

**Options Supported Holidays Ltd**

Unit 4, Down Farm  
South Cerney  
Gloucestershire  
GL7 6DD

Telephone: 01285 740491

Office Hours: *Monday to Friday* 9:30am – 4:30pm

Email: [office@optionsholidays.co.uk](mailto:office@optionsholidays.co.uk)

website: [optionsholidays.co.uk](http://optionsholidays.co.uk)



02 September 2020

Options Supported Holidays providing Covid-secure holidays

Thank you for booking your holiday with us we are looking forward to seeing you.

We understand that times have been difficult recently while we all get used to the changes recommended by the Government to deal with the Corona Virus (Covid-19). Our holiday supporters have received Infection Control and Health and Safety training and will maintain high levels of hygiene to minimize risks on your holiday.

It is necessary to make some changes to how we do things on our holidays to meet the safety standards set by the Government and Public Health England. These changes are to ensure clients and holiday supporters safety but maintain fun! I am sure over the last few months you have got used to some of the changes already.

Your temperature will be checked at the start of the holiday. If you have a high temperature you will not be able to join us on the holiday. You cannot travel if you have a sickness, diarrhea, cough, cold, temperature or any symptoms of Covid-19. If you are unable to travel due to illness you can claim from your travel insurance. If you become ill on the holiday with symptoms of Covid-19 the holiday will be cancelled, and the group will all have return to their homes.

While on holiday we will be in a protective 'holiday bubble'.

We will ask you to wash your hands regularly during the day on holiday. We also ask you bring your own mask and hand sanitizer.

We ask everyone to maintain the 1m social distancing recommended by the Government when in our group.

We will minimize touching each other on the holiday, we ask you not to hug or shake hands with other people, a wave and a hello will be all we need. If we do need to physically support you, that involves touching; the holiday supporters will be wearing gloves.



Options Supported Holidays Ltd Company number 04839964 registered in England and Wales



If we are providing additional support, holiday supporters will be wearing gloves, aprons and masks. Where at all possible they will encourage you to do things yourselves to promote your independence.

Please bring an electric shaver if you need help shaving on your holiday to minimize touching. Please also refer to our shaving policy.

Please ensure you have enough clean clothes for your holiday to change every day. Supporters will not be able to do any laundry and all clothes worn each day will need to be put in your dirty laundry bag daily.

Some things you like to do on holiday may not be available as places may not be open. We will also try and avoid crowded places so we can maintain social distancing as much as possible of at least 2 meters when out in public.

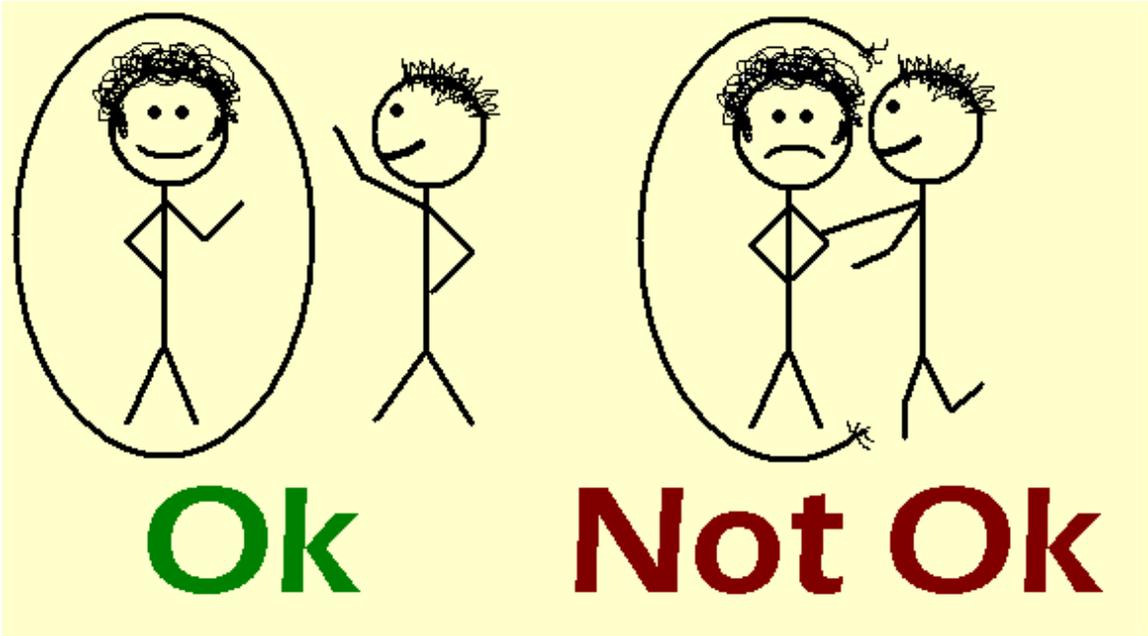
We ask that when out visiting places the group remains together, staying in our protective 'holiday bubble'.

While it is lovely to talk to other people on holiday, we do ask that we make new friends within our 'holiday bubble'.

Unless travelling with someone in the same household, you will need a single room and will need to pay a single room supplement.

Some hotels may not have their bar open and there will be no evening entertainment as live performance are not permitted, however we will arrange activities within our 'holiday bubble'. We will do our best to ensure you have a fun holiday as we know how much everyone is missing holidays at the moment.

If you are in the clinically vulnerable risk category you should follow Government advice and continue to stay at home as much as possible. We will be happy to help you transfer your booking to a holiday in 2021, please contact the office if this is something you would prefer.





Many places are not accepting cash payments. Therefore we suggest that you bring a pre-loaded payment card if you do not have a debit card you can use on the holiday

Prepaid cards let you load cash on to them before spending on them in shops or online. Or they can be used like a bank account.

On some cards you can set daily spending limits.

We strongly recommend you look into this as an option for your holiday.

Our holiday supporters can help you with using the card and can look after them for you.

You can provide the holiday leader with the pin for safe keeping if required. Following your holiday you should also be able to see your spending by logging online to your account.