LETS-GO

Supported Holidays

Holidays for Adults with Learning Disabilities

2027 Brochure

ITS OUR EXPERIENCE THAT MAKES YOURS

Welcome to our holiday brochure for 2027

Let's-Go Supported Holidays has been organising holidays for adults with learning disabilities for 16 years, successfully delivering over 5000 holidays. We offer a wide range of holidays for adults with mild to moderate learning disabilities, with 24-hour support from our friendly, experienced staff. Our aim is to provide a safe, caring and supportive environment where everyone can relax and enjoy their holiday.

Our group holidays are a great opportunity to meet new people, make lasting friendships and become part of the Let's-Go community. Our trained staff support a wide range of needs, helping to make every holiday safe, enjoyable and memorable. With destinations across the UK and around the world, we are proud to create meaningful, person-focused experiences.

We hope you enjoy browsing our 2027 brochure. Holiday prices include the activities and trips listed, as well as meals unless stated otherwise. Most overseas holidays are all-inclusive whilst at the hotel, and all holidays include 24-hour support from our qualified and experienced team.

We also offer a payment plan, allowing you to spread the cost of your holiday before you travel. Please get in touch if you would like to arrange a payment plan — we'll be happy to help.

The Let's-Go team looks forward to welcoming both returning and new clients on our 2027 holidays. We hope every holiday brings new experiences, lasting friendships and plenty of happy memories.

Sarah Bull (Founder)

"My aim is to create wonderful, enjoyable and memorable holiday experiences for adults with learning disabilities. Having worked alongside people with a wide range of learning disabilities for over 35 years, I have had the privilege of arranging and sharing many special holidays with our clients. I truly believe that everyone deserves a holiday and the opportunity to enjoy new experiences, make special memories and have something to look forward to. I want everyone to feel supported, included and able to make the most of their time away, returning home with happy memories that will last a lifetime."

.

What we Offer

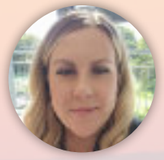
- 24 Hour support from qualified staff with a wealth of experience.
- All our staff team are enhanced DBS checked.
- All our staff are trained in safe guarding for adults, first aid, medication, infection control, diabetes awareness, epilepsy, and equality & diversity.
- Full assessments of our guests needs are carried out prior to embarking on the holiday.
- Fully inclusive holidays and short breaks.
- Selection of day trips and activities are included in the price of the holiday.
- Nightly entertainment.
- Quality accommodation that is fully accessible to the individual's needs.
- Payment plan available to spread the cost of your holiday.
- Personal photo album of the holiday.
- 1:1 Support is available to meet individual needs (additional cost).
- Personal care can be arranged (additional cost).
- Special diets are catered for.
- Travel insurance can be advised.
- Transport from central pick up points.
- Transport and transfers to meeting points can be arranged (additional costs).

The Team

Liam

Jenni

Ellie


Charlotte

Kalli

Aileen

Sonia

LETS GO
Supported Holidays

www.letsgosupportedholidays.co.uk

Tel: 01202 760311

admin@lets-go-holidays.com

Questions and Answers

Q: Do I need to bring my own support staff?

A: No; you will be accompanied by our support team 24 hours a day for the duration of your holiday.

Q: What is the staff ratio?

A: Three to four guests to one support worker depending on needs. One to One support can be arranged at an additional supplement.

Q: Will I have a room on my own?

A: All holidays are based on twin rooms but we can arrange single rooms (subject to availability) for individuals at an additional cost.

Q: Do I need a passport?

A: Yes if you are travelling abroad. Your passport must also have 6 months left to the expiry date from a return back to the UK.

Q: Are staff DBS (previously known as CRB) checked?

A: Yes all staff hold an enhanced DBS/CRB check.

Q: Do I need travel insurance?

A: All guests will need to arrange their own individual travel insurance for holidays in the UK or abroad.

Q: Will I need spending money?

A: You will need spending money for anything you wish to buy or for additional activities on your holiday that you wish to participate in.

Q: Do you provide transport to and from my home?

A: We can arrange for you to be picked up from your home (additional cost applies) depending on your location and our availability. There will also be central pick up points (no additional cost).

Q: Do you provide support with personal care?

A: Yes, we can arrange support for personal care with prior notice at an additional cost.

Q: Can you administer medication?

A: Staff have received training in medication systems such as MDS. We can offer support with prompting and reminding you to take your medication independently when needed, oversee that you have taken it as and when required but we cannot physically administer it. You will need to arrange for medically trained staff (such as District Nurse) to administer your medication if needed. This would be at your own expense & with prior consent - please call us to discuss further.

Joining the cruise ship “Britannia”.

CARIBBEAN CRUISE

14 Nights

8th Jan. - 22nd Jan.

- Flying to Barbados to join the P&O cruise ship “Britannia”.
- Includes all onboard meals. *Drinks not included.*
- Visiting St Vincent, St Kitts, St Maarten, Aruba, Curacao, Antigua, St Lucia, Grenada and Barbados.
- Live west end class shows and entertainment every evening.
- Sightseeing at all the stops.
- Activities onboard the ship.

Ref: 27001 **Price £4795.00**

FLORIDA DISNEYLAND

14 Nights

1st March - 15th March

- Breakfast and evening meals included.

Lunches and drinks not included.

- Flying to Orlando.
- Many theme parks including Magic Kingdom, Epcot, Animal Kingdom, and Hollywood Studios.
- Day trip to Busch Gardens Theme Park.
- Visit to the well known Sea World and Universal Studios.
- Visit to Discovery Cove to swim with dolphins.

Ref: 27002 **Price £6620.00**

Meet Disney Characters.

Joining the “Queen Elizabeth” at Southampton.

SPAIN & FRANCE CRUISE

7 Nights

28th March - 4th April

- Joining the Cunard cruise ship “Queen Elizabeth” at Southampton Docks.
- Includes all onboard meals. *Drinks not included.*
- Visiting Cherbourg (France), Santander (Spain), Gijon (Spain) and La Corona (Spain).
- Live west end class shows and entertainment every evening.
- Sightseeing at all the stops.
- Join in and have fun with all the activities onboard with swimming pools, spa and cinema.

Ref: W2703 **Price £2225.00**

YORKSHIRE SOAPS

7 Nights

8th April - 15th April

- Breakfast, lunch and evening meals included.
- Visit the original Emmerdale Woolpack pub and the sights from the original village.
- Day trip to Emmerdale (The Tour).
- Visit to the National Railway Museum.
- Day trip to Coronation Street (The Tour).
- Trip to the Heartbeat filming location.

There is no evening entertainment on this holiday.

Ref: 20004 **Price £2295.00**

Day trip to Emmerdale (The Tour).

Visit to Cadburys World.

WARWICK - STUDLEY CASTLE

4 Nights
3rd May - 7th May

- Warner Leisure.
- Breakfast, lunch and evening meals included.
- Nightly Entertainment.
- Swimming pool, sauna and steam room.
- Day out to British Motor Museum.
- A trip on the GW Heritage Steam Railway.
- Visit to Cadburys World.

Ref: 27005 **Price £1450.00**

A ride on the Isle of Wight Steam Railway.

ISLE OF WIGHT

4 Nights
31st May - 4th June

- Warner Leisure.
- Breakfast, lunch and evening meals included.
- Nightly Entertainment.
- Trip to Godshill Model Village.
- A ride on the Isle of Wight Steam Railway.
- Day out to the Isle of Wight Zoo.
- Visit to the Needles.
- Shopping and cream teas.

Ref: 27006 **Price £1295.00**

BENIDORM - SPAIN

7 Nights
17th May - 24th May

- All inclusive 3 star hotel.
- Nightly Entertainment.
- Swimming pool.
- Day trip to Mundomar Marine Park where you will enjoy dolphin, parrot and sea lion shows.
- Trip to Aqualandia Water Park.
- Visit to Terra Natura Wildlife Park.
- Beaches and local markets.

Ref: W2704 **Price £2395.00**

Enjoy dolphin shows.

SALOU - SPAIN

7 Nights
11th June - 18th June

- All inclusive 3 star hotel.
- Nightly Entertainment.
- Swimming pool.
- Day trip to Barcelona (Camp Nou football ground tour or Barcelona Zoo).
- Spend a day at Costa Caribe Water Park.
- 2 days visit to Portadventura Theme Park.
- Visit to Ferrari Land.

Ref: W2705 **Price £2425.00**

Visit local beaches.

Spend a day at Fuengirola Zoo.

TORREMOLINOS - SPAIN

7 Nights
2nd July - 9th July

- 3 Star all inclusive hotel.
- Swimming pool.
- Evening Entertainment.
- Day trip to Aqualand Water Park.
- Spend a day at Fuengirola Zoo.
- Selwo Marina dolphin and sea lion shows.
- Day trip to Gibraltar and a boat ride to spot dolphins.
- Time to visit beeches and local shops.

Ref: W2706 **Price £2210.00**

ISLE OF WIGHT

4 Nights
19th July - 23rd July

- Warner Leisure.
- Breakfast, lunch and evening meals included.
- Nightly Entertainment.
- Trip to Godshill Model Village.
- A ride on the Isle of Wight Steam Railway.
- Day out to the Isle of Wight Zoo.
- Visit to the Needles.
- Shopping and cream teas.

Ref: 27007 **Price £1295.00**

Visit to Godshill Model Village.

Joining the cruise ship “Marella Discovery” at Palma.

HIGHLIGHTS OF THE MED CRUISE

14 Nights
7th Aug. - 21st Aug.

- Flying to Palma to join the cruise cruise ship “Marella Discovery”.
- Includes all onboard meals and **drinks.**
- Visiting Palermo (Sicily), Naples (Italy), Rome (Italy), Corsica (France), Barcelona (Spain), Palma (Spain), Pisa (Italy), Cannes (France), Palamos (Spain) and Ajaccio (France).
- Live west end class shows and entertainment every evening.
- Sightseeing at all the stops.

Ref: W2707 **Price £4695.00**

BLACKPOOL

7 Nights
5th Sept. - 12th Sept.

- Travel from central pick up points.
- Breakfast, lunch and evening meals included.
- Evening Entertainment.
- Day visit to Blackpool Zoo.
- Visit to Madame Tussauds, and the Blackpool Tower eye.
- Visit to the Blackpool Tower Circus.
- Day at the Pleasure Beach.
- Market and local shops.
- Blackpool illuminations.

Ref: 27008 **Price £2095.00**

A visit to Madame Tussauds.

Sun

Adventure day on a jeep safari.

TURKEY - MARMARIS

7 Nights
24th Sept. - 1st Oct.

- All inclusive 4 star hotel.
- Evening Entertainment.
- Swimming pool.
- Adventure day on a jeep safari.
- Day visit to Aqua Dream Water Park.
- Lazy day on a boat tour snorkelling and swimming.
- Enjoy a Turkish bath and massage.
- Local markets and beaches.

Ref: W2708 **Price £2395.00**

UK Holiday

Day out at the British Motor Museum.

WARWICK - STUDLEY CASTLE

4 Nights
25th Oct. - 29th Oct.

- Warner Leisure.
- Breakfast, lunch and evening meals all included.
- Nightly Entertainment.
- Swimming pool, sauna and steam room.
- Day out to the British Motor Museum.
- A ride on the GW Heritage Steam Railway.
- A day visit to Cadburys World.

Ref: 27009 **Price £1450.00**

TENERIFE

7 Nights
7th Oct. - 14th Oct.

- 3 Star all-inclusive hotel.
- Nightly Entertainment.
- Swimming pool.
- Dolphin and whale spotting boat cruise.
- Visit local markets.
- Day trip to Siam Water Park.
- Day trip to Loro Parque to see dolphins, whale shows, plus much more….
- Beaches

Ref: W2709 **Price £2465.00**

Sun

Day trip to Loro Parque.

PORTUGAL & CANARIES CRUISE

12 Nights
8th Nov. - 20th Nov.

- Joining the P&O cruise ship “Arcadia” at Southampton Docks.
- Includes all onboard meals. *Drinks not included.*
- Visiting Funchal (Madeira), Santa Cruz (Tenerife), Las Palmas (Gran Canaria), Arrecife (Lanzarote) and Lisbon (Portugal).
- Live west end class shows and entertainment every evening.
- Sightseeing at all the stops.

Ref: W2710 **Price £3495.00**

No Flying Cruise

Joining the cruise ship Arcadia at Southampton.

Christmas & New Year

TORQUAY - TURKEY & TINSEL

4 Nights
6th Dec. - 10th Dec.

- Quality hotel.
- Pre-Christmas celebrations.
- Breakfast, lunch and evening meals are included.
- Evening Entertainment.
- Day visit to Paignton Zoo.
- Steam train ride on the Polar Express with hot chocolate and cookies.
- Live Christmas theatre show.
- Time to visit shops.

Ref: 270010 **Price £1395.00**

CHRISTMAS - TORQUAY

7 Nights
20th Dec. - 27th Dec.

- Quality Hotel.
- Breakfast, lunch and evening meals are included.
- Evening Entertainment.
- A visit from Santa.
- Christmas Pantomime.
- Day out at Paignton Zoo.
- Steam train ride on the Polar Express with hot chocolate and cookies.

Ref: 270011 **Price £ 2790.00**

Terms and Conditions

Bookings
The terms and conditions will come into effect once we notify you in writing of your holiday booking and we have received your deposit. Deposits are 20% of the total cost of the holiday. The remaining cost of the holiday should be settled in full 60 days before the start for UK holidays and 90 days for holidays outside the UK. Failure to pay could result in the cancellation of your holiday and the loss of your deposit. You can make provisional bookings over the telephone. Provisional bookings must be confirmed within 14 days with a 20% deposit and a completed booking form. A completed and signed booking form is confirmation that you have read and understood all the information regarding your holiday, you have read and understood the privacy notice on your booking form and that you understand and accept all the terms and conditions.

Late bookings
Bookings made 60 days or under before the holiday commencing must be paid in full when booking.

Cancellations (UK Holidays)
If you cancel your holiday, providing the time to the first day of your holiday is more than 60 days you will only lose your deposit. If you cancel within 60 days of the first day of your holiday, the cost of your holiday will be charged. If for any reason Lets-Go Supported Holidays is required to cancel your holiday, you will receive a full refund or the opportunity of an alternative holiday. Lets-Go Supported Holidays have the right to cancel any holiday where the minimum number of clients has not been met.

Cancellations (Holidays Outside The UK)
If you cancel your holiday, providing the time to the first day of your holiday is more than 90 days you will only lose your deposit. If you cancel within 90 days of the first day of your holiday, the cost of your holiday will be charged. If for any reason Lets-Go Supported Holidays is required to cancel your holiday, you will receive a full refund or the opportunity of an alternative holiday. Lets-Go Supported Holidays have the right to cancel any holiday where the minimum number of clients has not been met.

Insurance
Lets-Go Supported Holidays holds a comprehensive liability and indemnity policy which can be viewed on request. Our insurance does not cover clients own holiday cover.
Travel insurance is not included in your holiday package. It is compulsory that you have adequate travel insurance for all overseas holidays. We recommend that you have cancellation insurance for UK holidays should you need to cancel your holiday. We will require a copy of your travel insurance before the final payment of your holiday. We can advise you about your travel insurance.

Passports
It is the responsibility of the guest to ensure that they have a valid passport for your outbound and return journey. Your passport must be valid for at least six months from the day you are due to return from your holiday. Let's-Go Supported Holidays will require passport information at the time of booking or soon after.

Medication
All Clients medication must be in the form of a pre-packed system, such as Boots MDS system or Medisure blister packs that have the original label clearly presented with the guest's name, dosages and administer times. We cannot accept medication that has been dispensed from original packaging by anyone other than a pharmacist. Liquids, creams, drops and any medication that is not able to be packaged in MDS form, must clearly state on its package and medication sheet all the relevant information.

Personal Valuables & Money
Lets-Go Supported Holidays is happy to act as a 'bank' – looking after clients money if required and handing over smaller amounts as and when needed. Transactions will be recorded on a cash sheet where staff & clients must sign each time money is handed over. Clients choosing to hold their own money do so at their own risk and Lets-Go Supported Holidays accepts no responsibility for any loss or theft. Valuables such as cameras, mobile phones etc. are brought at your own risk, and we cannot accept responsibility for any loss, damage or theft.

Challenging Behaviour
Lets-Go Supported Holidays will support clients with their individual needs and will adapt the support to each individual. Lets-Go Supported Holidays reserve the right to withdraw a placement or amend scheduled events should an individual display behaviour that poses a risk to the health & safety of staff, other clients or themselves.

Support plans
It is the policy of Lets-Go Supported Holidays to ensure a support plan is completed for each client before the holiday departure. The support plan is to enable us to provide the best possible support tailored to your needs. We ask you to be honest, clear and concise with your answers and give as much detail as possible – all information is treated as confidential and is only used for the benefit of the client. We respect your decision to withhold any information; however, we cannot be held responsible for any events that arise due to information being withheld.

Dietary Needs
If you have any specific dietary needs or a special diet, have a food allergy or intolerance you must make this known at the time of booking. Clients with specific dietary requirements are to provide a menu stating any food items that are not likely to be readily available at the holiday resort. We will advise the provider or provider of meals of needs or allergies and where possible these will be catered for you. If they are unable to provide for your dietary or allergy requirements, then we will advise you of this.

Central Pick-Up Points
Lets-Go Supported Holidays cannot be liable for any loss or expense incurred due to your failure to arrive at the designated pick-up location at the allocated time. We will wait for 15 minutes from the stated pick-up time, after which we will have to leave to meet the needs of other clients. If you are running late, please telephone the number provided in the pick-up information which you will receive in good time before the first day of your holiday. We will endeavour to support you if possible. In this case, this may mean arranging alternative transport at your expense.

Packing & Luggage
All clients must travel with the appropriate clothing, footwear, outdoor wear, toiletries and medication etc. This also includes personal hygiene items such as towels and face cloths unless advised otherwise. Luggage is limited to 15 Kilos unless otherwise stated in your holiday information.

Injury, Illness, Death or consequent losses
Lets-Go Supported Holidays will not be liable for any injury, illness, death or consequential damages suffered by you or any member of your party unless it is proven that such injury or illness was caused by lack of reasonable care or skill on the part of ourselves or the holiday provider.

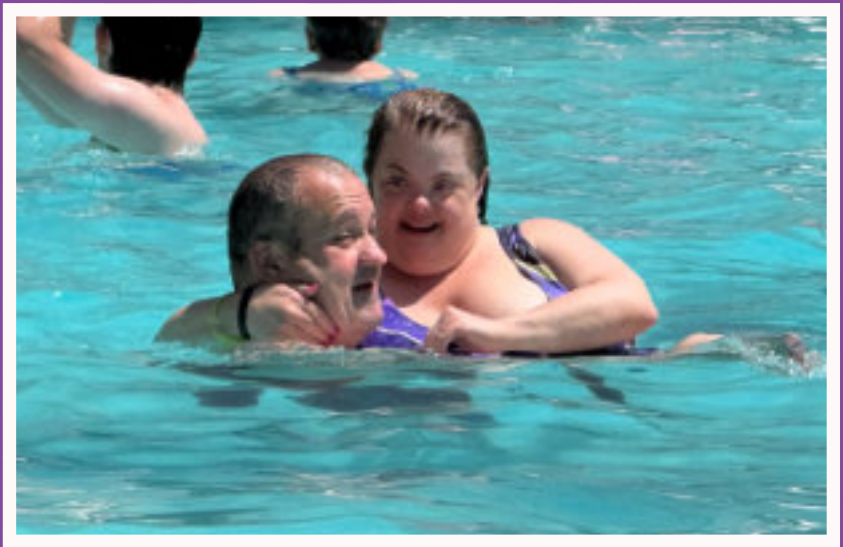
Termination Costs
Lets-Go Supported Holidays reserve the right to terminate a clients holiday for medical or behavioural reasons. Should this event occur, we will support where we can, to arrange transport and care where needed. The client will be responsible for any cost that arises in this event. We strongly recommend that you take out insurance for this eventuality.

Accommodation
Clients will share a twin room with another client of the same sex, and where possible, capability unless a single room is requested and is available. A single room would be at an additional cost. We do our best to accommodate requests where possible.

Changes to Itinerary
We will do everything possible to fulfil your holiday itinerary. If we have to change the dates of your holiday, we will notify you and if the dates are not suitable, you will be offered the choice of cancelling your holiday and will be given a full refund of any money you have paid.
Lets-Go Supported holidays reserve the right to replace activities and trips with an alternative, without prior notice.

Complaints
We hope that you do not feel the need to complain, but if you do have any concerns, please see a member of staff, and we will do our best to resolve this. If you are still not happy, you can complete a complaint form which we will investigate and respond to your complaint in writing within 28 days. Please send to: Lets-Go Supported Holidays LTD, 25 Cromer Road, Branksome, Poole, Dorset, BH12 1NE.

Lets-Go Supported Holidays Ltd
25 Cromer Road, Poole, Dorset. BH12 1NE.
Registered in England and Wales No 08015485

Tel: 01202 760311

www.letsgosupportedholidays.co.uk
admin@lets-go-holidays.com