

Supported Holidays Terms and Conditions

1. These terms and conditions will come into effect when we accept your booking and deposit payment. By booking with us you are deemed to have accepted these conditions.
2. Provisional booking reservations may be made by telephone or email, but must be confirmed within 14 days by sending Your Direction Ltd a fully completed/signed booking form and a deposit of 20% of the holiday cost or £200 whichever is the greatest per person.
3. Full payment of the balance of the holiday is due 12 weeks prior to the commencement date of the holiday. Deposits and balances are not normally refundable but please see below note number 5.
4. We strongly recommended that guest obtain comprehensive travel insurance for all holidays. A copy of your insurance must be forwarded to us 28 days before departure.
5. **If you cancel** – If you wish to cancel your holiday with Your Direction Ltd, you will need notify us in writing. Please refer to cancellation time scale charges.

| Prior to Departure Date | Cancellation Charge |
|-------------------------|---------------------|
| 90 days or more | Loss of deposit |
| 65 to 89 days | 50% |
| 46 to 64 days | 70% |
| 31 to 45 days | 90% |
| 0 to 30 days | 100% |

6. Most holidays require a minimum number of guests to make this viable, unless you have booked your own personal holiday with us. Should we fail to achieve the minimum numbers we will inform guests at least one month prior to the holiday date and either return any monies paid without further compensation or offer the individual an alternative holiday.
7. Invoices will be sent to guests unless otherwise stated on the booking form.
8. Meeting points. You will be met at the designated departure point or airport in the UK, times and dates will be sent out to you 3 weeks before your holiday departure date. It is the guest's responsibility to ensure that they are at departure points in plenty of time, unless they are being collected from their home by Your Direction Ltd. Although we will endeavour to wait as long as reasonably possible, we cannot be held responsible if guest miss their departure time.
9. Luggage is deemed to be the responsibility of the guest, and we cannot accept any liability for damage however caused. For this reason, we recommend that guests take out insurance cover. We ask clients to limit their luggage to one soft holdall/suitcase (small) and one item of hand luggage. Any additional cost for excess weight will be paid for by the client.
10. Holidays abroad include flights/transport to and from UK, with one member of staff to three guests. Accommodation based on two sharing a room (unless otherwise stated), if single room is required then a weekly supplement will be added to final invoices, meals, and drinks on site as to holiday package, 24/7 support, tours and escorted excursions and day trips as to holiday package. Daily laundry and room cleaning service if venues have the facilities. Support begins at the designated airport.
11. The holiday package does not include personal spending money, snacks, drinks, meals (off site), medical expenses, cancellation insurance, transport to and from the designated airport unless prior arranged, tips, postage, phone calls. It is advisable for guests to have money to spend at airports.
12. Contact numbers will be given to relatives and carers so that they can keep in contact with guests during the holiday if required.

13. A checklist will be sent out 3 weeks prior to the holiday along with all information regarding flights etc; however, flight times can be changed at short notice and are outside our control. In this event we will make every effort to contact each guest and advise of any changes. Holiday dates may change from published dates.
14. The guest is responsible for ensuring that they have a valid passport. Many countries now require the passport to be valid for a period of 6 months before commencing their holiday.
15. Although smoking is not allowed in any vehicle or accommodation, there is usually a designated smoking area.
16. Any damage caused by guests whilst on holiday will be deemed their responsibility and not that of Your Direction Ltd.
17. We recommend that guests deposit the majority of their spending money, passports etc in a designated safe identified place once at the venue. This is a matter of choice for the guests, but it is their responsibility to ensure safekeeping of personal belongings.
18. Guests who require incontinence aids/mattress protectors are requested to bring these items with them.
19. All medication must be provided in dossett boxes or blister packs (unless liquid). MAR sheets are to be included. Staff are trained in MDS system of assisting guests with their oral medication but we do not have a medical background. Staff cannot assist with any invasive treatments but can advise and support guests to access medical treatment. It is the guest/supports obligation to ensure all medication, aids etc are taken on the holiday, this will be deemed their responsibility and not that of Your Direction Ltd.
20. Any guest who engages in disruptive, abusive, or violent behaviour may be asked to leave the holiday (any costs incurred must be met by the guest).
21. All paperwork used throughout the holiday i.e. risk assessments, health and safety records, financial recording sheets, daily logs, accident /incident reports are completed to British standards.
22. In the unlikely event of the holiday being cancelled by us, we will endeavour to offer an alternative holiday. If we are not able to provide an alternative holiday, all monies paid will be refunded in full.
23. We accept responsibility for those arrangements of your holiday which are in our control. However we cannot accept liability for damage suffered or injury that is beyond our control.
24. Your Direction Ltd do not undertake nursing task, take responsibility for catheter or stomach care, take responsibility for applying dressing, interfere with the instructions of a doctor or nurse. Shave clients with an open razor, cut finger or toes nails, or any form of chiropody or undertake any action that involves any unnecessary risk to the client, carer, or other person.
25. Your Direction Ltd retains the right to cancel or insist on additional support or aids for clients, which have a deteriorating medical condition. Clients must inform Your Direction Ltd if their condition declines or changes after their assessment or between holidays, as soon as their condition/support changes. If changes are not declared, there may be supplementary charges for additional support. If a holiday is cancelled by YDL due to a medical condition, clients will be charged at the Cancellation Charge Fee.

Privacy Policy:

All personal details collected by Your Direction Ltd will not be shared with any other organisation unless written consent is obtained from the guest to share information regarding their holiday experiences with relevant others i.e. Care providers/family/social services dept.

If you would like any further information, please contact Your Direction Ltd on 0151 203 5758. If you would like our company to meet up with your organisation or family we will be happy to do so.

Your Direction Ltd, 14 Dalemeadow Rd, Knotty Ash, Liverpool, L14 5PJ.

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www.yourdirection.co.uk