

TERMS and CONDITIONS

- **Holiday Booking Form/Medical Form**

Please ensure that you have completed all sections and signed the booking/medical form

- **Itinerary changes/Variations to Itineraries**

We act in good faith in providing holidays as stated, however in some instances, circumstances outside our control mean that we may need to alter/change or cancel parts or all of a specified itinerary. We reserve the right to vary any cost, travel arrangement, flight booking or activity however will notify you immediately of this.

- **Supported Holidays and Support Ratio**

Each of our holidays will state the support to carer ratio and this is strictly adhered to. We welcome clients with higher support needs/requirements and will assess suitability and may incur an additional cost. We also offer customised holidays for individual needs.

- **Travel Insurance**

Travel insurance is included on some of our itineraries and not on others and you will be advised upon booking if this is included or not. We strongly recommend that each client has Travel Insurance at the time of booking to cover for UNFORSEEN circumstances (not including pre-existing medical conditions that have not been already covered) such as cancellation, loss of luggage etc. Travel Insurance is mandatory on all of our International holidays. Upon choosing travel Insurance, it is your responsibility to ensure that the Insurance is right for you.

- **Client Behaviour**

Should a participant on our tour exhibit signs of any behaviour that has been undisclosed to us, that may have a significant impact on our support personnel or other clients/guests, we reserve the right to terminate the holiday and return home at the client's own expense. This is to avoid compromising the health and safety and enjoyment of fellow travellers and support personnel. In addition, we reserve the right to update/amend the charge for additional Support, equipment or any other item deemed necessary due to us not being advised of the correct support ratio.

- **Medication/Assistance**

Should a guest require medication or any other medical assistance, these must be passed to our support personnel prior to departure. All medications MUST be in a webster pack with name and photo and ensure that each client has adequate supply for the duration of the trip. For those guests who do not use webster packs, your medication must be clearly labelled with your details. All other medical needs must be labelled with the client's name and any directions.

- **Luggage and Personal Belongings**

Whilst all care and diligence is taken by our support personnel, all personal belongings and luggage are the responsibility of the guest. Aspire Supported Holidays PTY LTD will not be liable for any claim for loss arising in this situation or to lost or stolen items.

- **Clients Personal Expenditure**

Our support personnel are able to assist any client with personal spending money if requested. Should you require receipts to be kept (where possible) this must be pre-arranged.



- **Photographs & Video**

Whilst on holiday, day support, or group activities in the community, photographs and or video footage will be taken. These are used to provide guests with memories from their holiday. We reserve the right to use the photos/video for promotional purposes until requested in writing otherwise.

- **Changes/Cancellations**

Whilst we understand that changes in circumstances occur, deposits are always NON REFUNDABLE as these are paid to suppliers to guarantee group bookings. Once final payment has been made to Aspire Supported Holidays PTY LTD, each booking is assessed on an individual basis as each of our wholesalers impose different cancellation conditions. "Generally", if a booking is cancelled more than 120 days from departure, then 50% of the **final payment only** "may" be refunded. Inside 120 days, NO REFUNDS are permitted. (Refer to Travel Insurance section above) This is at the sole discretion of Aspire Supported Holidays PTY LTD and additional fees and charges for cancellation costs may apply. For Supported Holidays or any relocation/Day Support/Short Term Accommodation as this involves accommodation, engaging suitably qualified Support Personnel with the necessary qualifications, pre paid vehicle hire, intensive planning and travel arrangements, any payments that have already been made to suppliers including the cost of the Support Personnel that we have already contracted and engaged, this cost will be deducted from the participants NDIS plan to cover these costs if a cancellation happens within 28 days of scheduled departure. This made be over ridden if payments to suppliers or Support Personnel have been engaged PRIOR to this timeframe.

- **General Booking Terms & Conditions**

I understand and acknowledge the conditions relating to our travel arrangements. I understand that the personal information contained on the Client Form may be passed on to tour operators, airlines, insurance companies and the like in order to complete my booking. Our policy is to only pass on the information required to fulfil our obligations. I also understand that Spencer Travel may use this information for marketing purposes to advise me of special offers etc. I agree to advise Aspire Supported Holidays should any changes occur. I am aware that I am signing and accepting the responsibility that ALL of the information is correct for ALL person's noted on the booking form. This information is held by Aspire Supported Holidays for the purpose of facilitating a holiday booking as requested by the names and signatures that appear below and agree these have been willingly provided. I also agree and accept payment for any medical expenses incurred by me which may not be covered by travel insurance. If the booking form has been completed by another person, then I understand, agree and accept all conditions and information stated on the booking form including releasing Aspire Supported Holidays, it's employees and contractors and or suppliers against any claim arising from any injury, negligence claim or death sustained during the trip. I also agree that I have been provided with a copy of and have read, understood and agree to the TERMS & CONDITIONS which form part of this agreement.

Whilst we request this form be returned upon booking, once any deposit is paid to Aspire Supported Holidays, and email confirmation has been received to go ahead with the booking and/or final payment made, this constitutes that you have entered into an agreement that falls under all of the above Terms and Conditions listed on this page as well as any Terms & Conditions listed on your service agreement.

P: 1 300 338814

E: contact@aspireupportedholidays.com.au

W: www.aspiresupportedholidays.com.au

PO BOX 409, LENNOX HEAD NSW 2478

ABN: 63923434733

NDIS PROVIDER NUMBER: 20856340

SUPPORTED HOLIDAYS || DAY OUTINGS || INDIVIDUAL SUPPORT || SUPPORT CO ORDINATION