
Standard Booking Supported Holidays – Getaways Special Terms And Conditions

DEFINITION

Supported Holidays and Getaways - Fully supported packaged holidays and breaks away for groups and individuals to experience social, leisure and recreational pursuits and interests.

PACKAGE INCLUSIONS

A standard supported getaway has three items that make up the total service package:

- Day Service Package and;
- Travel Transport Package.

All advertised packages include (unless otherwise specified):

Day Service Package all inclusive of:

1. Standard Guest Service Planning and Coordination¹
2. Personal 24 hr guest support services (per 1:1 or 1:2 or 1:3 guest service ratios)²;
3. Single rooms with private bathroom facilities (motel, cabin, hotel, apartment)³
4. All meals daily including breakfast, lunch, dinner and snacks. (mixed bistro dining and supported self catering)
5. Local transport and community activities⁴

Travel Transport Package (Transport and Activities- (per specific itinerary) all inclusive of:

6. Private door to door transport (may include km's, vehicle hire, ferry, bus, flights)⁵
7. Activity entry fees, tickets and entertainment;
8. Travel insurance (eligible Guests); and
9. Photo Memory Prints.

EXCLUSIONS

Prices DO NOT include (unless otherwise specified):

1. Passenger personal spending money;
2. Passports, visas or other travel documents;
3. Snacks, soft or alcoholic beverages, barista coffees;
4. Personal items such as laundry, telephone, toiletries, excess baggage;
5. Active overnight or 2- person complex care support services;
6. Medical, continence or (non-emergency) first aid supplies; or
7. Equipment rental such as wheelchair hire, hoist and shower chair.

Pricing is based on the agreed level of support requested or required to safely support the guest to experience their selected service. GST applies to all supported products and services, (except where provided to an NDIS participant -(see Information for NDIS Participants Fact Sheet).

GUEST SUPPORT SERVICES

Person centered support services are each guest's personalised support plans and goals.

¹ Includes home or remote videolink meet and greet, service planning and booking assistance and quotes.

² 24hrs support includes 8 hours non-active on-site support (16 hours active support + sleepover allowance)

³ Shared facilities such as lounge, dining, kitchen and lodge style bathrooms are subject to regular cleaning and hygiene procedures

⁴ Day Package includes the costs for local transport <10km / day (shopping / errands/ outings) and small entry fees to community attractions and events.

⁵ Itinerary specific charges apply: Km's at 0.85c p/km (standard) , \$1.30 (specialised), shared vehicle hire and tickets and other fares. May include accommodation supplement for regional accommodation or peak seasonal locations.

Shared support ratios are standard on all group services with a minimum 1:3 staff to guest support ratio with higher ratio support 1:1 and 1:2 is provided. Group sizes will not exceed 12 persons (i.e 9 guests and 3 staff. or other ratio combinations support).

STAFF COMPETENCIES

ALL staff have MINIMUM training that includes: Crt III Disability (or equiv), NDIS Orientation; NDIS Worker Clearances, First Aid and CPR, Medication and Manual Handling Competencies, Epilepsy and Seizure Management and Emergency Medication, Dysphasia and Meal Management and Complex Continence Care and Positive Behaviour Support.

AGENCY

Social Solutions WA Pty Ltd arranges the travel services and travel related products for you and other guests, with airlines, tour and cruise operators, car hirers and accommodation providers. In doing so, Social Solutions WA gives no warranty nor makes any representation regarding the services to be supplied or the products purchased by you. You agree that if the travel services or products are not supplied in accordance with your booking, your remedy lies with the service provider and not Social Solutions WA.

AIRLINE CONDITIONS AND ADDITIONAL CHARGES

Many airfares are subject to strict conditions regarding amendments, cancellations and refunds. In addition, airlines impose taxes, fees and charges. All airfares are subject to taxes and charges levied by both the government and the airlines themselves and are subject to change at short notice and additional charges might apply. It is your responsibility to ensure the type of airfare you purchase is suitable for your circumstances.

TRAVEL DOCUMENTATION

You are responsible for obtaining all personal documents, passports, and visas that you may require. We may assist you to obtain such information, however the final responsibility for obtaining the necessary information and complying with any identification documents or health requirement remains with you.

If you have a medical condition, the carrier may ask you to complete a health questionnaire to ensure your safety.

BAGGAGE AND PERSONAL BELONGINGS

a) Limits: Participants are able to bring:

- one piece of hand luggage that does not exceed 56 x 36 x 23 cm and weighs no more than 5 kg; and
- one piece of luggage/suitcase that does not exceed 140 x 60 x 40 cm and weighs no more than 16 kg.

b) All personal belongings are the sole responsibility of the participant. Social Solutions WA will not be held liable for any loss or damage of any items or monies not directly under the supervision of guest service staff.

ITINERARY CHANGES

1. Third party providers of travel and travel related services may change their prices, details of their packages, tours or other information displayed on the Site at any time. Accordingly, all advertised prices displayed on the Site are subject to change without notice.
2. Social Solutions WA reserves the right to alter, change or amend the holiday itinerary in any way necessary to ensure the smooth and safe operation of our services including, but not limited to, changes in services due to any cancellation made by third party suppliers, weather, transport or any unforeseen circumstance.

GST CHARGES

GST will be charged where applicable.

Adjustments are applied for eligible NDIS funded guests {see *Short-term Accommodation and Community Support*} who use NDIS funding toward any part of their direct support costs.

CANCELLATION

Deposits are fully transferable (if all General Terms and Conditions have been met) and there is no charge to alter your travel plans to a later date or hold as a Future Holiday Credit and all non-third party supplier payments are 100% refundable up to 3 days before departure.