

4.20 Short Break Booking and Payment Policy

How to book a Short Break:

To make a booking, you must fully complete and sign the relevant booking form and return it to the Short Break Manager. After signing up to our mailing list, you will receive a priority link to this form. If you are not on the mailing list, you will receive the link 3 weeks after the priority email. If you are new starter, you will be issued with information about any available dates and places will be allocated accordingly.

The Adventure Service will advertise the Short Breaks and the activities for the following year in early Autumn in order that preferred dates can be selected. Adventurers will be notified in writing of the Short Breaks they have been allocated by the end of November of the year prior to the Short Breaks.

The Short Break Manager will endeavour to meet everyone's requested weekends in a fair manner, with priority going to those on the initial mailing list and on a first come first served basis after this.

Parents/Carers will receive a Financial Agreement Form when receiving confirmation of Short Breaks, the completion of this form will guarantee the booking. Invoices will be raised 4 weeks prior to the weekend.

It is the responsibility of the Adventurers parents/carers to ensure that Social Care funding for Short Breaks is applied for in advance of the Short Break.

Cancellations or transfers:

On receiving your allocated Short Breaks, if you decide that one or more are no longer needed then please contact the Short Break Manager by e-mail or letter.

If you wish to transfer to a different Short Break, please contact the Short Break Manager in writing and we will endeavour to accommodate any requests.

Changes to Short Break dates need to be made with a minimum of 3 weeks' notice to the departure date of the Short Break. Less than 3 weeks notice of a cancellation or change will be charged at the full rate.

How to secure you place and payment expectations:

Further information will be sent four weeks prior to the allocated Short Break – this will contain all the information required such as a kit list and drop off and collection times. The medication form needs to be completed and returned for each Short Break attended. (Please see sections below on the importance of keeping The Adventure Service up to date with these details: Meeting Assessed needs and Medication.

4.20 Short Break Booking and Payment Policy

An invoice for the cost of the break will be issued 4 weeks before the Short Break start date. The invoice will show the date on which the full balance is due. Full payment will be expected 3 weeks before the start date of the Short Break.

If your booking is made within three weeks of the start date of your break we will expect full payment on booking.

Please check the details on your invoice carefully. If you have any questions, or anything does not appear to be right, you must contact our Short Breaks Manager immediately. On the invoice, please pay particular attention to the final payment date, as we may cancel your break if we do not receive your payment in time **and you still may be charged.**

BROCHURE ACCURACY

We have compiled the information on our web site and in our The Adventure Service Ltd Short Break brochures and other promotional material as accurately as possible at the time of going to print. However, we would ask you to appreciate that a brochure is prepared well in advance of the commencement of the programme.

There may be occasions when an amendment to the details of a break must be made. We will put updated details or correct any information or prices on our booking system and our web site so you will receive the latest information when you make a booking. If the amendment is considered to be of a significant enough nature, you will be given the opportunity to cancel your break with a full refund, or to amend to an alternative break subject to availability.

Please note that minor changes to planned activities may need to take place on a Short Break due to circumstances out of our control such as weather.

MEETING ASSESSED NEEDS

It is of vital importance that you inform us of changes in your condition, health and care requirements prior to the start of your break with us. Failure to do so may result in us being unable to provide you with the care you require and/or your break being cancelled by us. Adventurer Agreements and Short Break Personal Care/Support needs forms will be emailed out in December each year. We will take reasonable measures to contact you prior to complete an up to date care/support needs form, however in the event we are unable to contact you, the responsibility for notifying us of support needs or changes to your needs remains with you.

MEDICATION

Any prescribed medication must be supplied in its original packaging with the pharmacy label attached, giving dispensing details, dosage details and the Adventurer's full name. Over the counter medication needs to be in the original packaging and should be added to the medication sheet. We are unable to dispense medication without these details. Sufficient stocks must be provided to cover the period of the break you have booked. Prescribed medication cannot be altered in any way, for example, crushed.

