

Trevanion House Holidays Ltd

Terms and Conditions



Please read these Terms and Conditions carefully as they form an essential part of our contract with you. They deal with your rights and obligations to us, and ours to you.

1. Contract - Your contract is with Trevanion House Holidays Ltd. When we receive your 25% deposit, which is **non-refundable**, we will issue a confirmation of your booking.

At that point our terms & conditions come into effect.

A signed booking form is required for our records..

2. What is Included - Our standard charges include full board and accommodation in either a single or shared room as booked as well as the use of all facilities at Trevanion House. The price also includes our transport during the day, together with escort staff.

Items not covered include snacks when out, souvenirs, bar drinks, personal laundry, 'hands-on' personal care, disposal of incontinence materials, one-to-one escort staff, lunch on the return day. Where additional charges are levied by us, a full Guest Account will be prepared for guests to settle this on the final day before departure.

3. Prices - Our prices are published in advance and we reserve the right to vary these should circumstances require us to do so. However, we guarantee that once your deposit is paid, there will be no increase in the price of your holiday.

4. Payment - You pay 25% deposit with the booking. 8 weeks before the commencement of your holiday the balance becomes due, even if you are prevented from taking the holiday. You must pay the balance at least 8 weeks before your arrival and, if you do not, your booking will be cancelled and you will be liable to pay us a cancellation charge as below.

5. Cancellation Charges -
Period before start of holiday:

Over 16 weeks 25%*
12-16 weeks 50%*
8-12 weeks 75%*
8 weeks or less 100%*

*of the total cost of the holiday including pre-booked additional services. Bookings are non-transferable. Any alterations to guest(s) originally booked should be notified to us as soon as possible and agreed by us. This will incur an administration fee of £50 per guest altered.

6. Cancellation By You - If at any time you wish to cancel your holiday, after we have confirmed your booking, you must do so in writing to us. The cancellation will be effective from the date we receive your letter and a cancellation charge will be made as set out above. The closer to the date of the holiday, the greater the charge, reflecting the increased risks to ourselves.

7. Cancellation By Us - We reserve the right to cancel your holiday for any reason. However, we do not intend to do so unless it is for reasons outside our control or if we discover reasons why the needs of a guest lie outside the scope of our facilities (see below). If we have to cancel your holiday, we will offer you either an alternative holiday date (where this is possible) or a full refund of all monies paid. This does not apply where the cancellation arises through late or non-payment by yourself for the full cost of the holiday.

8. Insurance - Our standard charges DO NOT include insurance for either travel or other normal holiday risks and YOU are responsible for arranging suitable insurance cover. This cover should be in place when the booking is made and notified to us with the policy no. and contact details of the company.

9. Damage To Our Property - We reserve the right to charge you for any wilful loss or damage to our property caused by you, this may be invoiced during or after your holiday.

10. Complaints - If you have any complaint whilst on holiday, you must tell us immediately. We are usually able to solve most problems on the spot. If the matter remains unresolved to your satisfaction, we will arrange for you to complete a report at the time and, where it involves any matters covered by the Health & Social Care Bill, a copy will be forwarded to the Care Quality Commission (CQC). A copy may be forwarded to the Department of Adult Social Care, Cornwall Council. If you wish to pursue your complaint after the end of your holiday, you must write to us within 14 days of your departure from us, setting out the details of your complaint. We will investigate and undertake to respond within 14 days of receipt of your letter.

11. Personal Care - For all unaccompanied guests we ask for a Care Support Form (CSF) to be completed either by someone who is familiar with each guest's needs or by the guest themselves if this is possible. For guests on a first visit or where there has been a gap of two years the completed CSF must be received by us with the booking form. For guests who have visited in the last year the completed CSF must be received at least 4 weeks before your holiday. In the event that the CSF is not received by the due date, or if it contains inadequate information, we reserve the right to cancel the holiday and impose the cancellation charges set out above. The person completing the CSF is responsible to us for ensuring that all relevant needs are identified, including those deemed necessary by CQC, so that we can make suitable arrangements to provide appropriate care and that we can ensure that our facilities can meet those needs. If significant factors are not identified and come to light during the stay with us, we reserve the right to ask that the guest return home, in which case no refund of the cost of the holiday will be made. Alternatively, we will make an additional charge to cover the extra care involved.

12. Arrival and Departure - Our standard charges are based on arrival after 3 pm and departure before 11 am. For guests not able to make travel arrangements within these times, extended support cover may be available at an additional charge.

This service should normally be pre-booked and paid for in advance. Any guests who are brought by independent road transport and arrive before 3 pm or who are not collected until after 11 am, will be deemed to have agreed to these charges and will be liable for them.

13. Room Sharing - It is our strict policy that we do not allow guests to book a shared room unless they come as the same party, under the same booking reference. However, if requested separate billing can be done. Under no circumstances can we undertake to find potential room sharing partners.

14. Personal Injury or Sickness - For all unaccompanied guests with a disability, we seek to ensure that, as part of the Care Support details, we identify the arrangements to be followed in the unlikely event of the guest requiring medical treatment as a result of sickness or injury.

15. Statement of Purpose - For all guests covered by our registration with CQC, a copy of our Statement of Purpose is available on demand or can be viewed on our website.

16. Local Authority Contracts - Where a holiday is booked under a contract with a Local Authority, these terms and conditions may be varied by that contract. However, unless specifically modified or excepted, all these terms and conditions shall remain part of our contract with the authority as soon as we have issued a confirmation of the booking. We reserve the right to require the holiday to be booked in accordance with these terms and conditions, especially as they relate to payments and cancellation.

17. Data Protection - Details of guests, including care needs, are held on computer by Trevanion House Holidays Ltd. Making this booking includes acceptance that such data is held on your behalf but is covered by the same considerations of privacy as any other personal information supplied to us. Images may be taken which include the guest for use in the holiday diary, website, or other reasonable purposes.

18. Interpretation - In these Terms and Conditions the words 'you' and 'your' refer either to the person making the booking or to any of the guests included in the booking, as appropriate.

19. Behaviour - we expect all guests to have consideration for other individuals when staying with us. We reserve the right to withdraw the confirmed booking should an individual display behaviour that poses a risk to the health and safety of themselves, other guests or staff. Any costs incurred, including travel, will be the liability of the guest. Any breakages will be the responsibility of the guest and will be invoiced.