



dementia adventure®

Unit 11, Old Park Farm
Main Road, Ford End
Essex CM3 1LN
t. 01245 237548
e. info@dementiaadventure.co.uk

dementiaadventure.co.uk

Terms and Conditions: Group Holidays and Breaks

Please ensure that you read all the information provided about your holiday and contact us if you have any questions.

Payment of your holiday deposit confirms your agreement to and acceptance of the terms and conditions set out below.

The price we ask you to pay for our breaks is generously supported by our charitable funding from People's Postcode Lottery and other sources, so is available for your first break in a calendar year. If you wish to go away with us again in the same year, please contact us. You can choose to pay the full rate for your break and thereby contribute to the work we do.

Booking

When booking a break with Dementia Adventure, a member of staff will go through a suitability assessment with you. 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.

Personal Care

If you need personal care from an external agency, we will do our utmost to arrange this for you. However, the final responsibility for this part of your holiday rests with you. The agreement is between you and the care provider. Please ensure that you have complied with their requests with regard to risk assessment or care plan, and have agreed how you will pay for their services. We reserve the right to refuse a holiday if personal care cannot be provided to an adequate level to enable all members of the group to be safe at all times. It will be your responsibility to supply or arrange hire of any equipment such as shower chairs, raised toilet seats etc as these are not routinely available at all the venues we use. Please discuss this further during your phone assessment.

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. It is the responsibility of the person accompanying you to administer medication as this is not something that our staff or volunteers can undertake.

Dietary Requirements

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

What is Included

- Accommodation as detailed in the dossier
- Transport as detailed in the dossier
- All entrance fees, guides and tickets unless otherwise stated
- Meals as stated
- Support from a trained Dementia Adventure Leader & other team members

What is not included

- Transport to the start point of the holiday
- Travel insurance
- Items of a personal nature
- Meals not specified
- Alcoholic drinks
- Personal Care if required
- Costs for optional activities

Insurance

We recommend that you buy appropriate cancellation & curtailment insurance when you book a Dementia Adventure holiday. You will need the name of your insurer, your policy number and your insurer's 24 hour helpline number with you on holiday.

Balance payments

The balance of your holiday cost is due no later than 60 days before departure. If you book later than 60 days before departure, the whole balance is payable on booking.

Door-to-door service

Prices include transport from the start point of the holiday. If you wish to be picked up from home please call us for a quote. We may also be able to arrange supported train travel from home.

Cancellation

A booking can only be cancelled before the start of the holiday. 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

Curtailment

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: