

SUPPORTED HOLIDAYS 4 U

HOLIDAY INFORMATION

HOLIDAY SUGGESTIONS

Is there a holiday destination you would love to visit but cannot see it advertised in our brochure? Then get in contact with us, were open to new destinations, and we'll see if we can arrange your ideal holiday for you.

MINIMUM OCCUPANCY

Supported Holidays 4 U requires a minimum of 3 reservations on UK holidays and 8 reservations on Foreign holidays before we can finalise and book each particular holiday. However it is possible for a holiday to take place with less reservations but there would be under occupancy supplements charged. For more information please contact us.

EXTENDED STAYS

It is possible for Supported Holidays 4 U to provide extra night stays on all UK breaks. You could extend your 4 night break upto a 7 night break at an extra supplement which is charged per night. This could be ideal for family/legal guardians if they were taking a holiday during the same period.

HOW TO BOOK

Simply choose your favourite holiday from our selection and then call, email, or

fill in a booking form for the holiday of your choice, we will then contact you with our availability on your selected destination, and the dates the holidays will be commencing. You can then confirm with us that you would like to reserve a place on your chosen holiday and send in your deposit and signed booking form (if you haven't already).

We require the remaining outstanding holiday balance 10 weeks prior to the departure date.

You will receive holiday booking confirmation, an invoice and some information on the resort we will be travelling to through the post soon after booking with Supported Holidays 4 U.

WHATS INCLUDED IN YOUR HOLIDAY

Your holiday includes all your drinks, meals, (breakfast, lunch and evening meal), accommodation, (max 2 sharing a twin room, singles and doubles are subject to availability), your support staff (based on a 4:1 ratio) and your excursions. We have a day to day timetable of events, so you know what to expect from your holiday,

We can support you with medication administration, money management, shopping, calling home, and laundry if required.

INSURANCE

Insurance is required on all our holidays, you can book through Supported

Holidays 4 U's insurance broker or you may purchase your own. Please call us for pricing information.

If you choose to provide your own insurance, we require a copy of your insurance certificate at least one month prior to your holiday.

OUR TEAM MEMBERS

All of our team members are working through or have achieved their NVQ level 2 or above. As well being qualified, all our members have had an advanced criminal record check performed.

METHODS OF CONTACT WHILST ON HOLIDAY

We provide each group of holiday makers access to a mobile phone to make calls home or to their family members whilst on holiday. Holiday makers are of course quite welcome to bring their own mobiles to keep in contact with friends and relatives/guardians.

HOLIDAY RECORD SHEET

Upon request Supported Holidays 4 U will happily provide a day by day document stating the activities and general well being of the holiday maker throughout his/her holiday.

FIRST AID

We always have trained 1st Aiders to hand incase of an accident occurring. A 1st Aid form will be filled in and a copy sent to the home address of the holiday maker.

MISSING PERSONS

We provide a credit card size lost & found card, with our contact telephone number and address just incase a holiday maker finds themselves lost.

On discovering a missing person Supported Holidays 4 U immediately fills out a missing persons form and will then alert the appropriate authority and legal guardian.

RISK ASSESSMENTS

We ask that support workers of the holiday maker fill in a quick and easy risk assessment form so we can assess the needs of the individual.

All our accommodation has been pre-assessed to ensure a safe environment for the holiday maker.

SUPPORT REQUIREMENT SHEETS

An easy to fill in Support Requirement Sheet is sent to the parent/guardian of the holiday maker, this is so that we can familiarise ourselves with the individuals needs and personality and allow Supported Holidays 4 U to provide the right

level of support throughout the holiday.

DATA PROTECTION

We fully compliant with the Data Protection Act 1998.

All our staff undertake a training brief prior to employment with Supported Holidays 4 U.

SAFETY DEPOSIT BOX

We have a safety deposit box available to use on all our holidays, free of charge.

TRANSPORT

UK Breaks

Supported Holidays 4 U can arrange your transport to and from your holiday destination for you, this would be provided by us if you are in an 80 mile radius (please ring and check) and by a local transport service booked by ourselves on your behalf if you are not within an 80 mile radius of our office. There is an additional fee for this service, which depends of the number of persons travelling with you, as you can share the costs.

Foreign Breaks

Again, if you are in an 80 mile radius we can provide you with a 'pick up and drop off' service for a small fee, and we will happily organise travel services from your local area to transport you to and from the Airport if you are not within the 80 mile radius, and the cost will be shared between you and your party. The overseas holidays depart from Gatwick and Manchester airports, depending on your home address, and members of our team will arrange a meeting point and time prior to your departure date, this is if you are not being picked up by us.

EXTRAS YOU MAY NEED TO PACK

It is advised that you bring with you a jacket/coat for all our breaks, especially in the summer UK breaks, just in case!

Feel free to bring a travel hair dryer, travel iron or other travel accessory, we will gladly support you if you would like to bring one with you.

Spending money for souvenirs or extra snacks, will be required.

Your medication will need to be stored into cassettes, for ease of storage, and help prevent loss of single bottles/packets.

You are welcome to bring your own camera if you like to take your own snaps, although we will send you a set in an album as memorabilia.

FREE SOUVENIR

We take lots of snap shots of you on your holiday, and also the attractions we visit, and your friends in the group and provide you with a free album packed with photo's for you to remember what a great holiday you had with us!