



Holiday Lodge

Terms & Conditions

The Lodge is available to be booked by subscribing Members of Thames Valley Police Federation only. The following terms must be agreed with in order to stay at the property. Confirmation of acceptance of these terms is part of the holiday booking process.

Should you wish to cancel your booking, you will only be entitled to a refund if it is considered to be an exceptional circumstance, or we are able to sell that date to another member. **A £50 admin fee will be deducted from all refunds.** If you cease to be a member of the Federation prior to your stay then your booking will be cancelled and no refund given unless your date can be re-sold.

You are paying to stay in a TVP Federation Holiday Home. The Federation are not selling any package holiday or selling on behalf of any agency or holiday park.

Sandy Balls Holiday Village is open all year round for guests to stay, however, certain facilities such as the outdoor swimming pool and outdoor cinema are seasonal. **Please ensure you check the Away Resorts website or App** to ensure you know what will be open during your stay. TVP Federation have no control over what the park chooses to open, close and when they do so, therefore can not be held responsible for any activity or facility Away Resorts choose to close down. TVP Federation have **no liability** in relation to the above.

The lodge is for a maximum of 6 persons, one double bedroom, one twin room and a sofa bed. Members may be accompanied by family or friends for the period of their stay.

The maximum occupancy must not be exceeded.

All persons entering the Holiday Village must comply with all of the rules of Sandy Balls Holiday Village and Away Resorts. Details can be found at the Holiday Park or on their website. Failure to comply with these rules may result in Away Resorts asking you to leave the Holiday Park.

Check in is after 14:30 and check out time is prior to 10:00 on your day of departure. The key should be collected from reception at the welcome building on arrival and returned at the end of the stay. The key will only be released to the member making the initial booking, and production of your warrant card will be required as proof of identity.

You agree that TVP Federation can pass on your contact details to Away Resorts, this is solely to enable them to contact you about your holiday and in case they need to contact you in an emergency. Your details will not be used for any marketing purpose.

Sandy Balls is a dog friendly site, and you may take your pet with you with a maximum of 2 dogs for a stay. You will be responsible for the behaviour of your pet whilst on site, dogs must be kept on a leash in the holiday village. The Federation accepts no liability to any injury caused by or to your pet.

You as the guest are responsible for rectifying any damage/stains caused by your dog. If you cannot do this, it must be reported to Guest Services on the Holiday Park and to TVP Federation

using the email enquiries@tv.polfed.org We reserve the right to charge to rectify any damage caused and/or associated cleaning costs.

Dogs are not to be left alone in the accommodation under any circumstances.

Please bring your own dog towels to dry them off before allowing them inside the property.

Do not allow dogs to sit on the furniture or beds.

A hot tub is provided on the decking of the lodge – this is an expensive luxury that costs a lot to maintain (it is emptied and refilled between each guest) and checked daily by Sandy Balls staff. Anyone aged under the age of 16 may only use the hot tub whilst under the supervision of an adult. Pets are not allowed in the hot tub under any circumstances.

Towels and bedding are provided, however you will need extra towels for the hot tub and swimming pool.

All furnishings and equipment in the lodge are the property of TVP Federation. We are not concerned about minor accidental breakages/damage, but we will take action against those who commit instances of wilful damage or theft. Please report any breakages or damage to enquiries@tv.polfed.org and to Guest Services on the park. If any unreported damage is found following your stay and reported to the Federation, you will be charged for replacement or repair.

Smoking or the lighting of candles is not permitted within the property.

You will require your own holiday insurance for your stay to cover you and your guests.

For assistance, please contact Guest Services in the first instance. They have 24 hour cover on the park through Guest Services and Security. Contact details are within the property and will be given on arrival.

At the end of your stay, please leave the lodge in a similar condition to how you found it on arrival.

We reserve the right to ask you to leave the property immediately should you breach the rules, with no recourse to a refund.

The address of the property is:

Vista Lodge, 87 Woodling Crescent
Sandy Balls Holiday Village
Godshill
Fordingbridge
Hampshire
SP6 2JZ