



TERMS AND CONDITIONS APRIL 2012

Booking

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 overall cost of the holiday. The remaining cost of the holiday should be paid in full 60 days prior to the start of your holiday. 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 completed booking form. A completed and signed booking form is confirmation that you have read and understood and all the information regarding your holiday and you understand and accept all the terms and conditions. All cheques must be made payable to Lets-Go Supported Holidays.

Late bookings

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

Cancelations

You may cancel your holiday at anytime. In the event of you cancelling your holiday 60 days or more prior to your holiday commencing you will just lose your deposit. If you cancel 60 days or less prior to your holiday commencing you will also lose the remainder of what you paid for your holiday.

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

Lets-Go Supported Holidays have the right to cancel any holiday where the minimum number of client 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. Lets-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 a copy of your insurance will be required with your booking form.

Passports

It is the responsibility of the guest to make sure that you have a valid passport for your outbound and return journey. Lets-Go Supported Holidays will require a photocopy of your passport when you book your holiday.

Medication

All Clients medication must come in the form of a prepacked system such as Boots MDS system or Medisure blister packs which 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 cash sheets where staff & guest must sign each time money is handed over.

If guests choose to hold their own monies this is done 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 to these items.

Challenging Behaviour

Lets-Go Supported Holidays will support guests with their individual needs and will tailor 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 poses 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 travelling. This is to enable us to provide the best possible support tailored to your needs. We ask you to be honest with your answers and provide as much detail as possible – all information is kept confidential and is only used for your benefit. We always respect your decision to withhold any information but we cannot be held responsible for any events that arise due to information being withheld by guests.

Dietary Needs

If you require a special diet or have a food allergy or intolerance you must advise us of this when booking. If you have specific dietary needs a menu must be provided, together with any food items that are not likely to be readily available at the holiday resort. We will advise the provider or provider of meals of any specific dietary 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 point at the allocated time. We will wait for 15 minutes from the start of the pick-up time but after this we will have to leave. If you are running late; please telephone the number provided with the pick-up information and we will do our best 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 amounts of necessary types clothing, footwear and outdoor wear, toiletries, medication etc. This includes personal hygiene items including towels and face cloths unless advised otherwise.

LUGGAGE IS LIMITED TO 20KG PER GUEST

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 you are able to prove 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

Guest will usually share twin-rooms 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 best 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 where we will investigate your concerns further. If on return from your holiday you are still not happy you should forward your concerns within 28 days in writing to:
Lets-Go Supported Holidays,
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.