**Shorefield Welfare Home Policy Document**

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

**1** - **The key to the holiday home will only be released to the member making the booking when they or a nominated representative (in person) arrange collection from the Federation office at Leatherhead. This will need to be within 7 days of your stay.**

**2 – The key to the holiday home will need to be returned to the Federation office within 7 days of your stay.**

**3** - 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.

**4 -** Any loss of the Holiday Home key will incur a **£50 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,

**5 -** -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.

**6 -** - A Late departure **£50 fee** will be applicable if the member fails to leave the holiday home at the allotted time.

**7** -Pets are allowed at an additional cost of **£50.00** per pet/per stay, which is added to the cost of any Holiday booking.

**8 -** 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).

**9** - 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 10th February to 2nd January each year.  
  
**10** - Members may qualify for a no fee Welfare visit to the holiday if they are currently suffering with long term medical and/or psychological sickness, bereavement, anxiety,  
injury on duty, 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.

**9** - 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.

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

**9.2** - The decision of Surrey Federation Executives will be final.

**9.3** - 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, or subject to Criminal or Misconduct investigations by Surrey Police or Surrey Police Federation, consideration will be given to each application received which will be assessed by the Branch executives on a case-by-case basis.**
* **Officers are able to reapply when investigations have concluded.**

**9.4 - Welfare – Alternative to Shorefield**

Surrey Federation will in the event of a welfare stay being required by a member make a payment of £250 from our generated (welfare) account to the Shorefield account so that we can account for all bookings & maintain the Shorefield caravan.

In the event of a member being unable to find a suitable date within a 6-month period then consideration will be made by the Federation Executives for a £250 payment towards a member’s short break.

Confirmation will be provided to the member from the Federation office however confirmation of booking & payment will be required from the member prior to the money being transferred to the member’s bank account for accountability of branch funds.

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

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

**10.2** – 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.

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

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

**12** - Applications will be via email only. When multiple applications have been received for the same dates it will be on the basis of first come first served method (date & time email booking received by Fed office) to determine the successful applicant. A reserve list will be held in the Federation office.

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

**13** - All successful applicants will be notified at the earliest opportunity via email.

**13.1 -** 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 is supplied as per the application form.

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

**13.3** – Members following payment of deposit, will be provided with a **booking confirmation** **email** with instructions on when the balance needs to be paid.

**13.4** – **Full payment needs to be made 8 weeks prior to their stay.**

**13.5** – Any cancellations up to 4 weeks prior to the commencement of the holiday will receive a 50% refund.

**13.6** – Any cancellations up to 2 weeks prior to the commencement of the holiday will receive a 25% refund.

**13.7** – Any cancellation less than 2 weeks will not receive a refund.

**14 -** The cost of stays at the Shorefield welfare home will be as per the Surrey Police Federation website, Holiday Home Pricing list. Weekends are more expensive.

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

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

**15** - 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.

**16** – The number of welfare stays per year will be at the sole discretion of the Surrey Police Federation Executives & subject to application.

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

**18**-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.

**19** - The Surrey Police Federation will operate a separate 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.

**20** -The holiday home will be maintained and inspected annually by the Branch. The Branch Office manager is responsible for the upkeep of the Holiday home itinerary ensuring all items are accounted for yearly and reflected on the branch asset register.

**21** -The Branch Executives will be responsible for ensuring that a health and safety inspection is conducted annually whereby a report will be produced for the Branch Council and Branch records.

**22** -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.

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

**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 Surrey Police & College of Policing 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.

**Shorefield site Resort Terms & Conditions – For your information.**

[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)