

JollyDays Supported Holidays

Booking Terms and Conditions

JollyDays Supported Holidays Worldwide LLP (referred to herein as "JollyDays") is a UK company numbered OC367606, having its registered office address at Matrix House, 12-16 Lionel Road, Canvey Island, Essex SS8 9DE.

The Contract The contract between you ('the client') and us ('JollyDays') is subject to these booking conditions. The contract shall be governed by and construed in accordance with English law and is subject to the jurisprudence of the courts of England. You should read these conditions carefully before you book.

You must be at least 17 years old at the time of taking your holiday with us. The person booking the holiday is responsible for ensuring the accuracy of the personal details and any other information supplied in respect of you the client on the booking and for passing on any information regarding the booking or any changes made in relation thereto.

Our holidays are suitable for adults with mild to moderate learning disabilities. We provide basic practical support and supervision. Our holidays are unsuitable for adults who display physically challenging behaviour. In order for JollyDays to provide the best possible support the "Health & General Questionnaire" ('H&G Questionnaire') must be fully completed and be a true reflection of you the client. If, at any time between completing the H&G Questionnaire and the client's holiday commencing, there is any change to the information provided on the completed H&G Questionnaire, this must be communicated to JollyDays in writing. This applies to every holiday the client is booked on.

What your holiday includes The holiday package is inclusive of practical support, **Full Board (Breakfast, Lunch and Dinner), including one non-alcoholic drink per meal time.** Accommodation will normally be in a shared room. Single rooms are sometimes available, for which there will be an extra charge, and should be requested at the time of booking. All hotels used will be a minimum of 3*.

Transport is provided from a pick-up point, designated by us, to and from your holiday destination. (A Door to Door Service can be arranged at an additional cost).

Our standard support provided is: 2 support workers to a maximum of 7 clients; 3 support workers to a maximum of 10 clients. If additional support is required, e.g. one to one, then a further charge will be levied.

Transportation JollyDays may use the following means of transport during the holiday: Minibus/Coach/Car/Ferry/Train/Aeroplane. Means of transportation for a particular holiday can be confirmed via the JollyDays office.

Travel Insurance You must take out travel insurance for all holidays (both in the U.K. and abroad), suitable for your needs at the time of making your first payment. This should not be left until just before travelling as cancellation by the client for any reason needs to be covered. We cannot be held responsible for any costs you incur as a result of failing to do so. Personal travel insurance should be taken out for your own peace of mind and the insurance should cover you for a minimum of cancellation (due to illness), any emergencies which arise while you are away and for loss or damage of personal possessions. Please read your policy details carefully when you receive them and bring them with you when you travel.

Brochure Content All details are correct at the time of going to print. Holiday dates and prices are subject to change without notice. If we are required to do this the client will have the option of cancelling the booking and have full payment reimbursed. Some images are used for illustration purposes only. Images and bullet-pointed information are indicative of what may be included on the corresponding holiday: it is not a comprehensive list or itinerary.

Documentation for Travel Please note that for all foreign holidays, a full valid passport is required. If you need to apply for a new passport or renew an existing passport you should apply at least 8 weeks before your holiday. For up-to-date requirements visit: www.ips.gov.uk. **It is your responsibility to ensure that you have a valid passport and comply with any health requirements. In most cases we will apply for any visa documentation that may be required.** Please see our website FAQs for further information. Any information we provide is for guidance only.

How to Book To make a booking please telephone 01277 35 55 65 or email: enquiries@jollydaysholidays.co.uk. We will send you 1) Deposit Request/ Full Payment Request 2) Booking Form 3) Health & General Questionnaire for completion. Upon our receipt of the completed Booking Form, H&G Questionnaire and payment requested, we will send you a receipt which confirms the booking. 'Total holiday cost' is the full cost requested from you the client (includes cost of holiday, door-to-door transport, single room supplement, one-to-one provision, and any other costs). No booking is confirmed until at least 20% of total holiday cost is received. All written correspondence and invoices will be sent directly to you unless it is clearly indicated on the Booking Form that this is to be sent to a third party. The balance of the holiday cost together with any extra costs shall be payable 90 days prior to the commencement of your holiday.

Challenging Behaviour In the event of you, the client, developing or displaying physically challenging, threatening and/or disruptive behaviour we reserve the right to terminate your holiday and return you to your residence at your own expense. In any of these circumstances no refunds or compensation will be paid to you and we may make a claim against you for any costs and expenses incurred as a result of your behaviour e.g. the cost of transportation, diverting an aircraft or ship to remove you.

If We Cancel Tours are based on an economic minimum number of passengers which is usually five (5). If you do not pay the balance of the holiday cost on time we reserve the right to cancel your booking. We reserve the right to cancel your holiday in any circumstance, but if we do so you can either have a refund or accept a replacement holiday of corresponding value from us, subject to availability.

We will not be liable to pay any compensation if we are forced to cancel or in any way change your trip as a result of unusual or unforeseen situations outside our control, the consequences of which could not have been avoided even with all due care. These include unavoidable technical problems with transport, changes imposed by rescheduling or cancellation of flights by an airline or main charterer, the alteration of the airline or aircraft type, war or threat of war, civil strife, industrial disputes, natural disaster, bad weather, epidemic or terrorist activity.

If you Cancel Should you wish to cancel your holiday with us you should notify us directly in writing as soon as possible. The scale of cancellation charges detailed is according to the number of days prior to departure that written confirmation is received by us.

Liability We do not accept responsibility for our failure to perform the contract for the package holiday or for the improper performance of the contract, as such failure is due neither to any fault on our part nor to that of our employees, agents, sub-contractors or suppliers if it is:

- Attributable to you the client, or is attributable to a third party unconnected with the provision of the services for and is unforeseeable or unavoidable.

- Unusual and unforeseeable circumstances beyond the control of JollyDays, the consequences of which could not have been avoided even if all due care had been exercised.

- An event which JollyDays, our employees, agents, suppliers and subcontractors could not, even with all due care, have foreseen or forestalled.

Our liability shall be limited in accordance with the international conventions which govern such services and the conditions of carriage of the carrier.

ABTA / ATOL Book with confidence. We are a member of ABTA which means you have the benefit of ABTA's assistance and Code of Conduct. We provide full financial protection for your money. JollyDays Supported Holidays Worldwide LLP is a member of ABTA with membership number Y6247. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London SE1 9EQ. Tel: 020 3117 0500 or www.abta.com

All the flights and flight-inclusive holidays in this brochure are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate.

Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. Please see our booking conditions for further information or for more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLCertificate

Our ATOL membership number is 11017. Your Financial Protection:

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Prior to departure date.	Cancellation charge.
90 days or more	Loss of deposit
89-60 days	50% of total holiday cost
59-30 days	70% of total holiday cost
29-15 days	90% of total holiday cost
14-0 days	100% of total holiday cost