

Supported Holidays (Page 1)

Terms & Conditions

1. The term 'client' means the person taking part in the holiday or the person or organisation who undertakes to make the booking on their behalf and is thereby deemed to be their representative. The person signing the booking form is held contractually liable for the booking. The booking of a holiday and completion of the booking form implies acceptance of these conditions.

2. Our Supported holidays to Jersey are generally suitable for people with mild to moderate learning disabilities. We provide basic practical support and supervision. In order for New Horizons to provide the best possible support the Care Plan must be fully completed and be a true reflection of the client. Support packages for individuals with specific needs can be arranged.

3. The client must complete a booking form and return it with a non-refundable deposit of 25% of the full cost of the holiday package within 10 days of the initial reservation to be accepted as provisionally booked. Full balance of the payment is due 90 days prior to the holiday commencement. We reserve the right to charge up to £100 for late payments.

4. Late bookings made 90 days or under prior to the holiday commencing must be paid in full when booking.

5. Should the client need to cancel the holiday, full payment is still due if cancelled from the 90 day period. For this reason the client is required to subscribe to some form of sickness cancellation insurance, which will normally refund the monies if the cancellation is on medical grounds and the client can provide a doctors certificate. Pre-existing conditions are not normally covered under a policy.

6. You must buy appropriate travel insurance for your destination, including the UK, to come on a New Horizons Supported Holiday. We will need the name of your insurer, your policy number and your insurer's 24 hour helpline number before you travel with us.

7. Most holidays require a minimum amount of people to make them viable. Should we fail to reach the minimum numbers required on the client's holiday, or any event in our opinion renders the holiday unsafe, we reserve the right to either return the client's monies without further compensation or offer the client an alternative holiday. We would normally try to give the client a period of one month notice in such an event.

8. The client's holiday is inclusive of support, providing always that we are informed of the true nature of the clients' needs and abilities, which must include details of behavioural needs and any behaviour that may prove unacceptable to members of the public (please note we only refuse to take a client if we feel we cannot support their needs).

9. In the event that the client develops or displays physically challenging, threatening and/or disruptive behaviour, we reserve the right to terminate the holiday and return them (the client) to their residence at the client's expense. In any of these circumstances no refunds or compensation will be paid to the client and we may make a claim against the client for any costs or expenses incurred as a result of such behaviour.

10. If the client requires transportation from their home to the venue (either in whole or in part) this request must be entered clearly on the booking form and we will notify the client if this is possible. All such travel requests must be submitted in writing. The client will be required to pay the additional cost of transport. This service is entirely at our discretion and based on availability.

11. Invoices will normally be sent directly to the client unless it is indicated on the booking form that it is to be sent to a third party.

12. The holiday package is inclusive of Full Board (Breakfast, Lunch and Dinner), including one non-alcoholic drink per meal time and all planned activities. 24 hour support from experienced carers restricted to basic needs such as help with water temperatures for baths and showers, assistance with hair washing and shaving, sorting (but not laundering) clothing.

Support does not include provision for waking nights, 1-1/2-1 support. If you require this service please advise us when booking as there may be additional costs.

All costs incurred as a result of laundering soiled and/or wet clothing and linen will be invoiced at the end of the holiday. Excess baggage or failure to supply all required medication and personal hygiene products will be invoiced at the end of the holiday.

13. Please inform us in advance if you have a food allergy or intolerance, or special dietary requirements to ensure that we can cater for you. If you have complex dietary requirements a diet sheet or menu must be provided, together with all food items not readily available in your country of destination. There is a supplementary charge for some special dietary needs.

14. The holiday board is as described. Accommodation will normally be in a shared room (normally 2 or 3 in a room). Single rooms are sometimes available, for which there is an extra charge and should be requested at time of booking.

15. Excursions where included in the package are generally chosen by a majority vote of the clients on that holiday from a selection offered to them by us at the beginning of the holiday. Clients would generally be expected to participate in all excursions unless there is sufficient staff available to escort them as well as those clients taking part in the excursion. If a client "opts out" of any excursion it may not be possible to provide an alternative or offer a refund.

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For further information on our services, please contact us:

+44 (0)1534 888826

info@newhorizonssupportservices.co.uk



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16. Personal Valuables & Money; New Horizons 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 New Horizons 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 of these items.

17. Holidays begin at an airport or port as notified. It is the client's responsibility to ensure they are at the departure point in plenty of time and although we would always endeavour to wait as long as possible, we cannot be held responsible if we have to begin the holiday without the client due to their late arrival. It is also the client's responsibility to ensure they are met at the venue or arrivals point at the port or airport promptly and appropriately.

18. Clients are requested not to bring excessive or inappropriate luggage. Soft bags are preferred instead of suitcases for some holidays; please check your confirmation letter. Luggage space is often limited, so we request that clients only bring one item of luggage with them and restrict it to a medium size suitcase or equivalent. Wheelchairs and personal aids or large items of luggage should be advised to us in writing before the commencement of the holiday.

19. We do not agree to care for the client's luggage, this is the client's responsibility. We will however assist the client with their luggage at their request or as needs arise, but cannot accept liability for it or for any damage that may occur. For this reason we recommend the client takes out insurance.

20. We will endeavour to send details of travel times, meeting points, clothes lists and other information in good time for the client's holiday, however, we must advise the client that their flight times are subject to change at short notice and are out of our control. It is the client's responsibility to confirm travel details with us prior to the departure date, in writing.

21. The client is responsible for ensuring they have a valid passport and visas if required for the holiday. If requested we will arrange for the safe keeping of such items and small amounts of currency provided it is understood that we will not be held liable for their loss or damage and that these items are insured.

22. MEDICATION. We are only able to hold client's medication when supplied in purpose made dispenser wallets, where dosages are pre-measured with the correct combination and quantity of medication in each compartment. Please ensure that medication is clearly labelled, detailing the client's name, the name of the medication, the condition to which the medication relates and the daily dosages with times and all other instructions. If you require us to hold any medication please state this clearly on the booking form. We DO NOT accept medication in any other format.

23. Smoking is not allowed in any vehicle or accommodation except in certain public areas. This restriction is at the request of clients and for their health and safety. Smokers can negotiate with us on this matter. For further clarification please see Restriction on Smoking (Amendment Number 2) (Jersey) Law 2006.

24. We do not accept responsibility for our failure to perform the contract for the package holiday or for the improper performance of the contract, as such failure is due neither to any fault on our part nor to that of our employees, agents, sub-contractors or suppliers if it is:

- Attributable to you the client, or is attributable to a third party unconnected with the provision of the services for and is unforeseeable or unavoidable.

Unusual and unforeseeable circumstances beyond the control of New Horizons, the consequences of which could not have been avoided even if all due care had been exercised.

- An event which New Horizons, our employees, agents, suppliers and subcontractors could not, even with all due care, have foreseen or forestalled.

- Our liability shall be limited in accordance with the international conventions which govern such services and the conditions of carriage of the carrier.

25. We do our best to ensure that arrangements run smoothly. If you should have a complaint, you must notify us in writing within 28 days of completion of your holiday. We can usually sort out any complaints you may have, but if we cannot agree, you can take the matter to an arbitrator appointed by The Chartered Institute of Arbitrators or seek alternative legal advice.

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