



dementia adventure®

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Terms and Conditions: Bespoke Holidays and Breaks

Bespoke Holidays will combine the following elements.

- **Travel**
- **Accommodation**
- **Adventure leader and volunteer members of the team**
- **Additional Personal Care**

Your total package cost will be a combination of some or all of these as you choose. You will be given a cost breakdown and invoiced for a deposit of £100 as soon as we receive your booking and the balance will be payable 2 months before the start of the holiday.

Booking

When booking a break with Dementia Adventure, a member of staff will go through a suitability assessment with you for all members of the group. You should then fill in the declaration below, and send it back with a non-refundable deposit of £100 per person, per break. You can also agree to these terms and conditions online.

Support

Please contact us to discuss your abilities & support needs. If you are not self-caring, you will need to bring someone who can provide your care for you. It is essential that we are notified if you have the following conditions: epilepsy, diabetes, asthma, heart and respiratory conditions as well as dementia.

Dietary Requirements

Please make sure you inform us in advance if you have any allergies, intolerances, or special dietary requirements.

Medication

Please ensure that any medication you bring with you is clearly labelled with your name, and is kept out of reach and sight of other participants. Please bring a copy of your prescription with you in case of any difficulties.

Cancellation

A booking can only be cancelled before the start of the holiday. See overleaf for cancellation charges. If you cancel a booking, a cancellation charge is payable depending on the number of days before the holiday start date we receive notice of your cancellation

The amount payable is as follows:

- 60 Days or more - the deposit
- 60 - 30 days - 75% of the full holiday cost
- Less than 30 days - 100% of the full holiday cost

We strongly recommend that Cancellation Insurance is taken out at the time of booking.

Curtailement

If a person's condition deteriorates during a holiday, and/or presents a threat to the safety of our staff and volunteers, we reserve the right to: a/ call medical help and b/ return that person to their home. All costs incurred as a result of failure to disclose full information in advance will be invoiced at the end of the holiday.

Thank you for travelling with Dementia Adventure

Declaration

By paying the deposit for my holiday I confirm that I agree to be bound by all of the terms and conditions of booking detailed here. I confirm that I have disclosed full details of my support needs. I confirm that I have contacted Dementia Adventure in relation to any questions about this booking BEFORE signing in agreement.

Name:

Signature:

Date:

If this holiday is being booked on behalf of the customer please provide the contact details of the person booking and signing in agreement to our terms and conditions.

Name:

Relationship:

Signature:

Date: