



Surrey Police Federation Holiday Home - Shorefield Country Park

Terms of Use (Sept 2026)

Booking Contact: shorefield@polfed.org

Address: H45 Island View, Shorefield Holiday Park, Shorefield Road, Milford on Sea, Hampshire, SO41 0LH

Introduction

Welcome to the Surrey Police Federation holiday home at Shorefield Country Park. These Terms of Use set out the contractual relationship between Surrey Police Federation ("the Federation") and members who book the property ("Members"). Please read them carefully. By making a booking you accept these terms.

Definitions

- **Member:** a serving police officer who is a member of the Surrey Police Federation and/or a member of police staff who subscribes to the Surrey Police Federation Group Insurance Scheme.
- **Guest:** any additional person staying at the property during the Member's booking.
- **Booking:** the Federation's written confirmation of a requested stay.
- **Stay:** the period of occupation specified in the Booking.
- **Welfare Stay:** a stay granted on welfare grounds under section 6 below, to be taken during an Off-Peak Period within the applicable booking season.

1. Equality, Reasonable Adjustments and Assistance Animals

1.1 The Federation is committed to complying with the Equality Act 2010. Where a Member or Guest has a disability, the Federation will consider reasonable adjustments to enable access to and enjoyment of the property.

1.2 Requests for reasonable adjustments (including bringing recognised assistance dogs or other assistance animals) should be made in advance to shorefield@polfed.org. The Federation will not apply a surcharge for recognised assistance animals.

1.3 Decisions on reasonable adjustments will be made promptly, on a case-by-case basis and in a manner that is proportionate and consistent with the Federation's duties under equality law.

2. Eligibility and Booking

2.1 Only Members may make a Booking. Members must be able to produce evidence of membership if requested.

2.2 Members must be present for the entire Stay. Bookings may include Guests, provided total occupancy does not exceed six persons in total.

2.3 Members who are suspended from duty or under active investigation may be ineligible, but the Federation retains discretion to approve exceptions. Decisions on exceptions are made by the Branch Chair and Secretary and may be reviewed by the Branch Board.

2.4 Booking invitations are normally issued in October each year; the booking season runs from 10 February to 2 January. Members may normally be allocated one Stay per year during school holiday periods.

3. Making and Accepting a Booking

3.1 To request a Booking a Member must submit up to three preferred dates by email to shorefield@polfed.org using the required booking form.

3.2 A Booking is only formed when the Federation sends written confirmation. Verbal requests are not binding.

3.3 The Federation reserves the right to refuse or cancel any Booking at its discretion, including where incorrect information has been provided or where the behaviour of a Member or Guest gives cause for concern.

4. Payment, Deposit and Cancellation

4.1 Except for Welfare Stays, a non-refundable booking deposit of £100 is payable within 48 hours of Booking confirmation. The deposit secures the dates and will be deducted from the total fee for the Stay. Welfare Stays are subject to the separate refundable deposit and cancellation provisions in section 6.

4.2 Full payment of the balance is due 8 weeks before the Stay. If full payment is not received by the due date the Federation may cancel the Booking, retain the deposit and re-offer the dates.

4.3 Cancellation Refunds:

- 4.3.1 Cancellation made more than 8 weeks before the Stay: 100% refund of the balance (deposit refunded).
- 4.3.2 Cancellation less than 8 weeks before the Stay: no refund (deposit retained).

4.4 In the event of cancellation by the Federation (other than for the Member's breach), all sums paid will be refunded in full.

4.5 Payment details (including accepted methods and account details) will be provided in the Booking confirmation. Receipts will be issued on request.

4.6 The deposit and cancellation provisions in clauses 4.1 to 4.3 do not apply to Welfare Stays, which are governed by clauses 6.5 to 6.7.

5. Key Collection, Return and Security Charges

5.1 Keys will be secured on site in a key safe, the code will be released to the Member 7 days prior to stay alongside any Entertainment Passes for the use of the Member and their Guests. It is imperative that the Member keeps the unlock combination private and does not share it without explicit consent of the Federation.

5.2 Failure to return keys to the designated key safe upon departure will incur a £50 administration charge. Lost keys will incur a £100 replacement charge; where the locks are replaced the Member will be charged the reasonable market cost.

5.3 The Member is responsible for the security of the property during the Stay. Any costs reasonably incurred by the Federation as a result of a Member's failure to secure the property (including call-out or replacement costs) will be invoiced and payable within 28 days.

6. Welfare Stays and Alternative Support

6.1 Welfare Stays may be provided to support Members experiencing significant illness, bereavement of immediate family members, workplace stress (burn out), injury on duty or similar welfare needs.

6.2 Applicants for Welfare Stays must apply via a Federation Representative and send applications to shorefield@polfed.org.

6.3 A Welfare Stay may only be taken during an off-peak period designated by the Federation and must take place within the same booking season in which the Welfare Stay is approved. For this purpose, an off-peak period is a period identified by the Federation as falling outside school holiday periods and other peak-demand dates.

6.4 Where a suitable off-peak Welfare Stay cannot be arranged within that booking season, the Federation may, at its discretion, contribute up to £250 towards the cost of an alternative short break elsewhere. The Member must provide written evidence of a confirmed alternative booking and the amount paid before any contribution is released. The contribution will not exceed the lower of £250 or the evidenced cost of the alternative booking.

6.5 A refundable deposit of £100 is payable for every Welfare Stay within 48 hours of written confirmation. Subject to clause 6.7, the deposit will be refunded following completion of the Welfare Stay.

6.6 No amendment or cancellation may be made within 8 weeks before the start date of a Welfare Stay. If the Member requests an amendment or cancellation during that period, the £100 deposit will be retained.

6.7 If the Federation cancels a Welfare Stay or agrees to an amendment or cancellation more than 8 weeks before its start date, the £100 deposit will be refunded in full. Any replacement dates remain subject to clause 6.3 and availability within the same booking season.

6.8 Decisions relating to Welfare Stays and alternative support will be recorded and may be reviewed by the Branch Trustees on request.

7. Arrival, Departure and Occupancy

7.1 Arrival time is after 15:00 on the first day and the property must be vacated by 10:00 on the final day unless otherwise agreed in writing.

7.2 Where late departure causes additional cleaning or operational cost to the Federation a late-departure fee of £100 may be invoiced and payable within 28 days.

7.3 Members must ensure that total occupancy does not exceed six persons at any time.

7.4 If total occupancy exceeds the limit stated in the Booking the Federation may, at its discretion, refuse admission to additional persons, require immediate removal of excess persons, or terminate the Stay.

7.5 Where the Federation terminates a Stay under this clause no refund will be payable for any unused portion of the Stay.

8. House Rules, Conduct and Resort Terms

8.1 The following rules apply to all Stays:

- 8.1.1 No pets allowed. Breach of this rule may result in a surcharge under clause 9.4. For the avoidance of doubt, this restriction does not apply to recognised assistance dogs and other support animals, and no surcharge will be applied in such cases.
- 8.1.2 No smoking or use of electronic cigarettes inside the property.
- 8.1.3 No illegal or controlled substances.
- 8.1.4 No commercial or filming activity without prior written permission.

8.2 Members and Guests must behave in a way that is compatible with the Police Code of Ethics. The Federation may refuse future Bookings or terminate a Stay where there is serious or persistent breach of these Terms or of the Shorefield Resort Terms and Conditions.

8.3 Serious misconduct by a Member may be referred to the Member's employer (Surrey Police) where appropriate; the Federation itself does not undertake employer disciplinary processes.

8.4 Members are responsible for the supervision of children and other vulnerable guests at all times. Where the Federation becomes aware of a safeguarding concern the Federation may take reasonable steps including notifying the Member's employer, the appropriate safeguarding authority or emergency services. The Federation will act proportionately and in line with any applicable safeguarding policies.

8.5 Where the Federation considers a referral to the Member's employer is necessary because of conduct or safeguarding concerns, the Federation will, where reasonably practicable, inform the Member and will share only such personal data as is necessary and proportionate for the purpose of the referral. Any such disclosure will be in accordance with the Federation's Data Protection Policy.

9. Damage, Cleaning and Charges

9.1 Members must report any damage, loss or breakages of inventory immediately. The Federation may charge the reasonable cost of repair or replacement where damage is caused during the Stay.

9.2 The Federation will notify the Member in writing of any proposed charge and will provide an itemised invoice with supporting evidence (for example photographs, contractor invoices or receipts). The Member may raise a written dispute within 14 days of receipt of the invoice.

9.3 Charges (or the undisputed portion) must be paid within 28 days of the invoice; any undisputed sums not paid may be recovered by the Federation as a debt and may lead to refusal of future Bookings.

9.4 Where pets are brought into the property in breach of clause 8.1.1, the Federation may apply a fixed surcharge of £100 to cover deep cleaning, in addition to any costs of damage caused. This surcharge will be invoiced and payable within 28 days.

10. Pricing, Passes and Additional Charges

10.1 Published rates and any additional charges (including entertainment passes) will be confirmed at Booking.

10.2 Additional or replacement passes obtained on behalf of a Member may attract an administration charge, which will be payable before issuance. It is possible for additional passes to be purchased directly from Shorefields Holidays.

11. Third Party Facilities

11.1 The Federation does not control and is not responsible for the provision, availability or standards of third-party facilities at the resort (including leisure or catering facilities). Any such facilities are provided by the resort owner or third parties and any complaints about them should be addressed to the resort operator in the first instance.

12. Cancellation, Reallocation and Priority

12.1 When a Stay is cancelled the Federation will re-allocate dates in accordance with the published booking procedure. Priority for reallocation is given to Members who have not previously stayed in the current booking year.

13. Oversight, Records and Complaints

13.1 The Federation maintains a separate account for the holiday home scheme and reports finances to the Branch Trustees quarterly. Routine maintenance and H&S inspections are carried out annually.

13.2 Complaints about the property or these Terms should be sent to shorefield@polfed.org. The Federation will acknowledge receipt within 5 working days and aim to respond substantively within 14 working days. Complaints may be escalated to the Branch Secretary if unresolved.

13.3 Members should raise complaints promptly and in any event within 5 days of the event giving rise to the complaint, except where there is a good reason for delay.

14. Data Protection and Privacy

14.1 The Federation will process booking and member information in accordance with its Data Protection Policy and applicable data protection legislation. Information is used only for administration of the holiday home scheme and related welfare support.

14.2 Members may request access to, correction of, or deletion of personal data held in relation to the scheme in accordance with the Federation's Privacy Policy; contact shorefield@polfed.org for requests.

14.3 CCTV operates on the resort site. In the vicinity of the holiday home, cameras are limited to the external approach and entranceway only and do not monitor internal areas of the property.

14.4 CCTV footage will only be accessed and reviewed where it is reasonably necessary and lawful, for example in the event of suspected damage, a complaint, or a dispute, or where required for safeguarding, insurance, or by the police or other competent authority.

14.5 Where the Federation obtains and processes CCTV footage for any such purpose, it will do so in accordance with applicable data protection legislation and the Federation's Data Protection Policy and will retain it only for as long as necessary for the relevant purpose.

15. Liability and Insurance

15.1 The Federation provides access to the holiday home on a not-for-profit basis as a welfare benefit.

15.2 Except to the extent that liability cannot be excluded by law (including for death or personal injury caused by negligence), the Federation excludes liability for any indirect, consequential, or economic loss, including but not limited to loss of enjoyment, loss of earnings, or travel costs.

15.3 The Federation will only be liable for direct loss arising from its own negligence or breach of these Terms where such loss was reasonably foreseeable at the time of booking.

15.4 Members are strongly advised to obtain their own travel or holiday insurance to cover cancellation, personal possessions, and personal liability. Surrey Police Federation offers a competitive Group Insurance Scheme, contact admin@surrey.polfed.org for details.

15.5 The Federation maintains property and public liability insurance in respect of the holiday home. Members should note that such insurance does not cover loss or damage to Members' personal belongings or costs of cancellation; Members should arrange their own insurance.

15.6 The Member and their Guests shall indemnify and keep indemnified the Federation against any losses, liabilities, costs or expenses (including reasonable legal costs) incurred by the Federation arising out of or in connection with their negligence, wilful misconduct, breach of these Terms, or failure to comply with site rules.

16. Force Majeure

16.1 The Federation will not be liable for any failure or delay in performing its obligations under these Terms where such failure is caused by events beyond its reasonable control (including severe weather, pandemic, fire, flood, industrial action, or action by the resort owner).

16.2 In such circumstances the Federation will endeavour to offer a refund, or alternative dates were reasonably practicable.

17. Access, Safety and Emergency Entry

17.1 The Federation or authorised contractors may enter the property for urgent repairs or safety reasons without prior notice. For non-urgent maintenance or inspections, the Federation will provide at least 24 hours' notice where practicable.

17.2 Members must comply with all resort health and safety instructions, including site safety rules and emergency procedures, and must report hazards or defects immediately.

17.3 Members must report any accident or personal injury occurring during the Stay to the Federation as soon as reasonably practicable; the Federation may maintain an incident log for insurance purposes.

18. Variation, Termination and Review

18.1 The Federation may amend these Terms from time to time; the version in force is the version published on the Federation website and the Booking confirmation.

18.2 Persistent breach of these Terms may result in termination of the Booking and refusal of future Bookings.

18.3 Where the Federation terminates a Stay under these Terms because of a Member's or Guest's serious or persistent breach, the Federation will not be obliged to provide any refund for the remainder of the Stay and may recover costs resulting from the breach.

19. General Provisions

19.1 If any provision of these Terms is held to be invalid, illegal or unenforceable, that provision shall be severed and the remaining provisions shall continue in full force and effect.

19.2 These Terms and the Booking confirmation constitute the entire agreement between the parties in relation to the Booking and supersede all prior agreements, representations or arrangements.

19.3 The Member may not assign, novate or transfer any of their rights or obligations under these Terms without the Federation's prior written consent. The Federation may assign or novate its rights or obligations on notice to the Member.

19.4 No person other than a party to these Terms may enforce any of its provisions under the Contracts (Rights of Third Parties) Act 1999, except where expressly stated.

19.5 Failure or delay by the Federation in exercising any right or remedy under these Terms does not constitute a waiver of that right or remedy.

20. Dispute Resolution

20.1 Any dispute relating to a Booking or these Terms must first be raised in writing with the Branch Secretary. The Federation will acknowledge disputes within 5 working days and seek to resolve them within 28 days.

20.2 If a dispute cannot be resolved through this process, the Member may pursue external remedies.

21. Governing Law

21.1 These Terms are governed by the laws of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

Approved By: Surrey Police Federation Branch Council

Effective Date: 01 August 2026