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**Suffolk Police Federation Lodge Terms and Conditions**

All Suffolk Federation Members are eligible to book a break in the Federation Lodge and must be present for the duration of the stay.

The cost of the holiday will be made clear on confirmation of booking, and this will include a refundable £100 security deposit to be paid, as standard, to cover any loss or damage.

Lodge must not be sub-let to friends or family.

Pets are NOT permitted in the Lodge under any circumstances.

8 persons maximum (all ages included in this) to all be named on booking request form.

No parties or shift/team breaks, unless with the specific agreement from the Branch Chair or Secretary of the Federation. This decision will be made based on welfare reasons only.

Only 2 daily visitors allowed to the Lodge for the duration of the stay. They must vacate the site by 11pm.

6 (only) Leisure passes included for access to the on-site Health and Leisure Club

Arrival on site from 2pm onwards in main car park and for use of general facilities ONLY

\*Access to Meadowlark itself from 4pm onwards.

Cleaning on changeover day carried out between 10am and 5pm, at the cleaning firm’s discretion.

Bedding, towels, and tea towels are provided for up to 4 people only. These must not be used away from the Lodge.

If there are more than 4 occupants on the booking, then the extra bedding will be included as part of the additional occupancy charge, for use of the 3rd bedroom and/or the Sofa bed in the lounge, accordingly. These additional costs are to cover the extra cleaning charges involved.

No travel cot or highchair are provided.

UPON DEPARTURE – leave clean and tidy!

Strip all beds and leave loose bedding in each room.

Used towels to be left in the bathrooms.

All washing up cleared away before departure (Do NOT leave in dishwasher).

Rubbish must be put into the large bins provided on site (NOT in lodge bin).

**Turn off all lights - Close all windows completely – TURN thermostat down below 10 degrees.**

DO NOT remove any cleaning products/soaps/soap bottles from the lodge bathrooms/kitchen/shed.

These are provided to be **refilled** for each guest and removing them will result in our rental prices increasing long term.

Vacate the lodge by 10am on departure day and secure the keys back in the key safe.

Any damage must be reported to the Federation office during the stay, to enable us to organise replacements for future occupants, and ensure the standard of the Lodge is maintained.

**The Lodge is not designed to be a profit-making enterprise and as such the cost of damage and replacement items will be taken from the £100 security deposit.** A full inventory is kept with the cleaning firm and at the Federation office and will be checked following each member stay.

**There is a strict NO SMOKING policy across the entire site, including within the lodge.**

**No vaping in the lodge.**

* If evidence is found that pets have been in the Lodge during a stay, this will be fully investigated and the cost of deep cleaning of the whole Lodge will be billed to the named Officer on the booking, to ensure that the Lodge remains safe to those with allergies.

Children, including visiting children, must be supervised properly at all times, so that they are not a nuisance or danger to themselves or others. Also, under 18’s must, under park rules, be back in the lodge by 11pm.

\*If you book more than 5 weeks before the start of your holiday you can either pay the full amount or 50% of total as a holding deposit.

\*If you book 5 weeks or less before the start of your holiday, you will be required to pay in full at the time of booking.

\*Your booking will only be confirmed once the requested relevant payment has been received.

\*Your balance due date(s) will be shown below, accordingly. It is your responsibility to pay the balance when it is due. **If we do not receive payments by due dates given, your booking may be cancelled, and you will not receive any refunds.**

**Cancellations**

\*If you need to cancel your booking, you will receive your full deposit back ONLY if the cancelled booking is able to be re-booked.

\*In cases where it has not been possible to fill the cancelled booking, we will retain 50% of your original deposit.

\*The £100 security deposit is fully refundable providing there are no losses or damage. This will be returned within 7 days (rare exceptions in cases of staff on Annual Leave) of the end of your booking to bank details you provide below.

\*On the rare occasion that we may find we can no longer offer the holiday you have booked; a full refund will be made.

**Only use the allocated parking spot and adhere to the rules of the site.**

**Site securities are present 24/7 and will report any issues promptly to Suffolk Police Federation. Any breach of the standards of professional behaviour will be reported back to the Force and will render you unable to use the Lodge again.**

**I have read and agree to abide by the Terms and Conditions as set out above.**

Collar No: Signed………………………………………………………..Date………………………………………………………….

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| Contact Details of member: Allocated Dates: |
| Phone (Personal): |
| Email (Personal): |
| Emergency contact: |
| **Total Payments due: (including £100 refundable deposit)** |
| **(50% deposit) due date:** |
| **Balance due date:** |
| All payments must be made to: **Suffolk Police Federation - Account Number – 20276319**  **Sort Code – 60-83-01** |
| **Member Bank Details for Security Deposit Refund:**  Acct Name:  Sort Code: Acct Number: |