



[www.ineedaholidaytoo.com](http://www.ineedaholidaytoo.com)

21 rue St Jean  
22450  
La Roche Derrien  
France

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Website: [www.ineedaholidaytoo.com](http://www.ineedaholidaytoo.com)  
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Thank you for downloading our booking pack from our website. Please ensure that you have spoken to me prior to completing your booking regarding the availability of your chosen apartments as it often changes on a daily basis! I will then confirm the availability and send you an invoice for the deposit. This will be done by email preferably.

Enclosed you will find a lot of paperwork regarding your booking, including a booking form. When I send the invoice to you I will attached a second copy of the booking form as a word document which will allow you to complete and email it back to me if you prefer. Also I will send you details of our bank account in the UK into which payment can be made. Please DO NOT send a cheque directly to us as we only then have to post it back to the UK!

If you have any questions or you would like further information please do not hesitate to ask. If you unsure as to which is the best method of transport we do have a lot of feedback from guests, plus also a lot of information available to ensure you can make the right choice for you. We can offer a 20% discount with all Brittany Ferries crossings.

When making your booking please let us know about any equipment or services you may need, the demand for equipment especially profiling beds and hoists are very high and must be booked in advance. We cannot guarantee availability on your arrival if not booked; we will try and source things if at all possible but no guarantees.

Thank you for your interest and I look forward to receiving the completed paperwork and meeting you in the future.

Yours faithfully.

Jacqui Alban - Coordinator



## I Need A Holiday Too – Holiday Booking Form

Name				
Address				
Telephone				
Mobile Telephone				
Fax				
Email Address				
Apartment Number				
Dates	From		To	
Number of Nights				
Total Rental Cost				
Total Equipment Costs				
Total Supported Needs Service				
Total Transport Costs				
Total Cost of Holiday				
Deposit 25% of total cost				
Deposit paid (please Tick)	Bank transfer		Enclosed	
	Cheque to bank			
	Date Paid			
Equipment Required				

Our party consists of (please give names, plus ages if under 18)	
1.	2.
3.	4.
5.	6.
7.	8.
How did you find us? Please tick, if other publication, website or Other (general) please let us know who, what or where.	<a href="http://www.ineedaholidaytoo.com">www.ineedaholidaytoo.com</a> Google Search Able Magazine Other Publication: Other Website: Search Engine: Friend/Family Previous Guest Other:

I have read and agreed the general terms and conditions as laid out by I Need A Holiday Too Ltd, as received along with this booking form.

Signed

Date

Payments to be made payable to I Need A Holiday Too Ltd and sent directly to our bank in the UK (if at all possible). Please see attached information sheet on bank details.

Please return this form to us at:

I Need A Holiday Too Ltd  
 21 rue St Jean  
 22450  
 La Roche Derrien  
 France  
 or Email : [bookings@ineedaholidaytoo.com](mailto:bookings@ineedaholidaytoo.com)

## Supported Needs Booking Form

Please tell us in your own words what support you will need on holiday. This could be for example:

- Support with getting out of bed in the morning.
- Support getting dressed.
- Support with choosing what clothes to wear.
- Support with choosing what to do during the day.
- Support with personal care in the bathroom.
- Support with eating and drinking.
- Support with getting out and about during the day.
- Support with managing money during your holiday.

These are just a few examples; you know what support you will need/want so please try to explain as fully as possible. It would also be helpful, if you could put an approximate time allowed for each task – for example:

*1 Hour each morning – getting up out of bed, toilet, shower and help getting dressed. Preparing breakfast.*

*30 minutes each evening to get ready for bed, and put into bed.*

*Morning – 8.30 am Evening - 11 pm*

I appreciate that times are very difficult to state, especially in advance – as long as we have an idea, we can usually be flexible, you may want earlier or later dependent on what you have done during the day. We also have to work around other guests that are staying.

**I NEED A HOLIDAY TOO**  
**Terms and Conditions of Booking**

These are the Terms and Conditions of booking of I Need a Holiday Too (Company registered in England under number 5476875 whose registered office is at 20 Essex Road, Rushden, Northants NN10 0LG) operating from 21 rue St Jean, 22450, La Roche Derrien, Brittany, France.

I Need a Holiday Too Limited is referred to in these terms as “the Company, we or us”.

The holiday-maker booking under these terms is referred to as “the Client, you or your”.

**1. Our Commitment**

We provide holidays for disabled persons in accommodation in Brittany, France. We vet all accommodation for suitability. We will provide appropriate standards of care for all our clients, subject to receiving full notification of particular needs in each case.

**2. Booking**

You (or one member of your party) must complete the Company’s booking form with the full and complete details required in respect of each Client who will stay with us. No booking will be accepted until the booking form is received fully completed in all respects.

**3. Payment**

3.1 We require a deposit of 25% of the total price with the booking form to confirm the reservation, unless the reservation is made less than 2 months prior to the holiday date, in which case full payment is required with the booking.

3.2 The total holiday price must be paid no later than 2 months prior to commencement of the holiday.

**4. Cancellation**

4.1 Any cancellation must be in writing, signed by the Client who signed the booking form. Cancellation charges will apply as follows:

4.1.1 If notice of cancellation is received more than 2 months before commencement date, the deposit will be forfeited.

4.1.2 If notice of cancellation is received less than 2 months but more than 6 weeks before commencement date, the cancellation charge will be 50% of the total holiday price.

4.1.3 If notice of cancellation is received between 6 weeks and 4 weeks before commencement date the cancellation charge will be 75% of the total holiday price.

- 4.1.4 If notice of cancellation is received less than 4 weeks before the commencement date of the holiday, the cancellation charge will be 100% of the total holiday price. In other words, you will be liable to pay the full price of the holiday.
- 4.2 When the price of your holiday is based on the number booked and we receive a partial cancellation that alters the number, we will re-calculate the invoice based on numbers actually travelling.
- 4.3 In view of the individual arrangements made for Clients, bookings are not normally transferable.
- 4.4 If, in exceptional cases, we are able to replace a late cancellation with a new booking, we may at our discretion be able to make a further refund allowing for deduction only of our actual costs and an administration fee.
- 4.5 It is essential that you have adequate holiday insurance which may cover your costs occasioned by a late cancellation particularly if it is as a result of a medical emergency.

## 5. **Company's Changes to your Booking**

- 5.1 We will make all endeavours not to change bookings, but we are reliant upon third parties in respect of provision of some accommodation and other matters. You will be advised of changes of a minor nature as soon as possible. If there are any major changes you will be advised and offered the right to cancel if the changes could render the holiday unsuitable to you. If we offer you the right to cancel, we will refund all sums you have paid us.
- 5.2 We reserve the right to cancel your booking if we have to do so owing to circumstances beyond our control. If we do so we will refund any money you have paid us, less a deduction for our reasonable expenses.

## 6. **Insurance**

It is a condition of booking that you arrange your own travel insurance and you must produce a copy of your insurance policy to us at least one month before commencement of the holiday. Please ensure if possible that your insurance documents are sent with your booking form.

## 7. **Company's Responsibilities**

- 7.1 The Company employs staff who are experienced and competent in the care of the disabled.
- 7.2 The Company will take all reasonable care to provide a safe and suitable environment for your holiday, based upon the information you supply in the booking form. You must note however, particularly in relation to excursions, that disabled accessibility is more limited in France than in the UK.

- 7.3 We will use reasonable care and skill to provide quality care during your holiday and to ensure that the accommodation is of a satisfactory quality. All accommodation complies with local standards and regulations but these may differ from the UK standards and regulations.
- 7.4 If you require extra care or facilities during the holiday which were not requested on the booking form or which occur as a result of changed circumstances, we will use reasonable endeavours to provide such extras subject to payment of extra cost as required. We cannot guarantee however to provide any services that have not been requested and agreed in advance.
- 7.5 If at any time we or you receive medical advice that you are unfit to travel or should return home you must comply with such medical advice and we will no longer accept responsibility if you fail to do so. In such circumstances we will not make refunds.

## 8. **Liability**

- 8.1 All descriptions are made in good faith but as details and descriptions are prepared some time in advance of holidays, advertised facilities and amenities and details may on occasion be changed. We have taken all reasonable steps to ensure that the facilities described are materially accurate and that the services which will be provided to you are efficient and safe and comply with appropriate local laws and regulations. The company does not accept responsibility where local standards differ from UK standards; see Conditions 7.2 and 7.3.
- 8.2 We accept responsibility to you for death or personal injury caused by our negligence without financial limit. We do not accept responsibility for injury caused by others or not caused by our negligence. We will however give you reasonable assistance in pursuing valid claims against third parties.
- 8.3 Save as provided by clause 8.2 we limit our liability for direct damage to property and other direct losses caused by our negligence only to a sum of twice the value of the holiday as paid to us.
- 8.4 We do not accept liability for indirect or consequential losses caused to you in any way whatsoever. Indirect and consequential losses include losses which are not directly attributable to any negligence of ours or to unusual or unforeseen circumstances or events which could not have been anticipated or avoided.
- 8.5 Where appropriate our liability in respect of carriage by sea or by air is limited to the terms of the International Conventions covering sea and air travel.

## 9. **Passport**

You will require a passport to travel to France. British citizens do not require visas to travel to France but all clients must be responsible for all passport and visa requirements that apply to them. The Company accepts no responsibility for your failure to comply with passport or visa regulations.

## 10. **Complaints**

- 10.1 If you have any complaint please report this to us locally in Brittany as soon as possible after the incident which is the subject matter of the complaint occurs.
- 10.2 Any further complaint with regard to any holiday we supply must be in writing and must be received within 28 days of your return to the UK. We will deal with all complaints promptly and respond in writing.

## 11. **Force Majeure**

In certain circumstances we may be unable to provide your holiday or the services you would expect. We will not be liable to you where this is as a result of events of force majeure i.e. events beyond our control such as fire, flood, natural disasters, disease or labour disputes.

## 12. **Data Protection**

- 12.1 We will maintain all personal data (including sensitive personal data) received from you set out on the booking form in accordance with our obligations under the Data Protection Act 1998.
- 12.2 In order to deal with your needs we may need to disclose personal data (including sensitive personal data) to a medical professional. In booking a holiday with us, you consent to such disclosure, but only insofar as it is necessary for your well being.

## 13. **Dispute Resolution**

In the event of a dispute arising which is not satisfied by our complaints procedure, you agree that we may refer such disputes to mediation to attempt to reach a collaborative solution prior to issue of any Court proceedings.

## 14. **Law**

This contract is governed by the laws of England and Wales and any disputes will be dealt with by the English courts.

## **List of Travel Insurers**

*This is not an exhaustive list, but do advertise in independent publications as travel insurers that will quote for disabled people. None of the companies listed are affiliated with I Need A Holiday Too Ltd, and I Need A Holiday Too Ltd cannot vouch for, or recommend any one company. This is intended for information only.*

### **Free Spirit Travel Insurance**

Website: [www.free-spirit.com](http://www.free-spirit.com)

Tel: 0845 230 5000 (Open Mon – Fri 9 – 5)

“Specialist travel insurance for people with pre-existing medical conditions”

### **Leisurecare**

Tel: 01793 750150

“Travel insurance for people with an illness or disability under the age of 64”

### **All Clear Travel Insurance**

Tel: 0870 7779339

“For travelers with medical conditions – no age limits”

### **JD Consultants**

Tel: 01689 856984

“Travel insurance for people with disease or an existing condition”

### **Tesco**

[www.tesco.com](http://www.tesco.com)

Click on finance and insurance then travel

For a quote and for policy enquiries 0845 300 9900, Lines are open Monday to Friday 8am - 8pm, Saturday 9am - 5pm and Sunday 10am - 5pm. Calls charged at local rate.

*(The reason I have included this is because several of my guests have used Tesco's finding it to be cheaper, they do cover pre-existing conditions, but also do have exclusions, the best thing to do is call them!)*