



## What To Expect From A Door to Door UK Holiday

The following information applies to 5 and 7 day holidays.

### **Prior To Your Holiday**

You will be given pick up and drop off times approximately two weeks prior to your holiday.

You will have received our Holiday Information Sheet which also includes a kit list and an activities sheet.

### **The First Day**

This is generally a travel day. Door to Door Holidays offers a door to door pick up service which most other supported holiday companies don't provide. On picking you up, we will spend a little time on introductions if you and your carer/relative have not met us before. We will complete a handover of medications and any other essentials, and then you will be introduced to the other guests travelling with you.

We do pick guests up from various locations around the UK. So for example, if you live in Southampton and are travelling to Blackpool, you are likely to be picked up in the early morning and be the first pickup, while the other guests will be collected en route. We always aim to arrive at our holiday destination around 4pm to check in and enjoy our evening meal. Sometimes this time can vary if problems occur with the traffic; unfortunately we do not have any control over this. We will always contact you and keep you updated whilst we are en route if the pickup times are going to vary from those provided.

### **The Holiday**

The following three days (for a five day break) and five days (for a seven day break) are filled full with enjoyable activities which you can take part in. We do not have control over the availability of all the activities, especially shows and activities that require booking because sometimes these change dependent upon the time of year. For example, the circus in Blackpool can decide to close in low season if there is not enough demand, while in high season there is sometimes a huge demand for tickets.

### **The Last Day**

The last day of your holiday – the fifth day (for five day breaks) or the seventh day (for seven day breaks) are travel days. We tend to leave our accommodation after breakfast if it is a hotel break (8-9am) or for our self-catering holidays, where there is a little more flexibility, after breakfast again around 9 – 9.30 am. These times are dependent upon the length of the journey, and we try to make sure we drop guests back home at a reasonable time to provide handovers to their carers/relatives.

Again, guests are dropped off at their doors. Drop off times will vary according to the distance that you live from the holiday destination. The guests who live closest to the holiday destination are dropped off first and those who live furthest away are last.

If you would like to know anything else about any aspect of the holiday, please do get in touch with us. Call 01536 428378 or [contact us online](#). You can also find more information in our [terms and conditions](#) and [information sheet](#).