



May 2019

Enchanting Winter Away Break with Trevanion House Holidays!

Following on from our successful '**Hogwarts in the Snow**' Away Break in November 2018, we are planning to repeat the experience again in November 2019.

Enclosed is our leaflet with details of the holiday, including highlights of the exciting activities and entertainment planned for the five days/four nights away.

We will be staying at the luxurious and historic Littlecote Hotel & Spa in Berkshire, for their 'Turkey & Tinsel' themed week. All meals, evening entertainment and entrance fees are included in the price. The hotel will be providing the catering and there will be choices on offer to suit all requirements.

In addition to the wide range of leisure activities on offer at the hotel, there will be trips out to traditional Christmas markets and a full day at the Harry Potter studios for their spectacular '**Hogwarts in the Snow**'.

If you would like to join us, we will need to be informed of your own care needs at the time of booking. This break is not suitable for guests with mobility issues, due to the nature of the activities and accommodation. We cannot guarantee ground floor rooms, and guests will be sharing a twin room (same gender).

A copy of our *Frequently Asked Questions* are on the back of this letter, to help you decide if this Away Break is right for you. Please call us to discuss your requirements before booking if you have any concerns about this.

A deposit of £100 is required to secure a place. Spaces are limited and will be allocated on a 'first come' basis.

We look forward to hearing from you.

Gerry, Tracey & Mel

Frequently Asked Questions regarding our Away Breaks

Q. What is included in the price?

Full board accommodation, entrance fees, transportation while on holiday, support and supervision of professional holiday staff.

Q. How do I get there?

We will meet you at the hotel. Also, by arrangement, at a meeting point that is near to the holiday venue eg train station, coach drop off point etc.

Q. Will I be able to holiday with people of a similar age to me?

Our holidaymakers range from 18 years onward and generally book holidays according to their interests. If you would like further information on which holidays would be most suitable to you please contact our booking team.

Q. What if I can't keep up with the other holidaymakers?

Our staff will always be aware and respect your needs and abilities. This is a group holiday and we do ask that, for the good of the group and your own enjoyment of the supported holiday, you consider the theme and activities at the time of the booking.

Q. Can I have my own room?

All holidays are based on sharing a twin room (same gender).

Q. Are your staff CRB checked?

Yes, all our staff have enhanced CRB/DBS checks.

Q. What is the staff to holidaymaker ratio?

The ratio is a maximum of two holiday support staff to six holidaymakers (2:6).

Q. Can I bring my own support with me?

Yes, you can, but they would have to pay the full cost.

Q. Do I need holiday insurance?

Yes, you must have holiday insurance. This should cover cancellation, illness and loss. You will need to send us a copy of this prior to the start of your holiday.

Q. Do I need to bring spending money with me?

Yes, we recommend that you bring at least £100 personal spending money per week to spend on snacks, drinks and shopping.

Q. Do you provide support with Personal Care?

No, we can advise and prompt but are unable to provide physical support with personal care.

Q. Can you administer my medication?

Unfortunately, although all staff are trained in safe handling of medication, we are unable to administer any form of medication on Away Breaks. We can offer support via prompting and reminders, but are not able to physically administer medication.

Q. How much deposit do I need to pay when booking?

A deposit of £100 is required for each booking, and is non-refundable if you later change your mind.

Q. When is the balance due?

The balance will need to be paid at least eight weeks before the start of the holiday.