

# LETS-GO

## Supported Holidays

ITS OUR EXPERIENCE THAT MAKES YOURS

### Holidays for Adults with Learning Disabilities



## 2026 Brochure

Celebrating 15 Years of Providing Holidays  
in the UK and Worldwide

# Welcome to our holiday brochure for 2026

Let's-Go Supported Holidays has been organising holidays for adults with learning disabilities for 15 years. We offer a wide range of holidays for adults with mild to moderate learning disabilities, with 24-hour support available to assist you. Our aim is to provide a safe, secure, and caring environment where you can fully enjoy your holiday.

Our group holidays offer the perfect opportunity to meet new people, build lasting friendships, and become part of the Lets-Go community. Our trained and experienced staff support adults with a wide range of needs, ensuring every holiday is safe, enjoyable and unforgettable. With destinations around the world, we're proud to lead the way in creating meaningful, person-focused experiences.

We hope you enjoy browsing our 2026 brochure. In addition to including the popular destinations you've mentioned, we've also added a few new holidays to give you a wider choice and the chance to visit new places. All our holiday prices include the activities and trips listed, as well as meals unless stated otherwise. Most of our overseas holidays are all-inclusive whilst at the hotel. Our prices also include 24-hour support from our qualified and experienced, friendly staff throughout the duration of your holiday.

We offer a payment plan that allows you to spread the cost of your holiday before it begins. If you'd like to set up a payment plan, please get in touch with us, and we'll be happy to help.

The Lets-Go team is excited to welcome our existing clients and new ones on one of our 2026 holidays. We hope you leave with many happy memories of fantastic experiences and enjoyment.



## Sarah Bull (Founder)

For more than 35 years, I've been supporting adults with various learning disabilities plan and enjoy holidays. In 2011, I started my own company, hoping to give everyone a truly memorable holiday experience. I'm so proud to celebrate our company's 15th anniversary! Together, we've created over 4600 unforgettable holidays, each bursting with joy, laughter, and new adventures.

To all our clients, thank you so much for your trust, support, and for being such an amazing part of this journey. We all Look forward to seeing you on more wonderful holidays in the year ahead - Lets-Go.....

[www.letsgosupportedholidays.co.uk](http://www.letsgosupportedholidays.co.uk)

01202 760311

# 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



Tony



Liam



Jenni



Ellie



Charlotte



Kalli



Aileen



Sonia



For more information about our holidays please call us on 01202 760311  
or email us at [admin@lets-go-holidays.com](mailto:admin@lets-go-holidays.com)

[www.letsgosupportedholidays.co.uk](http://www.letsgosupportedholidays.co.uk)

**01202 760311**

We take the protection of your personal information very seriously and are committed to safeguarding it. You can view our privacy notice on our website or request a copy at any time. This document provides a clear account of how we handle your data in accordance with the Data Protection Act 2018.

## Question 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: Are your holidays wheelchair accessible?**

**A:** We always do our best to source holidays that are wheelchair accessible. However; there may be occasions when this is not possible - please call for advise.

**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.

## TORQUAY - EASTER

**5 Nights**  
**1st April - 6th April**

- Easter Break.
- Quality Hotel.
- Breakfast, lunch and evening meals are included.
- Evening Entertainment.
- Day out at Paignton Zoo.
- A trip on the South Devon Steam Railway.
- Visit the Butterfly and Otter Sanctuary.
- Time to visit shops.
- Visit to Dawlish.

**Ref: 26001**

**Price £1625.00**



A ride on the Little Red Train (Pyrenees).

## NORWEGIAN FJORDS CRUISE

**7 Nights**  
**24th April - 1st May**

- Joining the P&O cruise ship "Britannia" at Southampton Docks. (No Flying)
- Includes all onboard meals. *Drinks not included.*
- Visiting Stavanger, Olden, Alesund, Haugesund and Nordfjord.
- Live west end class shows and entertainment every evening.
- Join in and have fun with all the activities onboard with swimming pools, spa and cinema.
- Sightseeing at all the stops.

**Ref: 26003**

**Price £2255.00**



Range of activities including archery.



Day out to Paignton Zoo.

## LITTLE TRAINS OF THE PYRENEES

**7 Nights**  
**11th April - 18th April**

- Eurostar to Paris.
- High speed train (TGV) to Catalonia.
- Breakfast and evening meals included. *Lunches are not included.*
- Explore Roses (Spain) once a Greek colony.
- A ride on the Nuria Valley Rack Railway (Pyrenees).
- Discover the old town of Girona (Spain).
- A ride on the Little Red Train (Pyrenees).
- A day in Figueres (Spain).
- Time to visit shops.

**Ref: 26002**

**Price £2795.00**



Joining the cruise ship "Britannia" at Southampton Docks..

## DEVON ACTIVITY BREAK

**4 Nights**  
**4th May - 8th May**

- Breakfast, lunch and evening meals are included.
- Hotel-based activity break.
- Evening Entertainment.
- Range of activities including swimming pools, water slides, jacuzzi, dancing, snooker, rifle range, bowls, golf, laser shooting, tennis plus many more.....
- Craft making including pottery, card making, candle making, woodwork, porcelain painting, sketching plus lots more.

**Ref: 26004**

**Price £1295.00**

*For more details of our holidays please call or visit our website*

## TENERIFE

**7 Nights**  
**13<sup>th</sup> May. - 20<sup>th</sup> May.**

- 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: 26005**

**Price £2395.00**



Day trip to Siam Water Park.



Flying to Budapest to join the Tui "Isla".

## DANUBE GEMS RIVER CRUISE **7 Nights** **25<sup>th</sup> May - 1<sup>st</sup> June**

- Flying to Budapest (Hungary) joining the Tui "Isla" River Cruise Ship.
- All meals included on the boat.  
*Drinks not included except at meal times.*
- Visiting Budapest (Hungary), Bratislava (Slovakia), Krems (Austria), Grein (Austria), Melk (Austria) and Esztergom (Hungary).
- Nightly Entertainment.
- Relax in Jacuzzis and whirlpools.
- Join in all the activities onboard.

**Ref: 26006**

**Price £3025.00**

## CROATIA - SPLIT

**7 Nights**  
**5<sup>th</sup> June - 12<sup>th</sup> June**

- 3 Star all-inclusive hotel.
- Nightly Entertainment.
- Swimming pool.
- Boat cruise with lunch included.
- Day trip to Dalmatia Water Park.
- Visit to the Games of Thrones Museum.
- A Jeep tour up into the mountains, visiting abandoned villages and waterfalls along the way.
- Time to visit shops and beaches.

**Ref: 26007**

**Price £2495.00**



Jeep tour up into the mountains.



Day trip to Emmerdale (The Tour).

## YORKSHIRE SOAPS

**7 Nights**  
**15<sup>th</sup> June - 22<sup>nd</sup> June**

- Quality Hotel.
- Breakfast, lunch and evening meals are included.
- Swimming pool and on-site activities.
- 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).

**Ref: 25008**

**Price £2285.00**

*For more details of our holidays please call or visit our website*

## GREECE - CRETE

**7 Nights**  
**26<sup>th</sup> June - 3<sup>rd</sup> July**

- All-inclusive 3-star hotel.
- Evening Entertainment.
- Visit to the Water City Aqua Park.
- Spending a day on a pirate boat, swimming and snorkelling, lunch included.
- Full day on a jeep tour, sightseeing the wonderful sights of the island, lunch included.
- Time to visit beaches and local shops.
- Swimming pool.

**Ref: 26009**

**Price £2375.00**



Visit to the Water City Aqua Park.



Ride on the Snowdon Mountain Railway.

## NORTH WALES - COLWYN BAY

**7 Nights**  
**6<sup>th</sup> July - 13<sup>th</sup> July**

- Breakfast, lunch and evening meals are included.
- Day trip to the Welsh Mountain Zoo.
- Great Orme aerial cable car and mines tour.
- Visit to the National Slate Museum.
- Conwy Valley Railway Museum.
- Visit to Puffin Island by boat.
- Ride on the Snowdon Mountain Railway.
- Evening Entertainment.
- Time to visit shops and pier.

**Ref: 26010**

**Price £2120.00**

## ISLE OF WIGHT

**4 Nights**  
**20<sup>th</sup> July - 24<sup>th</sup> July**

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

**Ref: 26011**

**Price £1225.00**



Trip to Godshill Model Village.



Visit to Weymouth Beach.

## WEYMOUTH - DORSET

**7 Nights**  
**27<sup>th</sup> July - 3<sup>rd</sup> Aug.**

- Quality Hotel.
- Breakfast, lunch and evening meals are included.
- Evening Entertainment.
- Day trip to Monkey World.
- Visit to the Tank Museum.
- A ride on the Swanage Steam Railway.
- Time for cream tea.
- A visit to the Sealife Centre.
- Visit to the beaches and shops around Weymouth.

**Ref: 26012**

**Price £2095.00**

*For more details of our holidays please call or visit our website*

## GREECE, ITALY & CROATIA CRUISE 14 Nights

6<sup>th</sup> Aug.- 20<sup>th</sup> Aug.

- Flying to Dubrovnik to join the Tui cruise ship "Marella Explorer 2".
- Includes all onboard meals. **Drinks included.**
- Visiting Dubrovnik (Croatia), Chania (Crete), Athens (Greece), Olympia (Greece), Corfu (Greece), Kotor (Montenegro), Trieste (Italy), Zadar (Croatia), Koper (Slovenia) and Split (Croatia).
- Live west end class shows and entertainment every evening.
- Sightseeing at all the ports.

Ref: 26013

Price £4495.00



Flying to Dubrovnik to join the Tui cruise ship "Marella Explorer 2".



Day trip to East Anglia Transport Museum.

## SUFFOLK - WARNER

7 Nights

24<sup>th</sup> Aug. - 31<sup>st</sup> Aug.

- Warner Leisure.
- Breakfast, lunch and evening meals all included.
- Evening Entertainment and on-site activities.
- Swimming pool.
- Visit to Merrivale Model Village.
- Day visit to Thrigby Wildlife Park.
- Boat ride sightseeing along the Norfolk Broads.
- Day trip to East Anglia Transport Museum.

Ref: 26014

Price £2065.00

## BENIDORM

7 Nights

4<sup>th</sup> Sept.- 11<sup>th</sup> Sept.

- All-inclusive 3-star hotel.
- Evening 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: 26015

Price £2325.00



Mundomar Marine Park enjoying dolphin shows.



Visit to Madame Tussauds.

## BLACKPOOL

7 Nights

14<sup>th</sup> Sept. - 21<sup>st</sup> Sept.

- Travel from central pick up points.
- Breakfast, lunch and evening meals all included.
- Evening Entertainment.
- Day visit to Blackpool Zoo.
- Visit to Madame Tussauds, Sealife and the Blackpool Tower.
- Visit to the Blackpool Tower Circus.
- Market and local shops.
- A visit to the Blackpool Dungeons (optional).
- Blackpool illuminations.

Ref: 26016

Price £2080.00

## TURKEY - MARMARIS

**7 Nights**  
**25<sup>th</sup> Sept. - 2<sup>nd</sup> Oct.**

- 3 Star all inclusive hotel.
- Evening Entertainment.
- Swimming pool.
- Local markets and beaches.
- Adventure day on a jeep safari.
- Day visit to Aqua Dream Water Park.
- Lazy day on a boat tour snorkelling and on-board lunch.
- Enjoy a Turkish bath and massage.
- Local markets and beaches.

**Ref: 26017**

**Price £2395.00**



Adventure day on a jeep safari.

## BLACKPOOL

**7 Nights**  
**5<sup>th</sup> Oct. - 12<sup>th</sup> Oct.**

- Travel from central pick up points.
- Breakfast, lunch and evening meals all included.
- Evening Entertainment.
- Day visit to Blackpool Zoo.
- Visit to Madame Tussauds, Sealife and the Blackpool Tower.
- Visit to the Blackpool Tower Circus.
- Market and local shops.
- A visit to the Blackpool Dungeons (optional).
- Blackpool illuminations.

**Ref: 26018**

**Price £2080.00**



Visit to the Blackpool Tower.

## CYPRUS - PAPHOS

**7 Nights**  
**16<sup>th</sup> Oct. - 23<sup>rd</sup> Oct.**

- 3 Star all inclusive hotel.
- Evening Entertainment.
- Swimming pool.
- Day trip to Paphos Zoo.
- Spend the day at the Aphrodite Water Park.
- Day trip cruising the islands of Cyprus with a barbecue lunch on-board the boat.
- Jeep tour exploring the Troodos Mountains and the traditional villages of the Island.

**Ref: 26019**

**Price £2385.00**



Day trip to Paphos Zoo.

## WARWICK - STUDLEY CASTLE

**4 Nights**  
**26<sup>th</sup> Oct. - 30<sup>th</sup> 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: 26020**

**Price £1380.00**



A day visit to Cadburys World.

*For more details of our holidays please call or visit our website*

## DEVON ACTIVITY BREAK

4 Nights

2<sup>nd</sup> Nov. - 6<sup>th</sup> Nov.

- Hotel-based activity break.
- Breakfast, lunch and evening meals are included.
- Evening Entertainment.
- Range of activities including swimming pools, water slides, jacuzzi, dancing, snooker, rifle range, bowls, golf, laser shooting, tennis plus many more.....
- Craft making including pottery, card making, candle making, woodwork, porcelain painting, sketching plus lots more.

Ref: 26021

Price £1295.00



Craft making including porcelain painting.

## GRAN CANARIA

7 Nights

5<sup>th</sup> Nov. - 12<sup>th</sup> Nov.

- 3 Star all inclusive hotel.
- Evening Entertainment.
- Day visit to Aqualand Water Park.
- A day on a jeep safari visiting local sites.
- Trip to Palmitos Park to watch dolphin shows, bird shows and view many more animals.
- Spend a lazy day onboard a boat with lunch, swimming and snorkelling.
- Take a ride on a camel (optional).
- Sightseeing, local markets and beaches.

Ref: 26022

Price £2325.00



Sightseeing, local markets and beaches.

## WARWICK - STUDLEY CASTLE

4 Nights

9<sup>th</sup> Nov.. - 13<sup>th</sup> Nov.

- 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: 26023

Price £1380.00



Warner Leisure - Studley Castle.

## CANARY ISLANDS CRUISE

12 Nights

17<sup>th</sup> Nov. - 29<sup>th</sup> Nov.

- Sailing from Southampton onboard the P&O cruise ship "Ventura".
- Visiting Lisbon (Portugal), Lanzarote (Canaries), Gran Canaria (Canaries), Tenerife (Canaries) and Madeira (Portugal).
- Includes all onboard meals. *Drinks are not included.*
- Live west-end class shows and entertainment every evening.
- Enjoy all the activities onboard.

Ref: 26024

Price £3495.00



Sailing from Southampton Port on-board the P&O ship "Ventura".

*For more details of our holidays please call or visit our website*



# Christmas



A ride on the Polar Express with hot chocolate and cookies.

## TORQUAY - TURKEY & TINSEL

4 Nights

1<sup>st</sup> Dec. - 5<sup>th</sup> 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: 26025

Price £1315.00



## CHRISTMAS - TORQUAY

7 Nights

20<sup>th</sup> Dec. - 27<sup>th</sup> Dec.

- Quality Hotel.
- Breakfast, lunch and evening meals are included.
- Evening Entertainment.
- A visit from Santa.
- Christmas Pantomime.
- Day out at Paignton Zoo.
- Visit to Bygones.
- A trip to Babbacombe Model Village.

Ref: 26027

Price £ 2790.00



A visit from Santa.

*For more details of our holidays please call or visit our website*

# & New Year



Visit to Santas Post Office.

## LAPLAND

**4 Nights**

**9<sup>th</sup> Dec. - 13<sup>th</sup> Dec.**

- Quality hotel.
- Breakfast and evening meals.
- Reindeer and husky sleigh rides.
- Includes Snowmobiling and Tobogganing.
- Visit to Santas Post Office.
- Evening Entertainment.
- Carol singing.
- Possibility of seeing the Northern Light.



**Ref: 26026**

**Price £ 2895.00**

## NEW YEAR - BUTLINS

**3 Nights**

**30<sup>th</sup> Dec. - 2<sup>nd</sup> Jan. 2027**

- 3 Nights of celebrations with live shows.
- Transport from central pick-ups.
- Breakfast, lunch and evening meals are included.
- Bring in the New Year at Butlins.
- Indoor swimming pool and Splash Water World.
- Fairground.
- Fancy dress (optional).
- Optional on-site activities including, bowling, archery and pool.

**Ref: 26028**

**Price £1045.00**



Bring in the New Year at Butlins.

*For more details of our holidays please call or visit our website*

**CARIBBEAN CRUISE 8<sup>th</sup> January - 22<sup>nd</sup> January 2027**

Ref: 27001

We fly to Barbados and join the luxurious ship P&O “Britannia”, where we’ll embark on a magical Caribbean cruise. Our journey will take us to many islands, each with its own beautiful beaches and unique culture. We’ll sample local cuisine and soak up the relaxed Caribbean vibe.

Our stops include St Vincent, St Kitts, St Maarten, Aruba, Curacao, Antigua, St Lucia, Grenada, and Barbados. Each island offers a chance to explore its enchanting culture.

The cruise ship “Britannia” boasts an incredible range of facilities, including bars, restaurants, a sports court, spa, and theatre. There’s plenty of opportunity to enjoy night time entertainment with live cabaret tributes, comedy, and dancing.

**14 Nights Price £4795.00**



**DISNEYLAND - FLORIDA 1st March - 15<sup>th</sup> March 2027**

Ref: 27002

Florida offers a truly magical holiday experience with its diverse range of activities, exceptional rides and state-of-the-art attractions. Florida is home to six remarkable theme parks and two thrilling water parks. In addition to these attractions, there are numerous shopping opportunities from International Drive to Downtown Disney.

*All entry into the theme parks and swimming with dolphins are included in the price of the holiday.*

**14 Nights Price £6620.00**

- 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 where you can swim with dolphins.



## 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  
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