

## Terms and Conditions 2016

### Terms

“You” means the guest booking a holiday with Green Island Holiday Trust or any person booking on their behalf. If the booking is made on behalf of a guest the person booking takes full liability and responsibility under these Terms and Conditions and will ensure, so far as is possible, that the guest understands them and will comply with them.

“Trust”, “we” or “us” means Green Island Holiday Trust.

### Bookings

A contract will be created between you and the Trust and these terms and conditions will come into effect when we have notified you in writing of your holiday dates and your £100 deposit payment has been received.

### Payment

The remaining £150 cost of your holiday should be paid in full 60 days prior to the start of your holiday. All cheques should be made payable to Green Island Holiday Trust.

### Late bookings

Bookings made 60 days or under prior to the holiday commencing must be paid in full when booking.

### Cancellations

You may cancel your holiday at anytime. In the event of you cancelling your holiday 28 days or more prior to your holiday commencing you will receive a full refund. If you cancel 28 days or less prior to your holiday commencing you only receive a refund if we can fill the place.

If for any reason Green Island Holiday Trust has to cancel your holiday you will receive a full refund or we will offer you the option of an alternative holiday date.

### Assessed care and support needs

We will endeavour to provide a holiday for you, tailoring it where possible to your care needs. However, we will have the final say regarding your suitability for the holiday after appropriate assessment.

A full, accurate and up-to-date care plan, including appropriate risk assessments, must be provided by you prior to the holiday. This is to enable us to provide the best possible support to meet your needs. All information is kept confidential and is only used for your benefit.

It is of vital importance that you inform us of changes in your condition, health and care requirements that occur between completion of the care plan and the start of your holiday.

We cannot be held responsible for any events that arise due to information being withheld by you.

### Medication

Details of all medication must be included in the care plan.

Medication can only be administered if it is in the original packaging with correct typewritten or printed labelling. This must include your name, substance, strength and frequency of medication. Sufficient medication must be supplied for duration of the holiday.

We cannot accept medication that has been dispensed from original packaging by anyone other than a pharmacist.

If there is agreement for you to self medicate, this will be recorded. We accept no responsibility for any outcome that might ensue from this.

## **Medical contingencies**

Response to acute medical circumstances arising during a holiday will be through the local General Practice or suitably medically qualified persons associated with us. Your nominated carer will be informed and consulted. We accept no responsibility or liability for any action taken or advice given by any doctor, save to the extent that we have been negligent in our duty of care.

## **Your responsibility**

We want all guests to have an enjoyable, carefree break and we will support you with your reasonable individual needs. However, you must remember that you are responsible for your actions and the effect they may have on others. We reserve the right to refuse any booking or to cancel or curtail any holiday due to inappropriate behaviour. This includes, but is not limited to, behaviour that poses a risk to the health and safety of volunteers, other guests or yourself or that could result in the damage to property.

## **Dietary needs**

If you require a special diet or have a food allergy or intolerance you must advise us of this when booking. We will endeavour to cater for your dietary needs but if we are unable to do this, we will advise you.

## **Personal valuables and money**

We will look after your money if requested, handing over smaller amounts as and when required. All transactions will be recorded on a cash sheet with a carer and yourself signing each time money is handed over. If you choose to hold your own monies this is done so at your own risk and we accept no responsibility for any loss or theft.

Valuables such as cameras, mobile phones, i-pads etc are brought on holiday at your own risk and we cannot accept responsibility for any loss, damage or theft to these items.

## **Personal items**

It is essential that you bring appropriate amounts of necessary types of clothing, footwear and outdoor wear. You need to bring towels and face cloths, toiletries and personal hygiene items. Also you must provide slings for hoisting and all mobility aids, if you require them.

## **Injury, illness, death or consequent losses**

The Trust will not be liable for any injury, illness, death or consequent losses suffered by you or any member of your party save to the extent and unless you are able to prove that such injury or illness was caused by our negligence.

## **Accommodation**

We have taken care to provide accurate information; however changes can occur. Descriptions are given in good faith. Guest will usually share twin-rooms with another guest of the same sex unless a single room is requested and available. We do our best to accommodate requests where possible.

## **Smoking**

Smoking is not permitted within the confines of the accommodation used for the holiday.

## **Complaints**

We hope that you do not feel the need to complain. If you do have any concerns please speak to one of our team and we will do our best to resolve this. If you are still not happy you can complete a complaint form so we can investigate your concerns further. If on return from your holiday you are still not happy you should forward your concerns within 28 days in writing to:

Green Island Holiday Trust, Huish House, Winterborne Zelston, Dorset. DT11 9ES

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