Go Beyond Holidays Terms and Conditions

1. In the text hereafter, the term 'you', 'your' or 'client' refers to the person taking the holiday OR the person or organisation that undertakes to make the booking on their behalf and is thereby deemed to be their representative. 'We' 'us' or 'our' refers to Go Beyond Holidays Ltd.

2. The client must complete a questionnaire which serves as the booking form for the holiday and return it, at the time of booking, with a deposit of 40% of the full cost of the holiday.

3. The person signing the questionnaire is held contractually liable for the booking and must have the legal capacity to do so. A holiday reservation is only considered confirmed, and therefore legally binding, once the deposit, or total balance if booking is made 12 weeks or less before departure, has been paid and processed by 360 Private Travel. Please note that payment of the deposit or total balance equates to acceptance of the Terms and Conditions as presented here in this document.

4. Approximately 14 weeks before departure, you will be sent a final invoice for the full amount of any balance payable. Full payment of the balance is due 12 weeks prior to the holiday departure date. Failure to pay may result in your holiday being cancelled without a refund. Please note that for holidays booked 12 weeks or less before the departure date, that the cost of the holiday must be paid in full.

The final invoice will include any surcharges if applicable. In the event that the balance is not paid before 12 weeks before departure, we may cancel your booking and charge cancellation fees. Note that in all cases, your deposit will be forfeited AND where an additional up-front payment is taken on top of the deposit, and in advance of our standard payment schedule, to cover flight payments or other up-front costs that we incur to arrange your holiday, this will be deemed an 'additional deposit' and be treated as a part of your non-refundable deposit.

5. For all holiday reservations, comprehensive travel insurance is essential. Please ensure that your insurance policy covers the total cost of your holiday for cancellation purposes, e.g. cancellation by you, the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; and other expenses.

6. Holidays require a minimum number of participants to make them viable. Should we fail to achieve the minimum number, or if we consider that an event has

rendered the holiday unsafe, we reserve the right either to return the client's monies without further compensation or to offer the client an alternative holiday. We would endeavour to give the client a month's notice in such an event where this is possible.

7. It is imperative that the client questionnaire is completed as fully and as transparently as possible because it constitutes the care plan for the client.

The client's holiday package is inclusive of support and supervision, on condition that we are provided with information that reflects the true nature of the client's support needs including any details of any medical conditions, behavioural disorders and general behaviour which might prove unacceptable or dangerous to members of the public, other guests in the group or staff. Failure to disclose information that requires additional care needs or equipment may result in additional costs to the client or the termination of the client's holiday with no entitlement to a refund and the client will be charged for their journey home and for any related expenses incurred. On receipt of the questionnaire, we will review each client's needs to assess their support needs based on a two-client to one staff member ratio. If it is deemed that the client should need one-to-one support, or any medical equipment, or specialised care, this would be discussed prior to booking confirmation along with any extra support costs involved where we have received the questionnaire at the latest 16 weeks before the holiday departure date.

8. The package includes full board, which will, on most days, include a picnic or sandwich meal.

9. Accommodation will normally be in a shared room (usually 2 or 3 to a room) with other guests of the same sex.

10. Holidays begin at the venue, or at an airport, port or train station as notified. It is the client's responsibility to ensure that they arrive at the departure point or venue in plenty of time, and although we would always endeavour to wait as long as we can for those who arrive late, we cannot be held responsible if we have to begin the holiday without the client due to their late arrival.

It is the responsibility of clients and their carers to ensure that they have a plan in place in case they are late arriving at the rendez-vous point, particularly if the client is coming to the rendez-vous point unsupported.

In the event that the client does not arrive at the rendez-vous point. on time, the options are as follows:

a) The client can contact special assistance to ask to meet the rest of the group in the departure lounge or on the plane if the airport check-in is still open.

b) If the check-in is closed, it is the client and their carer's responsibility to contact Go Beyond to see if there is a possibility of the client reaching the destination on the next available flight. Any extra travel arrangements and staffing will be charged to the client. Please note that we cannot guarantee that staff and transport will be available to make this possible.

c) It is the client and their carer's responsibility to have a plan in place if scenarios a) and b) are not possible to ensure that the client can return to their home safely.

11. For the return journey, it is also the client's responsibility to ensure that they are met on time at the venue or 'Arrivals' area (airport, port or train station) as staff will then need to leave to attend to the new group of clients waiting for them.

12. Not included in the package are, personal items of expenditure such as cards, gifts, confectionary, etc., transport to and from home to the meeting point or venue, medical expenses, postage, telephone calls, anything not specifically included and notified to the client in writing as part of the package are excluded and for which cost the client is personally liable. The client must ensure that they have sufficient monies to meet these needs. We also do not include in our costs personal travel insurance, or cancellation insurance or taxes as may be levied by governments (excepting airport tax notified to us at the time of booking the flights) or tips.

13. We will endeavour to send details of travel times, meeting points, clothes lists and other information in good time for the client's holiday. However, we must advise the client that flight times, etc. can be changed by airlines/transport providers at short notice and these changes are outside of our control. In this event, we would make every effort reasonable to contact the client and advise the client of the change. We are not liable if there is any change to a departure or arrival time previously given to you or shown on your ticket.

14. Unfortunately, flight/transport delays sometimes occur. Depending on the length of the delay and surrounding circumstances, the airline concerned should provide refreshments when and where appropriate. We are not in a position to provide any assistance in the event of flight delay and cannot accept any liability

15. The client is responsible for ensuring that they have a valid passport. We therefore strongly advise that the client checks with the destination country the

exact details required from your passport. For example, some countries require at least three months of validity on entry before your passport expires.

16. If requested by clients, we will arrange for the safe keeping of personal items provided it is understood that we will not be held liable for their loss or damage and that these items are insured by the client.

17. Luggage space is often limited, so we request that clients only bring one item of hold luggage, usually up to 23kg (please check flight details), with them and 1 small item of hand luggage. Wheelchairs and personal aids, or large items of luggage must be advised to us in writing, before the commencement of the holiday.

18. Any insulin pens, epileptic VNS magnets, pacemakers, prosthetic limbs must be declared for flight purposes and airport security.

19. If a client wishes to stay a further week with us on holiday, arrangement can be made, after consultation with their support network and subject to availability.

20. Smoking is not allowed in any vehicle or accommodation. Smoking is only permitted in designated areas.

21. Only where permission has been given by the client can photographs and videos of them during their holiday be used for the purposes of Go Beyond publicity.

22. We conduct a full Health & Safety talk at the beginning of each holiday.

23. We reserve the right to refuse to serve alcohol to clients or to allow them to be served alcohol by a third party if it has not been specified in their questionnaire that they drink alcohol or, if it has been specified, but their consummation causes behavioural and physical changes that negatively impact themselves, other members of the group or their support staff.

24. These terms and conditions apply to all clients and support workers who book holidays with Go Beyond Holidays Ltd. Cancellation and changes made by you

25. If you then cancel your booking arrangements, you will be required to pay cancellation charges. Initially, this will be the deposit you paid to secure your booking arrangements, but after you have paid the balance of the price of your arrangements, these charges will increase up to 100% at 12 weeks or less before the departure date.

26. In certain circumstances, you can make changes to your confirmed arrangements. We may need to make a charge for processing these changes depending on their nature. We will not be liable for booking errors which are attributable to you (such as providing incorrect passport details) or which are

caused by unavoidable and extraordinary circumstances as defined here: We will not be liable or give you a price reduction or compensation if our contractual obligations to you are affected by unavoidable and extraordinary circumstances beyond the control of the party who seeks to rely on them which we or the supplier(s) of the service(s) in question could not avoid even if all reasonable measures had been taken. These events can include, but are not limited to war, threat of war, civil strife terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather, sea, ice and river conditions and all similar events outside our control or the that of the supplier(s) concerned. Advice from the Foreign Office to avoid or leave a particular country may constitute unavoidable and extraordinary circumstances.

27. For alterations to a confirmed booking whilst abroad, we regret that no credit or refund is possible for any unused services provided in the cost of your holiday. If you decide to alter your travel arrangements whilst abroad, this is your own responsibility and we are not responsible for any extras or difficulties that may arise with onward travel as a result of such alterations. If you cancel your holiday after it has commenced, no refund at all will be given. No credit or refund is possible for any lost, mislaid, stolen or destroyed documents which could be the subject of a claim on your own insurance. Note: certain travel arrangements may not be changeable after booking and an alteration request could incur a cancellation charge of up to 100% of that part of the arrangements. Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned. Please ensure that your insurance policy covers the total cost of your holiday for cancellation purposes. Changes and cancellations to your holiday before departure made by us

28. Most changes made by us will be insignificant. If we make an insignificant change to the main characteristics of our package arrangements we will notify the change to you as soon as reasonably possible before your departure but we will not notify you about any other insignificant change. We will have no other

responsibilities to you in respect of any insignificant changes. Occasionally, we have to make a ‘significant’ change. A significant change is one where we or our

suppliers significantly alter any of the main characteristics of your arrangements. Examples of significant changes include the following changes when made before departure:

•a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away

• a change of outward departure time resulting in the overall length of time you are away being reduced by twenty four hours or more.; or

• a change of UK departure point to one which is substantially more inconvenient for you (except between airports within or around the same city for example London Gatwick and Stansted Airports).

•Where we or our suppliers can no longer fulfil any special activity that is listed on the holiday itinerary unless this has been cancelled due to weather or conditions outside of our control or considered unsafe by us or as listed in clause If we have to make a 'significant change' or cancel before departure, we will contact you as soon as possible and if there is time to do so before departure, we will offer you the choice of the following options:

i) agreeing to the changed arrangements,
ii) accepting the cancellation or terminating the contract between us and receiving a refund (without undue delay) of all monies paid; or
iii) accepting an offer of alternative arrangements of comparable standard from us, if available.

29. If you ask to leave the group or travel buddy setting unaccompanied, we reserve the right to contact your support team/parent/carer at home to ask if this safe, or we may choose to send a staff member with you depending on if staff are available. If you cannot be accompanied and/or our assessment deems it unsafe for you to leave the group/support staff on your own, please note that you will do so at your own risk. We cannot be held responsible for your decision and subsequent welfare.

30. For holiday purchases (for example, souvenirs, snacks, drinks…) you make by cash, bank card or mobile phone banking, you must provide us with guidelines when completing the questionnaire to ensure that you spend according to your holiday budget whilst with us. Without specific guidelines we cannot be held responsible for purchases you make.