, was fantastic from start to finish, was my very first time at butlins too and they made it easy and memorable, Thank you Scott and Sophie.
Will definitely be back"*

EMILY R
AUGUST 21

"Me, my husband, and my 3 children have just left and Rich's Retreat was absolutely brilliant. It's a lovely clean caravan, with an amazing decking area. Communication was always polite, helpful and quick! 100% recommend and would definitely be using again!! Thank you for everything"

REGINA D
JULY 21

WE HOPE YOU HAD A GREAT STAY WITH US!

RICHS RETREAT

A T B U T L I N S , M I N E H E A D

GET IN TOUCH



SCOTT@RICHSRETREAT.COM



07726 464 465



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