

Baked Bean Charity Holidays Terms and Conditions

1. These terms and conditions will come into effect immediately after we receive a holiday booking form and/or deposit from you. By requesting to book a holiday with The Baked Bean Charity you are confirming that you agree with all of our terms and conditions.
2. If you disagree with any of these terms and conditions you may cancel your booking for a full refund as long as it is within 30 days of receiving your confirmation letter. After 30 days refunds will be provided according to clause 9.
3. The Baked Bean Charity offers group holidays, and as such you are agreeing to join in with the activities chosen by the group as a whole. Wherever possible we will offer the opportunity to split into smaller groups to provide a choice between 2 or more options, but at no point will we be able to support you on a 1:1 basis to do an activity that the rest of the group doesn't want to do.
4. All holidays will be booked in shared accommodation and you may be required to share a bedroom with another member of the holiday party. Bedrooms will be allocated on a same-gender basis and we will ensure an individual bed is available for every person on the holiday.
5. Provisional bookings may be made by telephone but all such bookings must be confirmed within 14 days by sending us a completed booking form and deposit of £250.00 per holiday.
6. If you are booking more than one holiday, please number each selection in accordance to your preference, e.g. number 1 next to your first choice, then number 2 next your second choice, and so on.
7. **No booking is confirmed until we send you a confirmation letter for each holiday.** If you have booked more than one holiday and we are not able to offer you a space on all of your choices, we may transfer the deposit of one of your least preferred choices towards the balance of your preferred holiday. We will try to ensure that everyone gets to attend at least one of their preferred holidays.
8. If you require 1:1 support on the holiday, you will be required to book and pay for an additional holiday space for your support worker(s).
9. Full payment of the balance of the holiday cost is due 60 days prior to the commencement date of the holiday for destinations within the UK, and 90 days for destinations abroad, unless you are provided with specific payment dates by The Baked Bean Charity.
10. If after we notify you in writing of our acceptance of your booking you wish to change or cancel your holiday in any way, we will do our utmost to accommodate these changes. Any charges incurred as a result of you requesting to change or cancel your holiday will be payable by you.
11. You may cancel your holiday at any time by providing us with notice in writing. We will do our best to recover the cost of your holiday to provide you with a refund, however you will remain liable for any costs incurred as a result of cancelling your holiday. If you cancel within 120 & 60

days of the departure date of your holiday, you will lose your deposit. Cancellation between 59 & 30 days of the departure date of your holiday will result in a cancellation charge of 50% of the full holiday price. Cancellation between 29 & 15 days of the departure date of your holiday will result in a cancellation charge of 75% of the full holiday price. Cancellation within 14 days of the departure date of your holiday will result in a cancellation charge of 100% of the full holiday price.

12. There may be circumstances in which we have to cancel your holiday. Sometimes changes are unavoidable and we reserve the right to make them as required. Most of these changes are likely to be minor and we will do our best to keep you informed. If after accepting your booking, and before departure, we make a significant change to your holiday you will have the option of withdrawing from the holiday without penalty. Alternatively, we will try to offer you a suitable alternative holiday without additional charge. A significant change would involve a change in the departure date or location of the holiday.
13. We reserve the right to cancel your holiday at any time, for example if the minimum number of persons required for a particular holiday is not reached then we may cancel the holiday.
14. Upon booking a holiday, we will carry out a risk assessment and review of your care plan and any necessary adjustments. Your place on the holiday will be subject to our provision being able to support you safely at this time.
15. We reserve the right to end your holiday early if, in the opinion of any member of our staff, we are no longer able to support you safely. This could be because we believe there is a high likelihood of distress, damage or danger to yourself, any other holiday makers, our staff team or anyone else.
16. **You will be supplied with a Consent & Indemnity Form, which must be signed and returned before the start of the holiday.** By signing the form you agree to travel with us and that we will not be liable for any injury, illness or death, or consequent losses suffered by you unless you can prove that such injury or illness was caused by a lack of reasonable care and skill on the part of ourselves and our suppliers.
17. If any new information obtained from your Consent & Indemnity Form results in us deciding that we are not able to support you safely on the holiday, your place on the holiday will be cancelled and you will be offered a full refund.
18. Final details of each holiday will be confirmed at a meeting which will be held at least 2 weeks before the commencement of the holiday. You will be notified of the meeting location, time and date in writing after your holiday place has been confirmed. If you are unable to attend the meeting you will be provided with all of the information by post and/or via a telephone call.
19. For UK holidays the meeting point will be one of the Baked Bean Charity bases in Battersea. For trips to Disneyland Paris the meeting point will be London St. Pancras station. For other abroad trips the meeting point will be a London airport.
Please note we cannot provide transport to or from the holiday meeting points.

20. Please make sure you are at the meeting point for your holiday on time. We are only able to wait for a maximum of 30 minutes before leaving without you. No refund will be paid if you do not turn up for your holiday on time.
21. At the end of the holiday we will return to the same location as the original meeting point. We will give you an estimated time of arrival at the holiday meeting. Occasionally we may be delayed as a result of circumstances beyond our control. In the case that we are delayed by more than 30 minutes we will do our utmost to inform you and your parents / carers who are meeting you as soon as possible and keep you fully informed.
22. The cost of your holiday includes 3 meals per day (on full holiday days), shared accommodation, support and supervision from our staff, all transport costs (from the holiday meeting point) and all activities and excursions.
23. You will need to bring spending money for any additional snacks and refreshments you may wish to buy, and any additional costs that are not included in the entry ticket price for each excursion (e.g. souvenirs). We recommend £20 spending money per day of the holiday.
24. Staff on the holiday are able to hold spending money and hand it out throughout the week. If this is required, please supply a named envelope for each day of the holiday with the correct amount of money in each envelope.
25. We will do our best to retain receipts for personal purchases if required, however we cannot guarantee that all receipts will be retained.
26. We will not be held responsible for any loss of personal money or other possessions, except in the case where money has been handed over to staff to look after for the duration of the holiday.
27. All medication must be clearly labelled with your name and supplied with the original packaging as received from the pharmacy. This is to ensure that we have all of the correct information to provide to healthcare professionals in the event of a medical emergency.
28. Staff can assist with the administration of medication for the duration of the holiday. If this is required, all medication must be clearly listed along with times they need to be taken on the medication form we will provide you with.
29. Please ensure you bring enough medication to last the duration of the holiday, plus some spare in case we are delayed on our return journey.
30. You are requested to supply all medical and incontinence aids that you may require during your holiday. In the event of a shortage we will try to obtain and provide additional supplies, but can provide no guarantee of doing so and accept no responsibility for any failure on our part to do so.
31. We ask that you limit your luggage to one small (cabin size) suitcase / holdall and one item of hand luggage per person.

32. We strongly recommend that you arrange travel insurance for each of your holidays as soon as you book. This ensures that you are covered in case you are unable to travel with us for any reason between now and the holiday.
33. **Please note that for holiday destinations outside of the UK, travel insurance is mandatory** and is not included in the cost of your holiday. Failure to provide proof of travel insurance may result in the cancellation of your holiday on the same terms as cancellation by you.
34. You are responsible for ensuring that you have the correct documentation for travel and we cannot be held liable for any loss or expense suffered by you because of an incorrect passport or other incorrect or missing documentation.