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**Shorefield Welfare Home Policy Document**

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**Surrey Police Federation Holiday Home at Shorefield Country Park**

1 - The Surrey Police Federation Holiday home is owned by Surrey Police Federation  
and is located at **H45 Island View, Shorefield Holiday Park, Shorefield Road, Milford on Sea, Hampshire, SO41 0LH** and is at the disposal of Surrey Police Federated members to enjoy the facility. Staff who are members of our Group Insurance Scheme are also able to book the holiday home for a paid stay (not welfare).

2 - The primary purpose of the Holiday home is to support welfare and wellbeing of our Federated members. This gives them the opportunity to retreat to a comfortable place in a calm setting, to recuperate and rest, away from the Police environment. Welfare visits are free of charge.

The Holiday home is also available for members to enjoy a holiday with family & friends at a significantly reduced rate. The Holiday home is open for use from 1st February to 31st December each year.  
  
3 - Members may qualify for a Welfare visit to the holiday if they are currently suffering with long term medical and/or psychological sickness, bereavement, anxiety,  
injury on duty, and workplace stress, or for any other reason where it is considered that a welfare stay would be appropriate, taking into  
account all of the circumstances.

4 - All applications for awelfare visitneed to be submitted via a Federation Rep and this will then be considered and determined by the Surrey Federation Branch Executives.

4.1 - All applications are to be sent to the Branch admin email address, [admin@surrey.polfed.org](mailto:admin@surrey.polfed.org)

4.2 - The decision of Surrey Federation Executives will be final.

4.3 - Eligibility criteria for Shorefield Welfare Stay

* **You *MUST* be a Serving Police officer and a subscribing member of the Surrey Police Federation**.
* **Or a serving Police staff** who is a subscribing member of the Surrey Police Federation Group Insurance scheme.
* **Not currently under suspension for reason of conduct by Surrey Police or Surrey Police Federation, however officers can reapply when investigations have concluded.**
* **Not currently under investigation for Criminal allegation/investigation however officers can reapply when investigations have concluded.**
* **If the nominated officer is under investigation for Gross Misconduct this will be assessed by the Branch executives of a case-by-case basis.**

5 – Hiring of the Holiday home is available at various rates throughout the year. See pricing guide.

5.1 – The member is responsible for the costs of the general hiring of the Holiday home.

5.2 – Entertainment passes are included in your stay and provided by Your Federation. Therefore, you do not need to buy these separately. These allow access to the facilities and entertainment areas.

6 - Invitations for Applications to book a stay at the welfare caravan will be circulated via email annually amongst the membership during October each year.

6.1 - Each member can nominate only one holiday at a time with a maximum of 3preferred dates.

7 - Applications will be via email only. When multiple applications have been received for the same dates a random selection method will be used to determine the successful applicant.

7.1 - The holiday allocation process will take place in the presence of the Branch Executives and a member of the Branch admin team.

8 All successful applicants will be notified at the earliest opportunity via email.

8.1 All successful applicants will be required to pay a **£50 non-refundable deposit within 48 hours of confirmation of their stay** or they will forfeit their opportunity to stay. Payment information (Bank Account) will be supplied when notified by Branch Admin team.

8.2 – If an applicant does not secure their booking by paying a deposit within the allotted 48 hours the booking will be offered to another.

8.3 – Following payment of deposit, the member will be provided with a booking confirmation with instructions on when the balance needs to be paid.

8.4 – Full payment needs to be made 6 weeks prior to their stay.

8.5 – Any Cancellations of between 6 & 4 weeks will receive 50% refund.

8.6 – Any cancellation of between 4 & 2 weeks will receive 25% refund.

8.7 – Any cancellation of less than 2 weeks will not receive a refund.

9 - The cost of both a four-night midweek stay, and a three-night weekend stay will be  
as per Surrey Police website Holiday Home pricing list.

9.1 -The Holiday Home pricing list will be reviewed annually by the Executives and any proposed changes will be put before the Branch Council.

10 - A member is only permitted to book the Holiday home for one stay per year during the school holidays.

11 - If there is a cancellation, last minute applications will be accepted for that slot. If multiple applications are received the ones who have not stayed within the current holiday period will be given priority when submitted into the selection process.

12 – Surrey Federation will aim to offer a minimum of **5** Welfare stays per year  
subject to application.

13 The Branch Trustees will have full oversight of all financial transactions and expenditure and will bring any concerns regarding the running or administration of the Holiday home to the attention of the Branch Council at the earliest opportunity.

14 -The Branch Treasurer will present a financial report about the administration and expenditure of the Holiday home in their quarterly report to the Branch Council.

15 - The Surrey Police Federation will operate bank account in relation to the  
holiday home, which will manage payments for holiday bookings and to pay any outgoing expenditure required for the running and administration of the holiday home.

16 -The holiday home will be maintained and inspected annually (at minimum) by the Branch Executives. The Branch Office manager will be responsible for the upkeep of the Holiday home itinerary ensuring all items are accounted for yearly and reflected on the branch asset register.

17 -The Branch Executives will be responsible for carrying out a health and safety inspection following which they will produce a report for the Branch Council and Branch records.

18 -Only subscribing members of the Surrey Federation membersand members of Police Staff subscribing to the Surrey Police Federation Group Insurance scheme members are eligible to stay at the holiday home.

19 - Arrival at the Shorefield Holiday home must be after **16:00** hours on the **first day** of the holiday. Use of the site is available to members prior to check in.

19.1 Any loss of the Holiday Home key will incur a **fee** which the member will be liable for. Should replacement locks also be necessary this too will be down to the member. Costs will be the current market rate,

19.2 A Late departure **fee** will be applicable if the member fails to leave the holiday home at the allotted time.

20 -The Holiday home **must be vacated by 10:00 on the last day of the holiday**. Use of the site thereafter is still available to members.

21 -The key to the holiday home will only be released to the member making the booking when they arrange collection from the Federation at Leatherhead.

22 - Members are not allowed to sub-let the holiday home under any circumstances and must be present during they booked stay.

23 -Pets are allowed at an additional cost of **£25.00** per stay, which is added to the cost of any Holiday booking,

24 Please report any damage asap to the Federation team so that we can ensure this is rectified and does not impact on others staying. Damage caused during the stay will be repaired at a cost to the member.

25 - Upon returning from the holiday home, members will be asked to complete a feedback form which will then be used to take forward any concerns raised.

26 - Behaviour is expected as per the code of ethics.

27 -Breaching the rules of the site and any inappropriate behaviour will not be tolerated and may result in disciplinary action being taken against the member and withdrawal from booking the holiday home in the future.

Resort Terms & Conditions

[Holiday Terms and Conditions | Shorefield Holidays ®](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.shorefield.co.uk%2Fabout-us%2Fholiday-terms-conditions&data=05%7C01%7C%7C4942fd6cac154a10076c08db5b8a2d6c%7Cf6d79420e26a471dbaf15dbd9fe9faf3%7C0%7C0%7C638204421235749118%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=n74%2Bl3QqSPrLzN8SClJTh7cNPt1igStDR25r6wTKNBE%3D&reserved=0)