

Lets-Go Supported Holidays Ltd Terms and Conditions

Bookings

The terms and conditions will come into effect once we notify you in writing of your holiday booking and your deposit payment has been received. Deposits are 20% of the total cost of the holiday.

The remaining cost of the holiday should be settled in full 60 days prior to the start for UK holidays and 90 days for holidays outside the UK. Failure to pay could result in your holiday being cancelled and the loss of your deposit. Provisional bookings can be made over the telephone, but all bookings must be confirmed within 14 days with a 20% deposit and a completed booking form.

A completed and signed booking form is confirmation that you have read and understood all the information regarding your holiday and that you understand and accept all the terms and conditions.

Late bookings

Bookings made 60 days or under prior to the holiday commencing must be paid in full when booking.

Cancellations

In the event that you cancel your holiday providing the time to the first day of your holiday is in excess of 60 days you will only lose your deposit. If you cancel within 60 days of the first day of your holiday the cost of your holiday will be charged.

If for any reason Lets-Go Supported Holidays is required to cancel your holiday you will receive a full refund, or we will offer you the opportunity of an alternative holiday.

Lets-Go Supported Holidays have the right to cancel any holiday where the minimum number of clients has not been reached.

Insurance

Travel insurance is not included in your holiday package. It is the guest's responsibility to insure they have travel insurance, whether they are travelling abroad or within the UK. If you need assistance with this we can support you in obtaining travel insurance. Let's-Go Supported Holidays will require a copy of your insurance 30 days prior to the commencement of your holiday.

In the event of a late booking within 30 days of the commencement of the holiday a copy of your insurance will be required with your booking form.

Passports

It is the responsibility of the guest to ensure that you have a valid passport for your outbound and return journey. Let's-Go Supported Holidays will require passport information at the time of booking or soon after.

Medication

All Clients medication must be in the form of a pre-packed system such as Boots MDS system or Medisure blister packs that have the original label clearly presented with the guest's name, dosages and times these are taken on. We cannot accept medication that has been dispensed from original packaging by anyone other than a pharmacist.

Personal Valuables & Money

Lets-Go Supported Holidays is happy to act as a 'bank' – looking after guest's money if required and handing over smaller amounts as and when required. This will be recorded on a cash sheet where staff & guests must sign each time money is handed over.

Guest choosing to hold their own monies do so at their own risk and Lets-Go Supported Holidays accepts no responsibility for any loss or theft. Valuables such as cameras, mobile phones etc are brought at your own risk and we cannot accept responsibility for any loss, damage or theft.

Challenging Behaviour

Lets-Go Supported Holidays will support guests with their individual needs and will adapt support to each individual. Lets-Go Supported Holidays reserve the right to withdraw a placement or amend scheduled events should an individual display behaviour that pose a risk to the health & safety of staff, other guests or themselves.

Care Plans

It is the policy of Lets-Go Supported Holidays to ensure a care plan is completed for each guest prior to holiday departure. This is to enable us to provide the best possible support tailored to your needs. We ask you to be honest, clear and concise with your answers and provide as much detail as possible – all information is treated as confidential and is only used for the benefit of the client. We respect your decision to withhold any information, however we cannot be held responsible for any events that arise due to information being withheld.

Dietary Needs

If you have any specific dietary needs or a special diet, have a food allergy or intolerance you must make this known at the time of booking. Clients with specific dietary needs are to provide a menu stating any food items that are not likely to be readily available at the holiday resort. We will advise the provider and/or provider of meals of needs or allergies

and where possible these will be catered for. If they are unable to cater for your dietary or allergy needs then we will advise you of this.

Central Pick-Up Points

Lets-Go Supported Holidays cannot be liable for any loss or expense incurred due to your failure to arrive at the designated pick-up location at the allocated time. We will wait for 15 minutes from the stated pick-up time, after which we will have to leave to meet the needs of other clients. If you are running late please telephone the number provided in the pick-up information which you will receive in good time prior to the first day of your holiday. We will endeavour to support you if possible. This may mean arranging alternative transport at your expense.

Packing & Luggage

It is essential that all guests travel with the appropriate clothing, footwear, outdoor wear, toiletries and medication etc. This includes personal hygiene items such as towels and face cloths unless advised otherwise.

Luggage is limited to 15 Kilos unless otherwise stated in your holiday information.

Injury, Illness, Death or consequent losses

Lets-Go Supported Holidays will not be liable for any injury, illness, death or consequent losses suffered by you or any member of your party unless it is proven that such injury or illness was caused by lack of reasonable care or skill on the part of ourselves or the holiday provider, and the performance of our obligations under our contract with you as set out in the terms and conditions of your booking.

Accommodation

Guests will usually share a twin room with another guest of the same sex unless a single room is requested and is available – this would be at an additional supplement. We do our up most to accommodate requests where possible.

Complaints

We hope that you do not feel the need to complain; but if you do have any concerns please see a member of staff and we will do our best to resolve this. If you are still not happy you can complete a complaint form which we will investigate and respond to your complaint in writing within 28 days. Please send to:

Lets-Go Supported Holidays LTD 25 Cromer Road, Branksome, Poole, Dorset, BH12 1NE

Direct Payments

We are able to accept Direct Payments under the Direct Payment Scheme. Please speak to your social worker or care manager.

Lets-Go Supported Holidays Ltd is registered in England & Wales No: 08015485