



1 Exeter Drive
Ashton-u-Lyne
Lancashire
OL6 8BZ

Contact: 07749598423 / 07747882671

Booking Terms and Conditions

These Terms and Conditions are subject to English law, and the exclusive jurisdiction of the courts of England and Wales'.

Terms and conditions must be read and signed by the person making the booking along with the holidaymaker where possible. Please send a copy back with the booking form and keep a copy for yourself

Communication regarding the booking will only be entered into with the Named signatories on these forms.

Making the Booking

To book a Papillon Holiday call one of our numbers, e-mail or write to us at the given addresses stating which holiday you would like to attend, and give your and the holiday maker's contact details.

We will provisionally book you on the holiday and send you out the relevant booking form and conditions,

We will hold the holiday place open for 14 days until receipt of your 15% deposit. We will send you a receipt / invoice on receipt of your deposit telling you by which date the full payment is due. Full payment is usually due 10 weeks prior to your holiday start date.

One to One Care Packages

Some Holiday Makers (H/M) may require or perhaps request a one to one care package. There is an additional charge for this as we have to bring in an additional member of staff to manage this request. There are two tiers of one to one care packages that we offer, costing £150- £250

Tier 1 would be for a H/M who will just need extra assistance when out on activities, typically this would be someone who uses a wheelchair or somebody that may refuse to partake in an activity, walk away from the group, or somebody who will want to do their own thing when out .A good guide for this would be to ask yourself are you as a support worker /carer able to go out alone with the holidaymaker and someone who had the exact same characteristics as your H/M. (basically support two of your holidaymakers out without the assistance of another carer? **If the answer is no then you will require a one to one care package.** Or do you have guidelines and risk assessments stating that the holidaymaker must have one to one support or more when out and about? **If the answer is yes then you will require one to one or more.**

Tier 2 would be as the above, including somebody who will need constant vigilance when at our, sometimes large accommodation. A good indicator for this would be somebody who would need full support with personal hygiene, or somebody who may take it upon them selves to wander from room to room or perhaps get up at night and wander around and possibly go outside (we have an unlocked door policy in the day time) or somebody who requires their own bedroom.

Also if you have a guideline or risk assessment stating that the person requires constant one to one support.

Our home visit assessment manager may deem it necessary to allocate the H/M as needing one to one support on home visit so it is important that if you feel that one to one may be needed that you let us know on the booking form as there may be no available places left when it comes to home visit and we may have to offer an alternate holiday.

Booking Form and Booking Conditions

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We cannot complete your booking without the signed terms and conditions and Booking form.

On certain holidays we will, from time to time, take photographs of the holidaymaker during an activity. These photographs are used in craft sessions and also for the holidaymaker to take home as a keepsake of their holidays. We will at times use some of the pictures taken in the gallery pages of our website to demonstrate the type of activities we offer on our holidays, or in promotional presentations etc. If you preferred that we **did not use your images** on the website or in any promotional presentations please place a cross in the relevant box below.

website

Promotional Presentations

Home visit

When we have received your booking form and deposit we will contact you to arrange a home assessment. We will send out an assessment pack, included will be a Papillon personal support plan, and a Papillon health and medical profile **These two Documents must be completed to the best of your abilities before the assessment date** . If the stated documents are not completed or part of, then we will have to rearrange the home visit with a additional charge of £25, **It is important that you give as much accurate and honest information as possible, to ensure we give the H/M the best support and care we can offer, feel free to add to the support plan or use extra sheets for additional information,**

We can and will take away your own personal care plans or health action plans but we will use Papillon support plans as a 1st point of reference. The other documents, (medication record, finance sheet) must be completed and handed to a Papillon holiday staff member on the day of pick up for the holiday. If none are received then it will be assumed that the H/M has full responsibility for administering their own medication, and will have full responsibility for their own spending monies

Itinerary

There will be a holiday itinerary sent to you usually 4 weeks prior to the holiday start date, this itinerary will give the address of the accommodation we will be using and contact numbers for the accommodation.

Changes of circumstances

It is the responsibility of the H/M carers or family members to inform us of any change in circumstances as soon as possible, e.g. changes in mobility or health deterioration. This may have an affect on the care package we are able to provide, and may lead to the holiday being cancelled.

Cancellations and refunds

Cancellations made 10 weeks prior to your holiday start date will be fully refunded less your deposit. You may choose a different holiday date if you wish for no extra cost or your holiday may be transferred to a person of your choosing. Cancellations with less then 10 weeks notice will be charged at 9 weeks 20% 8 weeks 30% 7 weeks 40% 6 weeks 50% 5 weeks 60% all holidays cancelled with less then 4 weeks notice are non refundable. Other holiday dates or transfer of holiday may be possible depending on availability.

Holiday Termination

If a termination of holiday has been decided on by Papillon Holidays for medical or behaviour reasons then firstly:

- The holiday maker will be informed in a private confidential meeting,
- Reasons for the termination will be outlined and detailed verbally with the holidaymaker.
- The holiday maker's carers or representatives will be informed at the earliest opportunity
- It will be decided on the most appropriate course of action for the holidaymaker's return home.
- Papillon Holidays reserve the right to charge for any travel expenses that would ensue should we have to accompany the holidaymaker home. The costs will be .25 pence per mile for the whole of the journey, to and from the holidaymaker's home plus £5.per hour travelling time.
- This fee may be waved in circumstances where the holidaymaker has a worsening medical condition or has taken ill. This will be at the discretion of Papillon holidays ltd
- If a holiday maker has taken ill whilst away on a Papillon holiday, we will sometimes in certain cases offer a reduced price holiday to be taken at a later date to the holiday maker taken ill

In the event of a holiday maker's holiday, being terminated for behavioural reasons then a copy of all incident records and minutes from meeting regarding the incident will be provided to the holidaymaker within 14 days of the holiday end date.

I have read and understood the above terms and conditions.

Signed Date.....

Print.....

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**Papillon
Holidays**
www.papillonholidays.co.uk Ltd

Booking form

Thank you for choosing a Papillon Holiday, please complete the booking form below.

Name: _____

Address: _____

Contact Number: _____

Lead Person/s with whom we will communicate with regarding this booking

(For Data Protection Purposes these will be the only person/s that we will share / divulge/ or communicate information with regarding the Holiday booking or the holidaymaker)

Lead Person 1: _____

Lead Person 2: _____

Holiday/s and dates you wish to book on:

What Holiday Support Package is required?

1. Standard,
2. One to one support when out on activities,
3. Full One to one support out and at home

(See Holiday Brochure “what’s included” and Booking conditions “one to one care package” for information on who may require one to one support. If in doubt or require assistance in choosing a care package please contact us and we will be happy to help)

Care Package Required: _____

Special requirements: _____

Please send this form with your deposit and a signed copy of our terms and conditions to finalize the booking.

We will contact you on receipt to arrange a home visit and also send you our support plans and medical profile for you to fill in

Signed Holiday maker/ Representative. Date _____



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