



Guest Guidance Notes

Thank you for your interest in our group holidays. These guidance notes will help you decide whether or not you would like to apply for a place on one of our holidays. If you have any questions please do not hesitate to contact us.

APPLICATIONS: So that we can assess your needs fairly, we request as much information as possible on the application form. Forms must be completed in full, with an accompanying care plan and need to be accurate and as up-to-date as possible.

This information is then used to ascertain whether we are able to provide the necessary support and care for our guests, so that they can have an enjoyable and safe holiday.

This process can take some time and early applicants may have to wait for a decision. We will always contact you to inform you that your application has been received.

Once the applications have been assessed you will be contacted and advised if we are able to offer you a place. In some cases we may not be able to offer the level of care required or the holiday might be oversubscribed. In these circumstances we would let you know in writing if we cannot offer you a place or if you are being put on a waiting list.

If you are offered a place, we will write to you asking for a deposit.

FEES: Please check the website for the exact fee of your chosen holiday. If you need any further information please contact the 3H office. Guest support and care and full board accommodation are included in the holiday cost. Fees are generally payable 6 weeks prior to the holiday of your choice.

INSURANCE: Please note we **DO NOT** provide insurance cover on any of our holidays and this must be arranged independently. We strongly advise that you take out the necessary insurance including cancellation cover if you are accepted on one of the holidays.

CANCELLATIONS: If, due to exceptional circumstances, you need to cancel your holiday, please advise us as soon as possible. Balance payment refunds will generally only be made if we can find another guest to take your place. We provide security for the monies that you pay for your holiday/holidays booked with us (this does not include any clothing ordered). The holiday money paid to 3H Fund is paid into a client account.

MEDICATION: Chrysalis Holidays will provide carers on our holidays. However it is your responsibility to bring all the relevant medication and aids required on any

holiday. If you self-medicate you must make us fully aware as it is your responsibility to make sure you have the correct medication and dosage. If you need help with medication this needs to be clearly stated on the application form and medical form. Also state if you require any care during the night. We will request an up to date medication list and prescription just before each holiday.

FUNDING: 3H Fund already heavily subsidises each holiday. However, we do appreciate that some guests may find it difficult to meet the full costs. We therefore offer the following advice:

3H Fund **may** be able to help with a bursary for the holidays. Please contact the office for more information and an application form. (Applicants/parents would need to be on low income).

If you require any more information regarding the group holidays please contact the 3H Fund office.

If you are a wheelchair user please be aware that lap belts will need to be worn on all 3H holidays for guests' safety. Please ensure your chair is fitted with one prior to your holiday. 3H Fund would not be liable for any damages if a belt was not worn.

Whilst every attempt is taken to ensure the smooth running and enjoyment of our group holidays, occasionally some details may be subject to alteration due to circumstances beyond our control.