**Terms and Conditions**

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**1. Before we start**

**a. About our terms and conditions**

Please read these terms and conditions carefully as, together with your booking confirmation, any conditions we refer to on our website and anything else we agree in writing, they make up your agreement with us.

We may also need to update our terms and conditions. The terms and conditions in force at the time when you make your booking are those that apply to your booking unless we provide you with a copy of our new terms and conditions. Please remember to read and check the terms and conditions each time you make a booking.

**b. Who's who and what's what in our terms and conditions**

Just so everything is clear, here are the definitions of some of the things we say in our terms and conditions:

'**you**' and '**your**' - the lead guest who makes the booking,

'**we**', '**us**', '**our**' or **Essex Police Federation** – Essex Police Federation, 82 Springfield Road, Chelmsford, Essex, CM2 6JY,

'**we both**' – both Essex Police Federation and you,

'**agreement**' - the contract between us based on: (i) these terms and conditions; (ii) your booking confirmation; (iii) anything else we agree in writing,

'**party**' - those persons named on the booking confirmation and any person added later,

the '**park**' - the holiday park you've chosen (Hopton Haven),

'**lead guest**' - the subscribing fed member and contact point for the booking who must attend the holiday booked.

**2. Your Haven holiday**

**a. Your booking**

When you receive your booking confirmation, please contact us as soon as possible if any of the details contained in it are incorrect.

Please note that you are not allowed to re-sell our holidays or act as an authorised agent. The booking officer **MUST** be present on this holiday.

**b. Guest restrictions**

Haven try to achieve a friendly, family atmosphere for families and couples, they reserve the right to refuse or cancel bookings (without refund) from (i) persons under the age of 21; (ii) all-adult or single-sex groups including hen or stag parties; (iii) solo travelers (if we feel the reason for your stay isn't in line with our family focused values); or (iv) anyone else who we think might spoil things for other guests. While we will accept all adult or single sex groups it may be that Haven refuse access to park facilities in large groups.

**3. Planning for your holiday**

**a. Who's coming?**

Please check your booking confirmation as soon as you receive it because it's only the people on that confirmation who can occupy our accommodation and use our facilities.  Please make sure you tell us, as soon as possible, if any of the details of your booking change after you've booked.

The total number of people coming with you (including children and babies) mustn't be more than the capacity of your caravan holiday home.  This will be 8 people maximum so please check your confirmation carefully.  If you do go over the maximum number, then Haven may unfortunately have to turn away any extra people.

You and members of your party who are 18 or over may be required to provide photographic identification (valid driving licence or passport) at any time during your stay.

**b. Bringing your children**

There is plenty of exciting indoor and outdoor stuff for children to do at Haven. The activities are very popular and fill up quickly, so you'll need to book activities as soon as possible after you arrive.  Haven will do everything they can to keep you and your children safe at Haven, but your children remain your responsibility at all times, and you must make sure they do what the Haven team say.  Please note that services and facilities for children over the age of 5 are not childcare facilities, and children aged 8 and under may not be left alone without full adult supervision.

**c. Food allergies**

The Haven team members in food and beverage are trained in food allergen awareness.  If you have a food allergy or special dietary requirement, please talk to one of the team members before ordering your food.  The food is all handled and prepared very carefully.  They will give you as much information as we can about the ingredients and how the food is prepared so you can make an informed decision about whether or what to order in our venues.

**d. Dogs and other pets**

These are not allowed in the holiday home.

**e. Bringing a vehicle to the park**

There is a parking space next to the holiday home, if you are taking two cars parking is not guaranteed to be next to or near the holiday home.

If you're planning to bring something that's not a car with you (a lorry, van, motorbike, jet ski or boat, for example), please check with the park before you book – some parks don't have the space, and some can't accept large or noisy vehicles.  Branded vehicles or vehicles with signage on the side are not allowed on the park and may be turned away.

We are happy that some of our guests are using hybrid cars to help protect our lovely environment.  Whilst the park is working on ways, they can help you charge your cars while you're staying with us, **please don't** use your caravan holiday home electricity to do this.

**4. Paying for your holiday**

**a. What you'll pay**

The cost of the holiday will be made clear on the confirmation of booking. There will be a refundable £100 deposit to be paid subject to any losses.

Losses include and are not limited to:

* £5.00 per membership card lost
* £20.00 for lost or damaged keys

The caravan is not designed to be a profit-making enterprise and as such, if crockery items are broken, we would ask for a donation to be made towards replacement.

**b. How to pay**

Electronic bank transfer details will be provided on the confirmation form.

**c. Deposits and when to pay**

If you book more than 5 weeks before the start of your holiday, you can either pay the full amount or a deposit. If you book 5 weeks or less before the start of your holiday, you'll have to pay in full at the time of booking.

Your booking will only be confirmed once your deposit has been paid, and deposit payments are only refundable if we are able to fill the booking slot.  Your booking confirmation will show your balance due date(s). **It is your responsibility** to pay the balance when it's due and, if you don't, we will cancel your holiday and you won't get your money paid back. You can claim money back for your deposit refund 28 days after you have returned from your holiday.

**5. Changing or cancelling your plans**

**a. Cancelling your booking**

If you need to cancel your booking before full payment has been made, you will receive your deposit back if the booking slot is able to be filled. If it is within 5 weeks and the full amount has been paid, again this will only be refunded in full if the slot is filled. If it is not possible to fill the booking slot, then 50% will be refunded.

The £100 security deposit is fully refundable providing there are no losses/breakages or damage.

**b. If we have to change or cancel your holiday**

Very occasionally we may find we can no longer offer the holiday people have booked, in this case a full refund will be made.

**c. Refunds**

If we issue you with a refund, we will return your money in the same way you made your original payment.

**6. When you're on holiday**

**a. Arrival and Departure times**

If you arrive before your check-in time, you can relax and enjoy the facilities until the caravan is ready for you.  Most of our facilities will be open but, just to make you aware, we don't run as many activities on check-in days.

* Checking in time **2pm**
* Check-out time is **10am**

We reserve the right to remove any items remaining in your accommodation after this time.  Please remember to return the keys (place them in the key safe) and always leave your accommodation in a clean and tidy condition.  You are welcome to use the park facilities until 5pm on your departure day.

Please not that you do not need to check in or out at reception. Just ensure you have left the cards in the holiday home and put the keys in the key safe.

**b. The fun stuff**

Some activities cost extra or need a deposit, and some may not be suitable for everyone. You can find out more about these at

<https://www.haven.com/parks/activity-bundles/> or in your 'Haven What's On' app ([Google Play](https://play.google.com/store/apps/details?id=com.ri.haven&hl=en_GB) or [App Store](https://itunes.apple.com/gb/app/haven-whats-on/id1084383724?mt=8)).  Please note that our entertainment and activities may be reduced during off-peak times.

The information about entertainment acts in the Haven brochure and on the Haven website show you what we've got planned for your holiday.  If they advertise a certain act, they always do their best to make sure you see them.  But if they can't make it, they will replace them with similar acts.  Haven will do their best not to, but you should bear in mind that they might make alterations to or withdraw certain amenities, facilities, activities and/or entertainment shows, if required for reasons outside of our control.

**c. Activity Bundles and pay as you go activities**

To book activities you will need to attend customer services to make the bookings.

**d. Haven wi-fi**

Only devices with a web browser and the ability to connect to a public service can access the network – please check your device for compatibility.  All connections to the complimentary wi-fi will be subject to a 'fair usage' policy.  Device exclusions apply.

**e. Keeping you safe and healthy**

***Extract from Haven notices***

*We do everything we can to keep you and your party safe (and, of course, we have to do what the law, Health and Safety Executive and local authorities say).  That could mean offering different activities or even, in the worst-case scenario, closing our facilities at short notice – if we needed to mend a roof urgently, say, or it was too windy for the outdoor pool.  We'll always try to tell you as soon as we know.  And if there's an issue at a certain park that we know about before you book, we'll warn you.  It's important that you always follow our advice for staying safe while you're with us.  We don't put lots of silly rules in place just for the sake of it, but we do have a few important ones designed to keep you safe.  And here's one of them: if you're under 8 (or you can't swim) and want to use our swimming pools, you must always be in the water with a responsible adult.  One adult can be responsible for up to two children under 8 and must make sure that non-swimmers or beginners don't go out of their depth.  We also ask that everyone in and around the water does exactly what our team ask, because your safety is our number one priority.  Only competent swimmers may use certain flume rides.  Loose items, including goggles, cannot be worn on the flumes.*

*Our venues are subject to maximum capacities set by the local fire officer and, as such, entrance to venues is not guaranteed.  Because our venues are so popular, seating cannot be guaranteed or reserved.  Please be aware that some entertainment shows use strobe lighting.*

*We want you to have fun at the park, but we need to ensure that we keep you safe.  For that reason, we do not permit owners or guests to fly drones at the park.  Similarly, in line with legislation and in accordance with health and safety advice, we only permit the use of segways, hoverboards or balance boards if they are part of an organised, on-park activity.*

**f. Personal belongings**

Guests remain responsible for looking after their own belongings.  Please remember to secure any vehicles or bicycles and try not to leave any valuable items on display.  If you are bringing anything valuable on holiday you should check it is adequately covered by your insurance.  We cannot accept any liability for loss or damage to your belongings unless it is due to our negligence.

**g. Filming and photography**

Please bear in mind that you're not allowed to film or take photographs in the swimming pools and changing areas. Due to the popularity of Haven, they get requests from TV and other companies to film/photograph on the parks, many of which they accommodate. Haven also take Haven promotional films and photographs on the parks throughout the year. They could be shooting anywhere in the park, but they will try to make sure the filming doesn't affect your holiday and that you always know what's going on. With this agreement, you give the rights (free of charge) to anything containing your image (or the image of the other people with you) that's made while you're there. (This doesn't affect your own photos or videos of course!) So, if you don't want to be in shot, please try and stay away from the filming or photo shooting area. And if you or someone in your family does stray into a photo or video without meaning to and you want us to remove it from our library, we'll do our best to do so.

**h. Smoking, drugs and offensive weapons**

There is no smoking of vaporisers, e-cigarettes and tobacco in any of the accommodation, this includes the decking area outside the holiday home. This is also extended to the public buildings and Haven do their best to make sure guests do not smoke in these areas.  There are outdoor smoking areas, and these are clearly signposted.

There is a zero-tolerance policy on drugs, firearms and offensive weapons.  If you take illegal drugs or any other illegal substance or are in possession of a firearm or offensive weapon, you will be asked you to leave the park, without refund.

**i. Illness and contagious diseases**

Let Haven Park know if you come down with something that you think will affect any of the other guests.  If Haven become aware, or have reasonable grounds to suspect, that you have contracted a contagious disease or illness that has the potential to infect many people quickly; you and your party may be asked to go home.  If this is not possible, then restrictions will be placed upon your activities and movements to prevent the disease or illness being transmitted to other guests.

**j. Cutting your holiday short**

We hope you'll have such a great time with us that you don't want to leave. But if you do end up going home early, we won't offer you a refund.

**k. Damage to accommodation**

We hope you don't have any mishaps while you are with us.  But if your accommodation is damaged by you or someone in your party during your stay, we have the right to recover the cost of this from you, including any extra cleaning costs.  We may also go into your caravan holiday home at a reasonable time (and on reasonable notice) during your holiday to check the state of things.  Any damage to your accommodation could result in your booking being cancelled, with no refund.  If there's an emergency, we can come into your accommodation without warning.

**l. If you leave something behind**

Let us know as soon as you realise you've left something behind. We will do all we can to find it, although we're not liable if this isn't possible or if it's damaged. If we find it, we will return it to you, but you will have to cover the postage costs.

**7. Our promises to each other**

We want you to have a great time with us. So here are some promises we'll make when we accept your booking. And because it's a two-way street, you'll also be making promises to us when you book.

**a. Our promises to you**

1. We'll do our best to give you and the other people in your party a great holiday.

**b. Your promises to us**

1. You'll disclose all information required by us and tell us who's coming with you to the park.
2. You'll only let the people on your booking confirmation use our caravan holiday homes, facilities and pitches.
3. You'll look after our accommodation and facilities so that other people can enjoy them after you. And if you cause any damage, you'll tell our office straight away, so we can sort it out.
4. You won't spoil things for other guests by being loud or antisocial.
5. You - and everyone who comes with you - promise not to break any of our terms and conditions. If you do, we'll ask all of you to leave the park immediately. No ands, ifs or buts. And no refunds.

**Overall, please remember you are a police officer and as such the Code of Ethics will apply to your behaviour whilst you are on this holiday.**

**8. If you need to complain**

Even though we will do all we can to give you a fantastic holiday, things do sometimes go wrong. Here's what to do if you need to complain:

If there's something wrong with your accommodation or holiday, tell the Federation Office straightaway so we can try to put things right. Monday to Friday office hours (0800-1600 hours) please phone 01245 219140. Out of these hours please contact the Park Office who will assist in the first instance.

**9. Our accommodation guarantee service charter**

**a. Our service charter**

We are always working hard to make sure everything is as you would expect when you're on holiday with us.  In the unfortunate event that you have an issue, we promise to resolve it as quickly as we can.  If you have an emergency issue such as loss of electricity, gas or water, or a major water leak we will work with our service providers to make sure your services are restored as soon as possible.

If you arrive at your accommodation and find any of the following essential issues:

* cleanliness issues with the inventory (such as plates and cutlery), carpets, upholstery or the bathroom, kitchen, bedroom or living areas;
* problems with the boiler, cooker, fire, toilet, TV or shower; and/or
* you need replacement bed linen, pillows or duvets;

Contact the Federation Office who will assist with resolution of the issue.

**10. The small print**

**a. The holiday agreement**

When you make a booking request, you are offering to buy one of our holidays, and you are agreeing to follow our terms and conditions.  We do have the right to turn down your booking request – if, for example, we don't have the space, or we think you would spoil things for our other guests.  The agreement between you and us starts when:

1. We accept your booking and deposit – and give you a booking confirmation.
2. Our agreement is with you, as the lead guest.  Don't forget that you're making an agreement with us on behalf of everyone coming to the park with you.  It's up to you to make sure that they all know about these terms and conditions and accept them.  The agreement lasts until you and your party leave the park.

**b. Validity of terms**

If a court or a similar organisation questioned any of these terms, the rest of the agreement would still be valid.  It would also still be valid if we allowed you to do something that we wouldn't normally allow under the agreement.

**c. Identification requirements and electoral register**

You and members of your party who are 18 or over may be required to provide photographic identification (valid driving licence or passport) at any time during your stay.  Failure to provide identification may result in termination of your holiday and you being refused entry to the park or being asked to leave, without refund.

**d. When things are our fault**

We'll do our best to give you a great holiday, and we accept responsibility for things that go wrong that we should have foreseen or prevented when you booked.  We'll deal reasonably and proportionately with any claims for loss or damage that are our fault, and we'll never try to avoid responsibility for things that the law says we can't.

**e. Things beyond our control**

Unfortunately, we can't take responsibility or pay compensation if we cancel or change your booking in any way because of events beyond our control.  Neither can we accept any liability for any injury, loss or damage you suffer because of events beyond our control.  Some of the things we mean by 'events beyond our control' are fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, epidemics or pandemics, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, and unavoidable technical problems with transport.

In the event of adverse weather, your booking will only be refunded if your chosen park is closed in the interests of health and safety.  We recommend taking out appropriate insurance. Please contact the federation office who can advise on holiday insurance.

**f. English law**

Our terms are subject to English law – which means that if it ever came to it, we both agree that English law would apply to this agreement.  And if things went really wrong, we both agree to allow the English courts to make the decisions.

**g. Using your personal information**

When you book with us, you'll be giving us some personal information about you and the other people in your group. We may use and process such personal information in accordance with GDPR. This information will only be used for the purpose(s) for which you provide it to us.

We will only talk to you about your information.  By booking with us, you're agreeing that we can use the information in accordance with GDPR – and you're confirming that everyone who is coming on holiday with you has also accepted the terms.

**h. Access to Haven parks**

Haven reserve the right of entry to their parks, and the right to refuse entry to their parks without notice.