

## Caravan and beach hut guidance notes

Log in using your Email and passportID:

[Login](#) > [Service](#) > [Find](#) > [Booking Details](#) > [Summary](#) > [Payment](#) > [Complete](#)

### Login

Please note you will need your registered email address and short breaks passport ID number to access the booking system. If you are not currently registered with us you can do this via [Register with Short Breaks](#).

If you have lost your passport ID number you can recover it via your account [here](#). Please also make sure your contact details and address are up to date via your account before making any bookings as your data pulls through from your account into your booking.

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Email

Passport ID

Login

You can then choose to book a beach hut or a caravan, if you are looking to book both please come back to the services screen to select the other option. You will also be directed here after you have made a successful booking and can also be directed back to this screen from 'My Account' at the top right hand side of the page

Welcome Joanne [My Account](#) | [Sign Out](#)

[Login](#) > [Service](#) > [Find](#) > [Booking Details](#) > [Summary](#) > [Payment](#) > [Complete](#)

### Please choose

Short Breaks for disabled children in Essex

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Book a Beach Hut

Book a Caravan

You can narrow down your search using the drop-down options on the left-hand side of the screen. Once you have made your selections the calendar will appear showing what is available against your filters in white. If nothing is showing you will need to amend your search filters.

If you then select an available date, the list of caravans available will show. You can then select book to go through to the next stage

Welcome Joanne
[My Account](#) | [Sign Out](#)

[Login](#) > [Service](#) > [Find](#) > [Booking Details](#) > [Summary](#) > [Payment](#) > [Complete](#)

## Find

Find your Short Break below

Size of caravan?  
6 berth

Type of caravan?  
Adapted with profile

How long for?  
Friday - Monday (3)

School term or holidays?  
School holidays

Where?  
Any

When?  
March 2023

M	T	W	T	F	S	S
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Available dates  
 Unavailable dates

Please note only one caravan booking per family can be made per year regardless of how many children you have registered with us. Please also note that if you booked a prime date like school holidays or bank holiday dates last season then you would not be able to book them again this year. Prime dates are alternate years only.

Due to the number of families now registered with us there will be no second booking opportunities going forward.

As part of your booking you will need to pay a **non-refundable deposit of £20** to secure your break. Your break is not secure and will not be confirmed without this payment being made.

**KP6 (6 berth adapted with profile bed)**

- Size: 6 berth
- Type: Adapted with profile bed
- Location: Walton on the Naze
- Total Cost: £165.00

Medium sized caravan site. Main town and pier being around a 5 to 10 min walk away. 6 berth adapted caravan with ramp access. Layout is two bedrooms one with Profile (high/low) bed and one standard single bed and the other with standard twin beds and a pull out sofa bed in the living area. Wet room style bathroom. Mobile hoist is available upon request.

[Book](#)

[Park Map](#)

[Google Directions](#)

**SV2 (6 berth adapted with profile bed)**

- Size: 6 berth
- Type: Adapted with profile bed
- Location: Clacton on sea
- Total Cost: £165.00

Large and busy caravan site. 5 min drive to main town and sea front. 6 berth adapted caravan with ramp entrance. Layout is two bedrooms one with profile (high/low) bed and one standard single bed and the other with standard twin beds and a pull out sofa bed in the living area. Wet room style bathroom. Mobile hoist is available upon request.

[Book](#)

[Park Map](#)

[Google Directions](#)

[Back](#)

Once you reach this screen you will have 15 minutes to complete your booking and pay your deposit. You will need to complete the additional information boxes

[Login](#) > [Service](#) > [Find](#) > [Booking Details](#) > [Summary](#) > [Payment](#) > [Complete](#)

## Booking Details

Please complete details below

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**First Name \***

**Last Name \***

**Email Address \***

**Contact Number**

**Additional information**

**Number of adults\***

**Number of children\***

**Do you require the use of a mobile hoist?**

I read and understood that there is a strict no pets policy

Failure to adhere to this policy will result in you being asked to leave site immediately with no refund and the remainder of your break cancelled.

**Your Basket** 🛒

**Location:**  
Walton on the Naze

**Service:**  
Book a Caravan

**Item:**  
KP6 (6 berth adapted with profile bed)

**Date:**  
Friday 31 March 2023 to Monday 03 April 2023

**Price:**  
£165.00

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**Additional services**

Support Caravans available to book by families who require paid support staff to come away with them, where it would not be appropriate for them to stay in the family caravan. If two short breaks families wish to go away together they will need to book independently using their own ID numbers. For additional family members or friends who do not fall under Short Breaks, they would need to book with the holiday site directly.

[Add a support caravan](#)

If you wish to book a support caravan (please see guidance text of who can book in yellow above) you can click the add a support caravan and it will list if any of our caravans are available on your chosen holiday dates, if nothing shows then there is no availability. If there is availability, then you can click the book button and it will add this to your basket and ask you to complete the details for who will be staying in the support caravan. You will need to pay both deposits to complete the booking.


This is what the additional support caravans will look like under the yellow box:


Support Caravans available to book by families who require paid support staff to come away with them, where it would not be appropriate for them to stay in the family caravan. If two short breaks families wish to go away together they will need to book independently using their own ID numbers. For additional family members or friends who do not fall under Short Breaks, they would need to book with the holiday site directly.


Cancel




**SV11 (8 berth un-adapted)**

 Size: 8 berth

 Type: Un-adapted

 Location: Clacton on sea

 Total Cost: £165.00

Large and busy caravan site. 5 min drive to main town and sea front. 8 berth un-adapted caravan. Layout three bedrooms including 1 double and 2 smaller bedrooms both with 2 single beds, there is also a pull out bed in the living area. Standard shower room, additional 2nd toilet room.

Book

The new system will also allow you to search and book if a beach hut is available during your stay as below, please note it will show dates only for while you are at the caravan but will show both Walton and Clacton regardless of where your caravan booking is.

If you wish to look at different dates, you will need to do this via book a beach hut on the main services page and use the filters to narrow down your search. Please note if you book during your caravan stay this will still count as your one beach hut booking and you would not be able to book another date

If no dates appear it will mean they are already booked


You can see if a beach hut booking is available at either Clacton on Sea or Walton on the Naze during your stay but please note you are only able to book one beach hut per family per year so please do not attempt to book if you have already secured a date for this year. If you wish to look at dates separate from your caravan break you can do this via main page and select 'Book a Beach Hut'.

Cancel

Please select an available date:

Fri	Sat	Sun	Mon
31	1	2	3

Available dates  
 Unavailable dates



**Sandy Shores (Wheelchair accessible)**

📍 Location: **Walton on the Naze**

💷 Total Cost: **£5.00**

You will be shown an overview of your booking:

## Booking Summary

Please review your booking

### Your Booking:

<b>Location</b>	Walton on the Naze
<b>Service</b>	Book a Caravan
<b>Item</b>	KP6 (6 berth adapted with profile bed)
<b>Date</b>	Friday 31 March 2023 to Monday 03 April 2023
<b>Check-in/Check-out</b>	Check-in from 4pm, check-out by 10am

### Additional Details:

<b>Number of adults</b>	2
<b>Number of children</b>	2
<b>Do you require the use of a mobile hoist?</b>	Yes
<b>I read and understood that there is a strict no pets policy</b>	Yes

### Pricing:

<b>Total Cost</b>	£170.00
<b>Due Today</b>	£20.00
<b>Outstanding Balance</b>	£150.00

This screen shot is continued on the next page.

## Your Booking:

<b>Location</b>	Walton on the Naze
<b>Service</b>	Book a Support Caravan
<b>Item</b>	KP5 (8 berth un-adapted)
<b>Date</b>	Friday 31 March 2023 to Monday 03 April 2023
<b>Check-in/Check-out</b>	Check-in from 4pm, check-out by 10am

## Additional Details:

<b>Number of adults in support caravan</b>	2
<b>Number of children in support caravan</b>	2
<b>Lead contact first name</b>	joe
<b>Lead contact last name</b>	bloggs
<b>Lead contact mobile</b>	03330139889
<b>Lead contact email</b>	shortbreaks@essex.gov.uk
<b>I read and understood that there is a strict no pets policy</b>	Yes

## Pricing:

<b>Total Cost</b>	£170.00
<b>Due Today</b>	£20.00
<b>Outstanding Balance</b>	£150.00

<b>Location</b>	Walton on the Naze
<b>Service</b>	Book a Beach Hut
<b>Item</b>	Sandy Shores (Wheelchair accessible)
<b>Date</b>	Saturday 01 April 2023
<b>Check-in/Check-out</b>	Occupancy times are 7am to 10pm
<b>Additional Details:</b>	
<b>Pricing:</b>	
<b>Total Cost</b>	£5.00
<b>Due Today</b>	£5.00
<b>Outstanding Balance</b>	£0.00
<hr/>	
<b>Total:</b>	
<b>Due Today</b>	£45.00

You will receive a booking confirmation email once your deposit has been paid. This Confirmation email will confirm the date of when your balance payment needs to be paid by. You can pay your balance early at any time via 'My Accounts' and then 'Upcoming Bookings', but it must be paid no later than one week before your booking or you break will be at risk of being cancelled.

Once your balance has been paid you will be emailed your check in information email which contains all the information needed for your break.

If you have added a beach hut to your booking, please note you will receive an email approximately one week before your visit which will give details of codes needed to access the hut and other important information.

ECC Officers can be contacted between Monday and Friday 9am to 5pm. They will not be available out of hours so please check you have received your information. If you haven't received your confirmation email(s), you can resend them via the 'Upcoming Bookings' section in 'My Account'.

You will need to read through the Terms and Conditions and click to confirm that you have read them. Then press confirm




You will then be directed through the payments page as below, please select pay using a card

# Welcome to Essex


**WARNING - This website is for internal testing only. You cannot buy or pay for goods or services here.** [Help](#) [Cancel](#)

Please choose from the payment methods below.



### Pay using a card

Pay using a card, but do not store the details.



### Pay using the Wallet

Pay using a stored card, add a new one or register for the first time. We use Google Sign in for security.

[Back](#)

Note: Clicking on the links below will open a new browser window.






**MasterCard**  
**SecureCode.**      Verified by  
**VISA**

[Mastercard: Learn more](#)    [Visa: Learn more](#)

Please enter the card details as below:

# Welcome to Essex

**WARNING - This website is for internal testing only. You cannot buy or pay for goods or services here.** [Help](#) [Cancel](#)



All fields marked \* are mandatory

Amount £25.00

Card Number\*

Expiry Date\*  /

Security Code\*

[Back](#) [Reset](#) [Continue](#)

Please enter the card holder details and the email address you would like the payment receipt emailed to then click continue.

### Cardholder Billing Information

All fields marked \* are mandatory

The information below is collected for 3DS2 card authentication purposes, to better assess risk and improve security. Without this data you are more likely to be challenged by your card issuer and asked to provide additional input for Strong Customer Authentication (SCA)

**Cardholder's Name\***

Address

Town/City

Country

Postcode

If you provide an email address below, we will send you an email confirming your payment.

E-mail

Please check the confirmation page as below then click make payment

### Payment Confirmation Page

Please check all details are correct before going further.

You're about to make a payment for the invoices shown below.  
If you're happy with the invoices and payment details, select 'Make a payment'.  
If something's not right, select 'Back' to change it.

Once you've clicked 'Make a payment' your payment will be authorised online.  
This usually takes around 6 seconds. Don't press any other buttons on your browser while the payment is being authorised.  
If the payment is taking too long to go through, we recommend you close your browser.

#### Purchase Details

Please check that the purchase details below are correct.

Description	Invoice Number	Name	Price
KP3 (8 berth un-adapted)	10CR80297CCGE2319CTYWI000000000	Joanne Mason	£25.00
<b>Total</b>			<b>£25.00</b>

#### Card Details

Please check that your card details are correct

Card Number \*\*\*\*\*0000  
Cardholder Joanne Mason  
Expiry Date 12/24

Once you have made your payment you will see your booking complete notice as below. You will also receive a booking conformation email and a payment receipt. Please keep hold of these for your records and check the details are as you expected.

[Login](#) > [Service](#) > [Find](#) > [Booking Details](#) > [Summary](#) > [Payment](#) > [Complete](#)

## Booking Complete

Thank you for your booking. You will receive email confirmation shortly.

Booking reference number	13031486
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Location	Walton on the Naze
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Service	Book a Caravan
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Item	KP3 (8 berth un-adapted)
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Date	Friday 31 March 2023 to Monday 03 April 2023
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Booking reference number	13031487
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Location	Walton on the Naze
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Service	Book a Beach Hut
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Item	Sandy Shores (Wheelchair accessible)
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Date	Saturday 01 April 2023
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[Return to make another booking](#)

When you have made a booking, you can return to the main screen as shown below. From there you can see you have made a booking or if you are still able to for example book a beach hut.

The screenshot shows a user interface for a booking system. At the top left, it says "Welcome Joanne". At the top right, there are links for "My Account" and "Sign Out". Below this is a breadcrumb trail: "Login > Service > Find > Booking Details > Summary > Payment > Complete". The main heading is "Please choose", followed by the sub-heading "Short Breaks for disabled children in Essex". There are two blue buttons side-by-side. The left button is labeled "Book a Beach Hut" and has a white box below it that says "You already have a booking". The right button is labeled "Book a Caravan" and also has a white box below it that says "You already have a booking".

Welcome Joanne [My Account](#) | [Sign Out](#)

[Login](#) > [Service](#) > [Find](#) > [Booking Details](#) > [Summary](#) > [Payment](#) > [Complete](#)

## Please choose

### Short Breaks for disabled children in Essex

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**Book a Beach Hut**  
You already have a booking

**Book a Caravan**  
You already have a booking

The next page shows you how to make changes to your bookings.

If you need to pay your balance or amend or cancel your booking you can do this via 'My Account' and select 'Upcoming Bookings'

Welcome Joanne [Return to booking journey](#) | [Sign Out](#)

## Upcoming bookings

**My Account**

**Upcoming bookings**

Booking Ref	13031486			
Location	Walton on the Naze			
Service	Book a Caravan			
Item	KP3 (8 berth un-adapted)			
Date	Friday 31 March 2023 to Monday 03 April 2023			
Check-in/Check-out	Check-in from 4pm, check-out by 10am			
<a href="#">Amend</a>	<a href="#">Cancel</a>	<a href="#">Further details</a>	<a href="#">Resend email</a>	<a href="#">Pay now</a>

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Booking Ref	13031487			
Location	Walton on the Naze			
Service	Book a Beach Hut			
Item	Sandy Shores (Wheelchair accessible)			
Date	Saturday 01 April 2023			
Check-in/Check-out	Occupancy times are 7am to 10pm			
<a href="#">Amend</a>	<a href="#">Cancel</a>	<a href="#">Further details</a>	<a href="#">Resend email</a>	<a href="#">Fully paid</a>

**Amend** means change number of guests

**Cancel** enables you to cancel your booking. It will ask you if you are sure before continuing.

**Further details** provides a breakdown of the number of guests, or balance remaining for example.

**Re send email** will re send either booking confirmation if balance still to be paid or check in confirmation if the balance has been fully paid

**Pay now** will show if balance is still due to be paid

**Fully paid** will be shadowed out if balance has been paid

You can pay your balance at any time after you have made your booking, but it must be paid no later than one week before you are due to go away.