

Holiday Booking Form

and Terms & Conditions of Business

Please complete this form in full and return it with your deposit payment to Breakaway or Breakaway Active, 135 Baddow Road, Chelmsford CM2 7PY. You must read the terms and conditions of business on the reverse of this form before booking your holiday and contact us on 01245 260 330 if you have any questions.



1 Choose your holiday

Holiday

Code

Start date

2 Calculate the cost

Base price

Loyalty discount

Sub total

Travel upgrade

Support costs

Total

Deposit to pay now

Balance due

3 Tell us your personal details

Full name

Date of birth

Address

Town / City

County

Post code

Phone number

Email

Nationality

Passport number

Expiry date

4 Tell us what support you need

Please tick to indicate your support needs, then give full details of those needs in the space below. Please refer to our terms and conditions relating to support. You must complete this information in full for every booking as your details will not be retained for future holidays.

I have no support needs

I need basic daily support

I have specific dietary requirements

I need support with mobility

I need support with communication

I need support with medication

I need support for other reasons

5 Agree to our terms & conditions

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 overleaf and/or in the current brochure. I confirm that I have disclosed full details of my support needs. I confirm that I have contacted Breakaway in relation to any questions about this booking BEFORE signing in agreement.

Signature

Date

6 Alternative contact details

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.

Full name

Relationship

Contact number

Signature

PLEASE ENSURE THAT YOU READ ALL THE INFORMATION PROVIDED AND CONTACT US IF YOU HAVE ANY QUESTIONS. PAYMENT OF YOUR HOLIDAY DEPOSIT CONFIRMS YOUR WHOLE AGREEMENT TO AND ACCEPTANCE OF ALL THE TERMS AND CONDITIONS SET OUT BELOW INCLUDING ALL ADDITIONAL CHARGES AND COSTS WHICH MAY BE INCURRED.

1. BOOKING

Enquiries are welcome by phone but bookings can only be secured on receipt within 7 days of a completed booking form and a non-refundable deposit of £75 per person, per break. You must complete the form fully and disclose all special requirements. Your booking must be accompanied by details of your personal travel insurance. All cheques must be made payable to Breakaway Holidays & Weekends Ltd or Breakaway Active. If your holiday starts within 90 days of booking the full cost is payable with your booking form. Prices are subject to change and should be confirmed prior to booking. You should also check which excursions are included in the price of your holiday, together with the cost of single rooms and support.

2. WHAT IS INCLUDED

Accommodation, travel from one of our set pick-up points (including cross-channel and flights where required), daily trips out (but not the cost of entrance fees unless specified), meals as specified. 24 hour support from experienced couriers restricted to basic needs such as help with water temperatures for baths and showers, assistance with hair washing and shaving, sorting (but not laundering) clothing. Support does not include provision for waking nights - if you require this please tell us before booking. Please see Sections 3-8.

3. SUPPORT

Please contact us to discuss your support requirements for any daily, medical, dietary, mobility and communication support not covered in Section 2. 1:1 support can be arranged. It is essential that we are made fully aware of your support needs as failing to do so may result in understaffing and so restrict the activities in which you are able to take part. All supplements are payable in advance. All costs incurred as a result of laundering soiled and/or wet clothing and linen will be invoiced at the end of the holiday. Costs incurred through non-disclosure of support needs, inappropriate packing, excess baggage or failure to supply all required medication and personal hygiene products will be invoiced at the end of the holiday.

3a. MEDICAL SUPPORT

It is essential that we are notified if you have the following conditions to ensure we can provide appropriate support: epilepsy, diabetes, asthma, heart and respiratory conditions. Please note that in the event of a medical emergency we will access services available locally and we do not provide medical assistance. All customers must travel with a European Health Insurance Card for European holidays outside the UK. Please note that whilst a EHI Card covers most urgent medical costs this varies from country to country and some costs are likely to be incurred.

4. DIETARY REQUIREMENTS

Please inform us in advance if you have a food allergy or intolerance, or special dietary requirements to ensure that we can cater for you. If you have complex dietary requirements a diet sheet or menu must be provided, together with all food items not readily available in your country of destination. There is a supplementary charge for some special dietary needs.

5. COMMUNICATION NEEDS

Please make us aware when booking your holiday if you require support for Autistic Spectrum Disorder, visual, hearing or sensory impairment so that we can provide appropriate support. There may be a supplementary charge for some communication support needs.

6. COMPLEX NEEDS

Some holidays are unsuitable for customers with complex needs. However we have vehicles and accommodation which are suitable for those with a combination of physical and learning disabilities. We are always happy to discuss your requirements and will do what we can to help.

7. CHALLENGING BEHAVIOUR

Customers who display challenging behaviour should make us aware of their individual communication needs to ensure we can respond appropriately in all situations whilst on holiday. Please note that our holidays are not suitable for people who display physically challenging behaviour.

8. MEDICATION

We are only able to hold customers' medication when supplied in purpose made dispenser wallets, where dosages are pre-measured with the correct combination and quantity of medication in each compartment. Please ensure that medication is clearly labelled, detailing the customer's name, the name of the medication, the condition to which the medication relates and the daily dosages with times and all other instructions. If you require us to hold Customers' medication please state this clearly on the booking form. We DO NOT accept medication in any other format.

9. INSURANCE

You must buy appropriate travel insurance for your destination, including the UK, to come on a Breakaway or Breakaway Active holiday. We will need the name of your insurer, your policy number and your insurer's 24 hour helpline number before you travel with us.

10. BALANCE PAYMENTS

The balance of your holiday cost is due no later than 90 days before departure (see Section 1). Please make cheques payable to Breakaway Holidays & Weekends Ltd or Breakaway Active. A full itinerary will be sent to you approximately one week before departure. We reserve the right to charge a fee of up to £100 for late payments.

11. DIRECT PAYMENTS

We are able to accept payments under the Direct Payments and Individual Budget schemes. Please speak to your social worker or primary care provider for advice.

12. DEPARTURE AND RETURN

Prices include pick up from, and return to, designated meeting points which will be confirmed on your itinerary. Customers wishing to upgrade to our door-to-door service may do so for an additional charge. Spanish departure and return dates are subject to flight availability and may vary by up to 24 hours from those stated.

13. PASSPORTS

It is the customer's responsibility to ensure they have valid travel permits, documents and passports with them at the time of departure. For holidays in the USA please speak to us about visa and passport requirements. Should a customer fail to provide the required documentation they will be refused travel and will incur the full cost of returning them to their home plus the cost of return travel and support charges for a courier. We are unable to provide refunds in these cases.

14. CANCELLATION

In the event of cancellation for any reason the following non-refundable payments are due:

- cancellation more than 90 days before the start of the holiday - deposit only
- cancellation between 90 and 60 days before the start of the holiday - 50% of the full holiday cost
- cancellation between 60 and 30 days before the start of the holiday - 75% of the full holiday cost
- cancellation less than 30 days before the start of the holiday - 100% of the full holiday cost

15. PACKING AND LUGGAGE

It is essential that all customers travel with appropriate types and quantities of clothing, footwear, outdoor wear, toiletries, medication and personal/grooming items including towels and face cloths for their holiday. **IMPORTANT: LUGGAGE IS LIMITED TO 20KG PER CUSTOMER.**

You must ensure that cheques are made out correctly. For all Active holidays please make cheques payable to Breakaway Active. For all other holidays cheques should be made out to Breakaway Holidays & Weekends Ltd. Thank you.