Apartment / Cottages Policy

Effective October 2026

Version:	9/2026
Approved:	27/10/2026
Due for Review:	27/10/2029

Benevolent Fund Apartments

The RUCGC-PSNI Benevolent Fund owns twenty holiday apartments in Portrush and eight holiday cottages in Kesh, County Fermanagh.

The apartments in Portrush are in blocks comprising of ground, 1st and 2nd floor accommodation accessed by stairs. (a lift is fitted to block 1). An accessible disabled apartment is available on the ground floor for three / four persons and the remaining accommodation is a mix of two and three bedroom apartments for 4, 5 or 6 persons and one four bedroom apartment for 7 people.

The cottages at Kesh consist of a detached building with 8 apartments over 2 floors. These accommodate variously 4 or 6 persons. 2 apartments are ground floor, 2 are first floor and 4 are 2 storey.

All facilities are furnished including the provision of cooking utensils, crockery and television. Bed linen, towels and consumable toiletries are not provided.

The apartments are available for 1 week holidays excluding the winter period (both sites typically closing around Mid November with Portrush reopening mid February and Kesh Mid March dependent on scheduled maintenance works and so forth).

The apartments are used by beneficiaries of the Benevolent Fund which include serving and retired officers. Please therefore exercise appropriate vigilance and report any suspicious behaviour or anything which seems out of place.

Check in

- Portrush apartments will check in/ out on Saturdays.
- Kesh cottages will check in/ out on Mondays

Charging

In order to cover costs, from 2024 a minimum charge is required from users of the apartments.

Where a 2 bedroom apartment/ cottage is availed of a minimum charge of £250 is required; where a 3 or 4 bedroom apartment/ cottage is availed of a minimum charge of £300 is required.

No charge is levied against a Category One In Service Widow(ers)/ Bereaved Partner.

Charges may be abated at the discretion of the Benevolent Fund where certain circumstances apply. This is dealt with in details later in this policy.

Eligibility for use of the apartments

All persons should fall into one of the following categories to be eligible.

1. In Service Widow(er)s/ Bereaved Partners

The apartments are available for the use of widows, widowers and bereaved partners. No charge is levied in these circumstances.

These are defined as follows; **widows, widowers or bereaved partners of members who died in service for whatever reason from 1969 to date**.

This category will also include widows, widowers and bereaved partners of medically retired ex members who died within one year and one day of medical retirement from 1969 to date.

Widow and widower will include those who are married or in civil partnership.
This category will also include bereaved partners. Partner is defined as any person who although not married or in civil partnership with each other, were living together as husband and wife (including a same sex relationship) for the entire two years prior to that member's death.

To be eligible, the member should have been donating to the Benevolent Fund at date of death.

Where a deceased officer is survived by more than one widow/ widower or bereaved partner, entitlement to use of the apartments / cottages will normally be allocated to the person with whom the deceased officer resided at their death. Only one person may be eligible for use of the apartments / cottages by virtue of this qualification.

It should be noted that where a serving officer is in this category they are fully eligible to apply as a widow(er) or bereaved partner.

2. The apartments / cottages are available for the use of the parents of a deceased single officer (i.e. a deceased officer who is not survived by a widow, widower or bereaved partner).

3. The apartments / cottages are available for the use of retired officers and widows/ widowers and bereaved partners of retired officers (not within the definition of category 1 above)

This is defined as being retired officers (including medically retired) who were donating to the Benevolent Fund at their date of retirement and were donating for at least the 12 months prior to their retirement or their widow/ widower or bereaved partner.

In the case of a former Part Time Reserve officer/ Police Officer Part Time, they will be eligible if they served for more than 10 years, were donating at the end of their service and had been donating for at least the 12 months prior to their retirement and are in receipt of a pension whether occupational or state. They cannot avail of the apartments/ cottages if they are still serving unless under the Serving Officers welfare criterion following.

Remarried widows still retain the eligibility to apply for apartment / cottage places; however, on **their** death their bereaved widow(er)/ bereaved partner will have no remaining entitlement to use the apartments.

Where a deceased officer is survived by more than one widow/ widower or bereaved partner, entitlement to use of the apartments / cottages will normally be allocated to the person with whom the deceased officer resided at their death. Only one person may be eligible for use of the apartments / cottages by virtue of this qualification.

4. Serving Officers

A serving officer may use the apartments if they have been donating to Benevolent Fund for not less than 12 months preceding the booking date

The apartments / cottages can be made available to serving officers in extreme welfare circumstances and in such cases the Chief Executive has discretion to waive charges.

The apartments / cottages may not be used by officers who are suspended

An eligible person may make a maximum of 3 bookings in any calendar year

Resignations/ dismissals/ suspension

Where a member has resigned from the service or been dismissed rather than retired no entitlement to use of the apartments / cottages exists. A serving officer may not use the apartments / cottages if suspended.

Occupancy

Eligibility for use of the apartments / cottages is based on the applicant in whose name the booking has been made. **This person must be present throughout the duration of the booking.**

The only exception to this rule will be where the person who would be eligible to book is in constant medical care and cannot leave their place of treatment to attend (for example in permanent residential care). In these circumstances their spouse or partner may apply for use of the apartments / cottages. That person will then assume responsibility for the keys and so forth.

Occupancy capacity must not be exceeded and only occupants notified to the Benevolent Fund at time of booking may stay in the property.

The person making the booking is responsible for the behaviour of any guests they invite to use the facility and for the condition of the premises at the end of the holiday. They must ensure

that any and all breakages are reported to the caretaker before departure and that the apartment / cottages is left clean and tidy.

The Benevolent Fund expects that costs incurred by damage or neglect will be met by the applicant in whose name the booking was made.

Any breach of the rules will be dealt with by the Benevolent Fund and may result in the applicant being asked to leave the apartments and the future withdrawal of use of this facility.

Dogs

- Dogs are only permitted in apartments 7,8, 19,20 (Rathmore Portrush) and may only be brought to the apartments if this has been notified at time of booking/ paying for the apartment. No other dogs may be brought to the apartments at any time by the booker or any other person.

- You may bring up to 2 dogs with you. These dogs must belong to the person booking the apartment.

- The dog(s) must be licensed with the appropriate local authority.

- Dogs must be inoculated against Parvo virus, Kennel Cough, Leptospirosis and Canine Hepatitis and Distemper.

- Dogs must not have previously been involved in any incidents of causing a nuisance or biting whether another dog or a person.

- The dog must at all times be under the close control and supervision of the holidaymaker or owner. The booker is responsible at all times for the dog's behaviour and any damage caused. Dogs must not be off the lead whilst in the premises/ park including the car park but excluding the apartment/ cottage. They may only accompany holidaymakers into one of the designated apartments/ cottages and such areas as are necessary to access that apartment/ cottage.

- They must not enter any other apartment/ cottage; this includes other apartments/ cottages which permit dogs.

- Dogs are not permitted on any of the furniture in the apartment (including beds, sofas)

- You must supply drinking and feeding bowls for the dogs; crockery, bowls etc on the inventory of the apartment must not be used for this purpose

- Dogs must not be washed in the bath/ shower, should you wish to wash your dog/s, a self-service dog wash station is located in Portrush at the top of Dunluce Avenue a few doors down from the Portrush Hardware shop

- The dogs must at no time be exercised on the green area to the rear of the apartments/ cottages.

- You must clean up immediately and fully after your dog fouls

- Should the behaviour of the dog at any time cause any concern or become at any stage a nuisance to other holidaymakers the booker may be required to immediately remove the dog from the premises by the Apartment Caretaker or other Benevolent Fund staff. If necessary the booker and their party will be requested to vacate the apartments. In these cases no refund of the holiday charge or dog surcharge will be payable

- A surcharge of £30 is payable at time of booking to cover the additional costs of cleaning. Where excessive staining or any damage is noted the full costs of this (in excess of £30) will be met by the booker within 7 days of their being notified of the costs incurred. Excessive will be in the opinion of the caretaker whose decision is final.

- This £30 surcharge is to be paid when you pay the charge (£250 or £300) liable

- No charge is levied in respect of bookings by In Service Widows.

- Any breach of the rules or complaints about your behaviour or anyone in your party during your stay, whether noted at the time or subsequently, or misuse of the facilities in general will be considered and if upheld, may lead to the withdrawal of further use of the apartments/ cottages at the discretion of the Benevolent Fund.

Booking Procedure

Allocation

The Benevolent Fund aims to ensure the maximum and fair availability of apartments / cottages to those eligible as is possible.

Eligible persons are restricted to booking a maximum of three holidays per calendar year and may only book one holiday during the months of July to August in a calendar year.

Where an eligible person (not in category 1) avails of a holiday during July to August in any year they may not avail of a holiday in July to August of the following year.

Reserved Dates

To assist in ensuring that apartments / cottages are available for particular groups a number of block allocations are made

1. A total of 8 apartments at Portrush are made available for applicants falling within Category 1 during the months of July and August. These are booked via either the online or written application processes set out below. Where an apartment thus reserved has not been allocated 4 weeks in advance of the date for which it has been reserved will be treated as vacant and released for the purposes of allocation to applicants outside category 1.
2. One apartment at Portrush will be reserved for the first week of every month for use of serving officers for respite breaks in cases of extreme welfare need. Where this apartment has not been allocated 4 weeks in advance of the date for which it has been reserved it will be treated as vacant and released for the purposes of allocation to other applicants.
3. One apartment is held at Portrush for one week during each of the months of April to June and August to October for the use of those who book in writing. Where an apartment thus reserved has not been allocated 4 weeks in advance of the date for which it has been reserved it will be treated as vacant and released for the purposes of allocation to other applicants.
4. 25% of the remaining apartments (not allocated above) will be reserved for serving officers with the remaining 75% held for ex members and widows (not including Category One who are provided for above). Where an apartment thus reserved has not been allocated 4 weeks in advance of the date for which it has been reserved it will be treated as vacant and released for the purposes of allocation to other applicants.

Holidays may be booked up to 6 months in advance

With the exception of bookings made under (3) above, bookings must be made via the Benevolent Fund website. Online bookings will require the applicant to have registered with the fund and logged on to the Benevolent Fund Website, www.policebenevolentfund.com.

Booking Process

Subject to reserved dates as described above, apartments will be released for booking on the Benevolent Fund website 6 months in advance of date sought (i.e. on the first working day of January the website will permit booking of the apartments for the month of July).

An eligible person (in any category) may only avail of one holiday in the months of July to August.

Where an eligible person (not in category 1) avails of a holiday during July to August in any year they may not avail of a holiday in July to August of the following year.

Bookings are allocated on a ‘first come first served’ basis and allocations cannot be appealed.

Written Applications

It is noted that some applicants may not have access to on line facilities. To ensure their access, an apartment is held at Portrush during the months of April to June and August to October for the use of those who book in writing.

Written applications will be made to the Benevolent Fund office at Garnerville. An eligible person may only avail of this option if they cannot reasonably be expected to use online booking. A person must use **either** written **or** online booking arrangements. **Bookings cannot be made by telephone**.

In line with the booking rules, eligible written applications will be considered on the first working day of each month for the sixth month in advance. No written applications will be considered prior to this the first working day of the month six months preceding the date sought (i.e. January for a holiday in July).

Where written applications for any given week exceed availability applications will be prioritised as follows

- Priority will be given to those in category 1 (bereaved widows and partners)
- Second priority will be those who have never previously used the apartments facility
- The next priority will be those who have not availed of a holiday in the current calendar year
- The final criteria will be those who did not avail of a holiday in the preceding calendar year

Where, after application of the above weeding criteria there is still an over demand, the apartment will be allocated by means of random selection.

Charging

In order to cover costs, from 2024 a minimum charge is required from users of the apartments. Where the holidaymaker brings a dog a further surcharge is payable.

Where a 2 bedroom apartment/ cottage is availed of a minimum charge of £250 is required; where a 3 or 4 bedroom apartment/ cottage is availed of a minimum charge of £300 is required. No charge is levied against a Category One In Service Widow(ers)/ Bereaved Partner.

This charge must be paid within 1 week of the booking being made and always before the holiday commences. This can be done by telephoning the Benevolent Fund office on 02890764200. If this payment is not made the Benevolent Fund reserve the right to cancel your booking without any further notice.

This charge may be abated at the discretion of the Benevolent Fund where

- The apartment / cottage is to be occupied solely by a single person or couple (who are spouses); and,

- The occupant has an annual income of £12 800 (single person) or £19 900 (couple)

  In exceptional cases the Fund reserves the right to permit occupancy of more than 2 (for example where the booker has caring responsibilities towards an adult dependent)

If an applicant considers that they may be eligible for a holiday without charge they should contact the Benevolent Fund office immediately after making the booking and advise the office. The Benevolent Fund reserves the right to seek evidence of income. Where this is requested and not provided the Benevolent Fund reserve the right to cancel the holiday and reallocate the apartment/ cottage.

Where abatement of charges is declined the booker will be asked to make payment. This must be made within 1 week of being advised that the application for a holiday without charge has been refused. Where payment is not made the Benevolent Fund will be entitled to cancel the holiday and reallocate the apartment/ cottage.

In exceptional circumstances the Fund may exercise the right to offer an abated apartment.

Cancellation/ Refunds of charges

If your booking has to be cancelled you should do this online as soon as possible. If the booking is cancelled 2 weeks or more in advance a refund of the charge paid will be made **if requested**. If the booking is cancelled with less notice a refund will not be made. You must contact the Benevolent Fund office to request a refund. Refunds will not be automatically made.

Appendix A

RUC GC PSNI BENEVOLENT FUND
RULES AND GUIDELINES FOR CLAREVIEW COTTAGES, KESH & RATHMORE COURT APARTMENTS PORTRUSH

Booking and general arrangements

- Booking and use of the apartments / cottages must be in accordance with Benevolent Fund policy.

- The person in whose name the apartment or cottage is booked will be responsible for the use of the apartment and must be present throughout the stay. The keys will only be issued to that person, the keys must be returned also by that person.

- These apartments are operated by your charity. Please remember this and use the properties and their facilities with respect.

- Please be security conscious when using the apartments and be careful to not advertise any connection between them and the Police Service.

- Non compliance with any part of these rules or policy may lead to the withdrawal of further use of the apartments at the discretion of the Benevolent Fund.

Charging

- In order to cover costs, from 1st January 2024 a minimum charge is required from users of the apartments. **This does not apply to Category One In Service Widow(er)s or Bereaved partners.**

- Where a 2 bedroom apartment/ cottage is availed of a minimum charge of £250 is required;
  where a 3 or 4 bedroom apartment/ cottage is availed of a minimum charge of £300 is required.

- This charge must be paid within 1 week of the booking being made and always before the holiday commences. This can be done by telephoning the Benevolent Fund office on 02890764200. If this payment is not made the Benevolent Fund reserve the right to cancel your booking without any further notice.

- This charge may be abated at the discretion of the Benevolent Fund where
  - The apartment / cottage is to be occupied solely by a single person or couple (who are spouses); and,

- The occupant has an annual income of £12 800 (single person) or £19 900 (couple)

  In exceptional cases the Fund reserves the right to permit occupancy of more than 2 (for example where the booker has caring responsibilities towards an adult dependent)

- If an applicant considers that they may be eligible for a holiday without charge they should contact the Benevolent Fund office immediately after making the booking and advise the office. The Benevolent Fund reserves the right to seek evidence of income. Where this is requested and not provided the Benevolent Fund reserve the right to cancel the holiday and reallocate the apartment/ cottage.

- Where abatement of charges is declined the booker will be asked to make payment. This must be made within 1 week of being advised that the application for a holiday without charge has been refused. Where payment is not made the Benevolent Fund will be entitled to cancel the holiday and reallocate the apartment/ cottage.

- In exceptional circumstances the Fund may exercise the right to offer an abated apartment.

- If your booking has to be cancelled you should do this online as soon as possible. If the booking is cancelled 2 weeks or more in advance a refund of the charge paid will be made **if requested**. If the booking is cancelled with less notice a refund will not be made. You must contact the Benevolent Fund office to request a refund. Refunds will not be automatically made.

Occupancy

- You will be allocated a booking in time on the day of your arrival, please adhere to this. There is no provision for collecting keys outside these times.

- **On arrival the keys must be collected by the person by whom the booking has been made**, on the day of departure keys must be returned by the same person. One set of keys is provided for each apartment, these must not be separated or given to anyone else. Keys must be returned to the person in charge at 10.00am on the day of your departure.

- **Occupancy capacity must not be exceeded and only occupants notified to the Benevolent Fund at time of booking may stay in the property.**

- **IMPORTANT NOTICE -** Please note if you lock yourself out of your apartment / cottage, outside office hours (Mon – Fri 9am – 5pm), you may not regain access for a considerable length of time.

- You must bring your booking letter with you. If you are unable to do so, you must bring with you suitable identification to allow for verification of your booking. If your booking cannot be verified you may not be permitted to stay at the apartments.

- (Rathmore Apartments) There is an intercom system linking each apartment with the main door of the apartment block. The main door may be opened by pressing a button on the intercom. Do not let anyone in who is not a member of your party. The rear hallway door must be kept locked when not in use.
  The front entrance to the apartment blocks must be closed after entering or leaving the accommodation, **doors should never be wedged open at any time**.

- When you attend the apartments pillows and duvets are provided, mattress, duvet and pillow protectors will be on the bedding. **You must bring your own bed linen, bed sheets, duvet covers and pillowcases, these must be put on over the protectors**.

- Toiletries, cleaning/washing materials and towels are not supplied.

- On arrival you must advise the person in charge of any noted damage or deficiencies in utensils, furnishings etc. Instructions for use of equipment can be found in the folder provided for each apartment. If you are unsure as to the operation of any equipment provided or any other matter please speak with the person in charge.

- Please remember that the apartments and cottages are funded by the Service Charity and therefore when using the washing machine, etc please be economical.

- Dogs are only permitted in apartments 7,8, 19,20 (Rathmore Portrush) and may only be brought to the apartments if this has been notified at time of booking/ paying for the apartment. No other dogs may be brought to the apartments at any time by the booker or any other person.

- You may bring up to 2 dogs with you. These dogs must belong to the person booking the apartment.

- The dog(s) must be licensed with the appropriate local authority.

- Dogs must be inoculated against Parvo virus, Kennel Cough, Leptospirosis and Canine Hepatitis and Distemper.

- Dogs must not have previously been involved in any incidents of causing a nuisance or biting whether another dog or a person.

- The dog must at all times be under the close control and supervision of the holidaymaker or owner. The booker is responsible at all times for the dog's behaviour and any damage caused. Dogs must not be off the lead whilst in the premises/ park including the car park but excluding the apartment/ cottage. They may only

accompany holidaymakers into one of the designated apartments/ cottages and such areas as are necessary to access that apartment/ cottage.

- They must not enter any other apartment/ cottage; this includes other apartments/ cottages which permit dogs.

- Dogs are not permitted on any of the furniture in the apartment (including beds, sofas)

- You must supply drinking and feeding bowls for the dogs; crockery, bowls etc on the inventory of the apartment must not be used for this purpose

- The dogs must at no time be exercised on the green area to the rear of the apartments/ cottages.

- You must clean up immediately and fully after your dog fouls

- Should the behaviour of the dog at any time cause any concern or become at any stage a nuisance to other holidaymakers the booker may be required to immediately remove the dog from the premises by the Apartment Caretaker or other Benevolent Fund staff. If necessary the booker and their party will be requested to vacate the apartments. In these cases no refund of the holiday charge or dog surcharge will be payable

- A surcharge of £30 is payable at time of booking to cover the additional costs of cleaning. Where excessive staining or any damage is noted the full costs of this (in excess of £30) will be met by the booker within 7 days of their being notified of the costs incurred. Excessive will be in the opinion of the caretaker whose decision is final.

- This £30 surcharge is to be paid when you pay the charge (£250 or £300) liable

- No charge is levied in respect of bookings by In Service Widows.

- Any breach of the rules or complaints about your behaviour or anyone in your party during your stay, whether noted at the time or subsequently, or misuse of the facilities in general will be considered and if upheld, may lead to the withdrawal of further use of the apartments/ cottages at the discretion of the Benevolent Fund.

- Please remember to lock all doors and windows, especially ground floor sun lounges after use.

- You are advised if you are accompanied by children to be especially careful with regard to verandas/balconies. Children should never be left unsupervised.

- The apartments and cottages are at all times non smoking. The Smoking (Northern Ireland) Order 2006 applies to these premises. It is therefore against the law to smoke on these premises (including verandas/balconies.)

- Whilst in the grounds of the apartments and cottages please respect others and dispose of your waste in an appropriate manner. Failure to comply with the above may lead to the withdrawal of further use of the apartments at the discretion of the Benevolent Fund.

- You should respect other people's use of the apartments / cottages and behave appropriately. You should keep noise levels to a minimum.

- Any complaints about your behaviour or anyone in your party during your stay or misuse of the facilities in general will be considered and if upheld, may lead to the withdrawal of further use of the apartments / cottages at the discretion of the Benevolent Fund.

Departure

- On the day of departure, you must vacate your apartment by 10.00am and return the keys to the person in charge.

- Please ensure that the apartment / cottage is left clean and tidy and that any and all breakages have been reported to the person in charge.

- In particular, please ensure that bathroom and kitchen work surfaces are cleaned and that the cooker, microwave and all dishes and utensils are washed thoroughly. A vacuum cleaner has been provided in each apartment / cottage.

General

- These apartments / cottage are provided by your charity. Please treat them with respect.

- Whilst a charge is made in some cases, this is to meet costs. You are requested to assist the charity by being conscious of costs and using the facilities wisely; for example economic use of washing machines, switching lights off when not needed and so on.

- The Benevolent Fund hopes that you have a great break; if you have any observations or comments to make on your holiday arrangements or accommodation, please do not hesitate to contact us and let us know.