

Policy Document:**Brean Visitors and Family Stay Policy****Introduction**

The purpose of this policy is to ensure the safety, security and wellbeing of residents, visitors and team while maintaining compliance with accommodation occupancy requirements.

1. Approval and Authorisation

- 1.1. Any requests for visitors must be booked by the lead booker at least 24 hours in advance of the expected arrival either with reception or by emailing reception@breanvillage.co.uk.
- 1.2. The Lead Booker will:
 - 1.2.1. Be responsible for providing full and accurate details of all visitors to the Reception Team, including length of time the visitors will be staying for and the ages of the visitors if they are under 18; and
 - 1.2.2. Take full responsibility for all visitors included in their booking.
- 1.3. Any unauthorised visitors will be refused entry.
- 1.4. The Reception Team must approve in advance any under 18 visitors. Visitors under the age of 18:
 - 1.4.1. Must always be accompanied by an adult;
 - 1.4.2. Are not permitted at any times in the Queen Vic bar; and
 - 1.4.3. Are not permitted at any times in the gym area.

2. Availability and Occupancy

- 2.1. The duration of stay of any under 18 visitor is limited to the below. Exact dates are available from reception and are subject to change at any time at our discretion. The periods listed below are based on UK approved holiday dates only and requests outside of these dates will be declined:
 - 2.1.1. Holiday 1 (October);
 - 2.1.2. Holiday 2 (December – January);
 - 2.1.3. Holiday 3 (February);
 - 2.1.4. Holiday 4 (Easter);
 - 2.1.5. Holiday 5 (May – June);
 - 2.1.6. Holiday 6 (July – September) and;
 - 2.1.7. Each Friday – Sunday (Departure by 10:00 on the Monday morning).
- 2.2. If you are bringing children under the age of 2, and wish to bring a travel cot, please inform reception and they will be able to advise if this is suitable for your apartment type.
- 2.3. Visitors may only stay in the same apartment as the lead booker – no separate accommodation can be booked for non-HPC Employees.
- 2.4. Visitors are not permitted to bring a vehicle and park at Brean Sands Self-Catering Accommodation during their stay, unless otherwise agreed by reception.
- 2.5. You must not exceed the maximum occupancy for your room type. Visitors will be declined if maximum occupancy has already been reached.

- 2.6. The maximum occupancy for each room type with non-HPC adult visitors is listed below:
- 2.6.1. Studio apartment – 1 HPC worker plus 1 adult visitor;
 - 2.6.2. 1 Bedroom apartment – 1 HPC worker plus 1 adult visitor;
 - 2.6.3. 2 Bedroom apartment – 2 HPC workers plus 2 adult visitors;
 - 2.6.4. 3 Bedroom apartment – 3 HPC workers plus 3 adult visitors.
- 2.7. The maximum occupancy for each room type with under 18 visitors is listed below:
- 2.7.1. Studio apartment – under 18s are not permitted;
 - 2.7.2. 1 Bedroom apartment – 2 adults and 2 under 18 visitors OR 1 adult and 3 under 18s.
 - 2.7.3. 2 Bedroom apartment – 4 adults and up to 2 under 18 visitors OR 2 adults and up to 4 under 18 visitors;
 - 2.7.4. 3 Bedroom apartment – 6 adults and up to 2 under 18 visitors OR 4 adults and up to 4 under 18 visitors OR 2 adults and up to 6 under 18 visitors.
- 2.8. If the apartment has more than 1 HPC occupant, and a request has been made to bring a visitor, this can only be approved with agreement from the lead booker (for the avoidance of doubt this provision applies both in respect of under 18 and adult visitors).

3. Compliance

- 3.1. If you breach the maximum occupancy rules set out above, you, the lead booker and the visitors will be evicted from the property with immediate effect and will be unable to make any further bookings at any HOST accommodation.
- 3.2. The Lead Booker will be responsible for any damage, loss, misconduct or additional charges arising from the actions of their visitors.
- 3.3. All must adhere to the Code of Conduct included in Clause 1.7.1, or available to view [here](#).
- 3.4. Brean Sands Self-Catering Accommodation reserves the right to refuse, revoke or amend visitor approval at any time where there are safety, security, welfare or operational concerns.