

**IMPORTANT INFORMATION – PLEASE READ**

**Contact:**

Our office hours are 9 – 5 Monday to Thursday and 9 – 4 Friday. If you wish to contact us outside of these hours please email us at Joanne@holasupportedholidays.co.uk or Kelvin@doortodoorholidays.co.uk. Alternatively, you can leave an answerphone message on either 07877072741 or 07974730439 and we will get back to you as soon as we are able.

**Holiday Insurance:**

**For ALL our holidays you will need to purchase travel insurance at the time of making your first payment for your holiday.** **Taking out insurance** **should not be left until just before travelling as cancellation by the guest for any reason needs to be covered.** We cannot be responsible for any costs you incur as a result of failing to do so. It is your responsibility to ensure you have adequate cover for cancellation, curtailment, illness and medical expenses, repatriation, plus loss or damage to your property.

We do not organise holiday insurance ourselves however, we are associated with Ancile Insurance part of the Fish Insurance Group, they can be contacted via this link
www.goodtogoinsurance.com/a/550?t=114

or call 0333 331 3770 please quote Door to Door Holidays Limited.

**Holiday Payments:**

All holiday payments are required to be received by Door to Door Holidays Limited prior to the holiday departure date.

If payment is being made by cheque, we require the cheque to be cleared before the holiday departure date. If the cheque has not cleared before the departure date, then we cannot accept the guest on the holiday and any deposit will not be refunded.

**Door to Door Pick Ups:**

A door to door pick up is available on all our holidays please let us know that you require these at the time of booking. There is an extra charge for this service of £250 for return journeys of 250 miles or less from the holiday destination. If your journey is more than 250 return each extra mile is charged at 50p per mile. Please ask us for details.

**Pick up and drop off times – UK and Holidays Abroad :-**

You will be informed approximately 1- 2 weeks prior to the start of your holiday the pick up and drop off times. Times can only be approximate as we cannot guarantee the traffic on the day or flight delays. We will however keep you updated when we are on our journey of delays and changes to your pick up/drop off times.

Please note we do not provide pick and drop off times prior to the two weeks as stated above the reason for this is, as we get closer to the holiday, some service users may be unable to come on the holiday due to illness which then means that the pick route and pick up time may change. We are aware that change can be difficult for some of our service users hence our reasons for doing this.

Food is not provided on the journey. Please ensure that you bring a packed lunch, to include a drink for your journey to your holiday destination. We recommend (£10 approximately) to purchase snacks/extra drinks on the journey home from your holiday.

**Single Room Supplements:**

On all our holidays accommodation is offered in twin rooms. Single rooms can be made available on some of our holidays, however you must inform us at the time of making a booking. There is a room supplement for a single room of £45 per night, for example on a 5 night holiday the cost will be £180 and on a 7 night holiday £270.

**Medication – UK and Abroad Holidays:**

All medication should to be supplied in dosette boxes or blister packs which have been made up and checked by a Pharmacy.We will require informationregarding contraindications and side effects.  **We are unable to accept medication in packets as this contravenes CQC guidance. We cannot accept medication**  **for periods exceeding the holiday duration**. We do ask that you have enough medication for two extra days in case of travel delays, especially on holidays abroad.

**Please ensure that you include a MAR Sheet (Medicines Administration Record Sheet), this can be organized by your local Pharmacy. These requests are to ensure that we work within CQC guidelines.**

**If the holiday guest is requiring creams to be applied to their body, can you please ensure gloves are provided please.**

**Epilepsy Medication:**

Can you please ensure for those guests who use epilepsy medication including the drug buccal medazolam that a copy of their **protocol** is included with their medication.

**Special Diets:**

If the service user requires a special diet, this can be catered for. It is most helpful though if you could provide a list of food the service users eats and food that they dislike or need to be avoided.

**LUGGAGE:**

**UK Holidays:**

**Please ensure that you bring soft bags/holdalls rather than hard suitcases for all our UK holidays. We only have room for holdalls in our vehicle.**

**Holidays Abroad:**

For holidays abroad the weight of your luggage should not exceed 20kg otherwise **you** may be liable to extra surcharges by the airline.

**Hand luggage** :

We recommend a small bag only which the holiday guest **must be able to** **carry themselves. It should not have any liquids or lighters in it.**

**Overnight Stays – Abroad Holidays only:**

For holidays abroad and where there is an early flight i.e. before 12 we recommend an overnight stay in an airport hotel. This incurs an extra charge of £275 however this includes accommodation, breakfast, evening meal and 24 hour support.

**We recommend that the guest has an overnight bag, this will be separate to their suitcase. The overnight bag should contain clean underwear for the travel day, nightwear, and toiletries specifically for the overnight stay. This bag will not accompany us on the holiday but will be left in our transport until we return from the holiday.**

**DOCUMENTATION – Abroad Holidays only:**

**Passports:**

It is your responsibility to hold a valid passport, with 6 months remaining on it. If you cannot provide a valid passport at the time of departure you will not be able to travel outside the UK, and will not be entitled to a refund.

**EHIC Documentation:**

We also advise that you obtain an EHIC card for travel in Europe. This can be obtained from your local post office or online at [www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/.../about-the-ehic.aspx](http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/.../about-the-ehic.aspx).

**ESTAS:**

This documentation is similar to the old visa and is a required document to allow you to enter the United States of America. This document should cost approximately $14. Please make sure you are on the official website, there are unofficial websites, however these will cost a lot more money. Please complete the ESTA a few weeks prior to the guest’s holiday. The ESTA is valid for two years from the date of registration. The address of the official website is: <https://esta.cbp.dhs.gov>.

We can offer to organize your ESTA for you however this will incur a cost of £35. This cost includes the ESTA price of approximately 14$. Please make us aware that you wish us to complete this for you and we can include this on our invoice.

**Medication for USA Holidays:**

**For holidays in the USA please note that there is a 5 hour time difference especially to Florida and Memphis. Can you please check with the holiday guests GP as to how he/she would like us to manage the time difference with the medication. We shall require this in writing please.**

**GENERAL INFORMATION**:

**Activities**

Some activities are included in the holiday price, please see website for details www.doortodoorholidays.co.uk, however there are some that will incur an extra charge.

We do not provide specific itinerary’s prior to our holidays, as sometimes activities have to be changed due to the weather etc, this in turn can have an impact for our holiday guests who find it difficult to manage change. All the holiday activities available on each holiday are listed on our website or in our brochure. When we arrive at the holiday destination staff and holiday guests have a get together to discuss activities available on that holiday and together plan the week’s activities.

We always consider the needs of the group and ensure we pace our activities so that everyone can enjoy their holiday.

Theme park tickets and theatre tickets are however pre-booked.

We do provide an activity record sheet which will inform you about the activities that our holiday guest have participated in during their holiday. This will be emailed or posted to you after the holiday.

**Spending Money – UK and Abroad:**

Service users will require **£150 for a 5 day** break and **£200 for 7 day** breaks in the UK.

For holidays in Europe 350 euros is required and for USA holidays $1000 US Dollars.

We can support you with the management of your money on your holiday. We record all spending on a **money sheet** for your information and collate receipts. This is signed by the guest and staff.

**Clothing:**

Please bring clothing appropriate to the holiday that you have chosen and the time of year.

Can you please ensure that each guest has enough clothes and underwear for a change of clothing daily. For example, on a seven day holiday the guest would require an outfit for each day and a clean set of underwear. **We do not have facilities to wash clothing on the holiday.**

Please put a black bin liner in the holiday guests case for dirty washing to ensure that dirty and clean clothing is kept separate.

**Comfortable Footwear:**

Please ensure that guests bring a pair of comfortable shoes or sandals. Often guests bring new shoes which are lovely however when they are walking more on holiday than maybe at home, new shoes can become very uncomfortable.

**Toiletries:**

Please ensure that all toiletries that the holiday guest would use at home are provided for their holiday. **Flannel/sponge, shower gel/soap, toothbrush, toothpaste, shaving foam, razors, shampoo, deodorant, steradent for false teeth etc. as we cannot provide these and do not have time to shop for these on a holiday.**

**Continence Items:**

Please ensure that all continence items are included in your luggage. Any mattress covers, kylie sheets and gloves should also be provided.

**Cameras:**

Please pack a camera to capture the memorable moments of your holiday. We recommend disposable cameras or a reasonably priced digital camera, however it will be your responsibility to keep it safe.

**Postcards**

Please ensure that if you want to send postcards you have your family and friend’s addresses with you.

**Towels:**

Towels are required on all our self-catering holidays. On hotel holidays these are provided.

If there is further information that you require to know then please do not hesitate to contact Kelvin on 079747304390 or Joanne on 07877072741, alternatively you can email us at kelvin@doortodoorholidays.co.uk. Or Joanne@holasupportedholidays.co.uk.

Reviewed June 2020

Joanne Mander