



# BURY B Active!

Office: 01268 542365  
info@buryactive.co.uk  
www.buryactive.co.uk

## 2022 B Active Holiday Brochure!

### Welcome to our Bury Active (formerly Breakaway Active) Holiday Brochure 2022!

It was great to be back in action in 2021! Although our international holidays were still mostly grounded, we managed to make memories right here in the UK and we found some excellent new destinations. Some were so good, you will see we plan to return to them this year!

We welcomed Annika and Stacy to the team and we wanted to extend a special thank you to you all. You were so welcoming and understanding of all the changes 2021 brought and we hope you enjoyed your holidays as much as we all did.

How is it already 2022? With the weeks flying by, we thought we would do something different this year and walk you through our annual holiday plan with a calendar you can pop on your wall.

Take a look through the months and get highlighting the holiday(s) you want to treat yourself to.

We are looking forward to seeing everyone in 2022!

Annika Stacy x



As we go into our 18th year of trading, personal service is still our main aim!

We will continue to do what we have always done; know our customers and help them to enjoy an amazing holiday in a safe environment.

"Active" remains committed to offering you best value for money. Our holidays are generally based on half-board to give you greater flexibility and the freedom to choose.



**"enjoy an amazing holiday in a safe environment"**

We offer adults with a learning difficulty the opportunity to experience a holiday packed with fun and laughter, in an atmosphere that does not compromise their independence. Our holidays are particularly suitable for young adults aged between 17 and 45. However, if you are older than that and still looking for a lively, fun-filled holiday and something catches your eye then please give us a call. Nobody will be excluded by age alone!

The most important thing will be if the holiday is right for you and meets your

requirements as well as those of the group as a whole! Existing customers know that you are often re-united with old friends, however, new customers rest assured, we will always try to place you with a group of people with similar interests. We always try to keep our holidays fresh, with new ideas, new activities and with our variety of daily outings – one thing we do know is "you will never get bored".

As many of you will know, prior to providing "Active" holidays I worked in social care, gaining professional qualifications along the way (1974-2004). Obviously quite a long time to gather experience and knowledge, which I am proud to have passed down to my daughter Annika and her business partner Stacy. Annika has over 19 years' experience herself working with adults and children with learning difficulties in a wide range of settings, not to mention knowing many of our frequent holiday makers since she was a child herself.

**"you will never get bored"**

We still come across new challenges and are not afraid to say we are still learning! Annika, Stacy, and myself continue to develop new skills on a daily basis at B Active!

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We will send a brief diary and a selection of photos at the end of each holiday to help you keep track of what you have been up to.

If you would like any further information whatsoever about us, our company, the holidays and what we can offer you may find it on our website [www.buryactive.co.uk](http://www.buryactive.co.uk) or please do not hesitate to call if you prefer. We are always happy to offer advice on suitability.

Our "Bury Active" office number is 01268 542365 where you can reach us directly. If you would rather email, please send to us at [info@buryactive.co.uk](mailto:info@buryactive.co.uk)

Our postal address is: 48 Worthing Road, Laindon, BASILDON. SS15 6AJ.

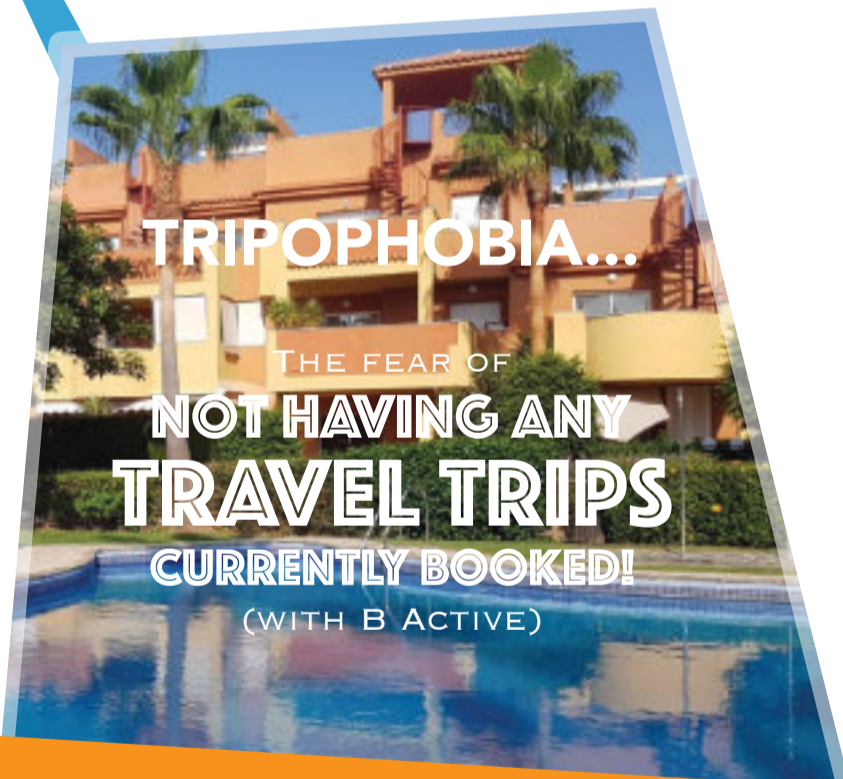
Huge thanks to each and every one of you who have supported us throughout 2021, we could not have done it without you!

We look forward to hearing from you and really do hope to see you in 2022!

*Kevin*



*January*



**TODO LIST**

- Pick a holiday
- Send a booking form
- Pack your bags!

1	WE'RE BUSY BOOKING UP 2022	Sa
2		Su
3		Mo
4		Tu
5		We
6		Th
7		Fr
8		Sa
9		Su
10		Mo
11		Tu
12		We
13		Th
14		Fr
15		Sa
16		Su
17		Mo
18		Tu
19		We
20		Th
21		Fr
22		Sa
23		Su
24		Mo
25		Tu
26		We
27		Th
28		Fr
29		Sa
30		Su
31		Mo

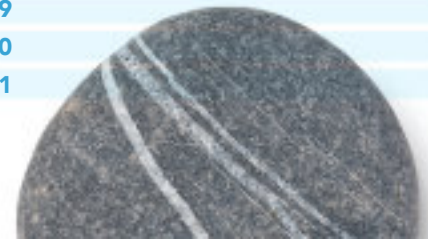
**YOUR HOLIDAY YOUR WAY**

Many people have their own ideas on where they they would like to travel to! How about horse-riding in Arizona, a bear experience in Canada or a narrow boat holiday in the UK? The choice is endless. Active is very flexible and would love to try and put something together for you.

You can contact us by email: [info@buryactive.co.uk](mailto:info@buryactive.co.uk) or call our office number 01268 542365

We will always do our best to try and arrange your 'dream holiday'. You never know, others might also be hoping to experience the same trip!!!

Look forward to hearing from you.



# February



## KARTING & DRIVING/POTTERS

14th - 18th February

After the success of this activity we will be staying at Potters Leisure resort to experience all of their excellent food and entertainment and first-class accommodation. We will then drive out to Beccles for our regular driving/karting activities.

All safety equipment provided. However, if you wish to just make the most of the Potters environment without the driving – we can organise other activities for you on site.

£1,200

## POOL COMPETITION

28th February - 4th March

After the continuing success of this destination, we will return to Bournemouth for this hugely popular holiday.

Competitions to continue as always, with the much coveted trophies at the end of the week - pool, snooker, darts, golf and ten pin bowling. We will enjoy the luxury of hotel accommodation with ensuite facilities, plus hopefully we will also enjoy an indoor swimming pool if all goes to plan!! Additional trips out to local pubs etc., travel by minibus. As always book early to avoid disappointment.

£1,050



1	Tu
2	We
3	Th
4	Fr
5	Sa
6	Su
7	Mo
8	Tu
9	We
10	Th
11	Fr
12	Sa
13	Su
14	<b>KARTING &amp; DRIVING / POTTERS</b> Mo
15	FULL BOARD Tu
16	A0216 We
17	Th
18	Fr
19	Sa
20	Su
21	Mo
22	Tu
23	We
24	Th
25	Fr
26	Sa
27	Su
28	<b>POOL COMPETITION</b> Mo
	HALF BOARD
	A0217

## DRAMA WORKSHOP

16th - 20th March

Grab your props and costumes! One of our all time favourite trips to Bournemouth has come around again. We cannot wait to see what masterpiece you will put together for us to enjoy. For the past 2 years we haven't been able to invite guests down for the final performance but this year we're really hoping to get it back to normal!

As always, we will find time to explore Bournemouth and enjoy all of the Hotel facilities together.

Please call for details regarding accommodation for family & friends.

£1,050



# March

1	See February for Pool Competition Tu
2	We
3	Th
4	Fr
5	Sa
6	Su
7	Mo
8	Check out Lapland in December Tu
9	and book now! We
10	Th
11	Fr
12	Sa
13	Su
14	Mo
15	Tu
16	<b>DRAMA WORKSHOP</b> We
17	HALF BOARD Th
18	A0218 Fr
19	Sa
20	Su
21	Mo
22	Tu
23	We
24	Th
25	<b>POTTERS SPRING WEEKEND</b> Fr
26	FULL BOARD Sa
27	A0219 Su
28	Mo
29	Tu
30	We
31	Th

## POTTERS SPRING WEEKEND

25th - 27th March

New addition to our holidays for anybody who might like to try a mini- break with us.

Enjoy inclusive sports and leisure activities by day and excellent live evening entertainment, not to mention the amazing food that is always available.

£690



# April



**BACK BY DEMAND**

## PORT LYMPNE SAFARI

12th - 14th April

Last year we introduced this Safari to our brochure - due to demand, we have happily carried it forward to this year! Sleeping in luxury glamping tents that overlook wildlife, wonderful treks, roasting marshmallows on an open fire, a jeep safari and various restaurants for our evening meal is how we like to Safari at B Active!

**£725**

1	Fr
2	Sa
3	Su
4	Mo
5	Tu
6	We
7	Th
8	Fr
9	Sa
10	Su
11	Mo
12	<b>PORT LYMPNE SAFARI</b> Tu
13	HALF BOARD We
14	A0220 Th
15	Fr
16	Sa
17	Su
18	Mo
19	<b>COSTA DEL SOL</b> Tu
20	HALF BOARD We
21	A0221 Th
22	Fr
23	Sa
24	Su
25	Mo
26	Tu
27	We
28	Th
29	Fr
30	Sa

## COSTA DEL SOL

19th - 26th April

First chance this year to visit our most popular destination.

It offers so many different experiences, days on the beach with either 'active' water sports or a relaxing massage. Exciting boat rides or a quiet excursion to a mountain village. Marbella shops or a marine park experience. The group decides upon arrival! A summer holiday at its best!

Travel by plane to Malaga then in our privately hired mini-bus.

**£1,295**



# May



## COSTA DEL SOL

4th - 11th May

Another chance to visit the very popular Costa del Sol.

It can offer many different experiences, days on the beach with either 'active' water sports or a relaxing massage. Exciting boat rides or a quiet excursion to a mountain village. Marbella shops or a marine park experience. The group decides upon arrival! A summer holiday at its best!

Travel by plane to Malaga then in our privately hired mini-bus.

**£1,295**

1	Su
2	Mo
3	Tu
4	<b>COSTA DEL SOL</b> We
5	HALF BOARD Th
6	A0222 Fr
7	Sa
8	Su
9	Mo
10	Tu
11	We
12	Th
13	Fr
14	Sa
15	<b>JERSEY HOTEL</b> Su
16	HALF BOARD Mo
17	A0223 Tu
18	We
19	Th
20	Fr
21	Sa
22	Su
23	Mo
24	Tu
25	We
26	Th
27	Fr
28	Sa
29	Su
30	<b>STUBBERS</b> Mo
31	FULL BOARD Tu
	A0224

## JERSEY HOTEL

15th - 20th May

A beautiful island with lots to explore, we decided it was definitely time to return!

We will fly to the island and stay in hotel accommodation. Daily trips out to some of the most interesting visitor spots, including the famous Jersey Zoo, the amazing sandy beaches and some historical sites.

Shopping, restaurants and bars all readily available.

**£1,200**



## STUBBERS

30th May - 3rd June

Stubbers is always a hit. We are loving their upgraded glamping tents with bunk beds whilst still feeling like we are set in the wilderness.

We enjoy lots of activities daily ranging from water sports, laser tag, raft building, target practice and loads more.

Stubbers spoil us with food choices too. Its certainly a break where lots of memories are made.

**£975**



**POPULAR**



## ALTON TOWERS WEEKEND

9th - 11th June

Staffordshire countryside, the legendary themed Alton Towers Park Hotel and fast rides - what more could you want from a weekend? This is one not to be missed. Annika and Stacy cannot wait to take this trip away and jump on all those rides! Come join us.

£725

# June

See May for Stubbers

1	See May for Stubbers	We
2		Th
3		Fr
4		Sa
5		Su
6		Mo
7		Tu
8		We
9	<b>ALTON TOWERS WEEKEND</b>	Th
10	HALF BOARD	Fr
11	A0225	Sa
12		Su
13		Mo
14		Tu
15		We
16		Th
17		Fr
18		Sa
19		Su
20	<b>WARNERS SINAH WARREN</b>	Mo
21	HALF BOARD	Tu
22	A0226	We
23		Th
24		Fr
25		Sa
26		Su
27		Mo
28		Tu
29		We
30	<b>GIRLS LUXURY WEEKEND</b>	Th
	HALF BOARD	
	A0227	

## WARNERS SINAH WARREN

20th - 27th June

This year we will be heading off to a different location for our June break.

Sinah Warren, which is in Hayling Island, offers all the usual high-quality accommodation/experiences we have come to expect. We will benefit from new/ varied surroundings and new places to visit.

£1,445



## GIRLS LUXURY WEEKEND

30th June - 3rd July

We enjoyed this girls pamper trip so much last year that we have added an extra day in 2022. We will be frequenting the same luxury accommodation in Bath, since we were so impressed with its amenities. We're looking forward to seeing local wildlife and riverside lunches...but most of all we're looking forward to the hot tub and girlie pamper time! Sorry lads but this is a ladies only weekend!

EXTENDED

£750



## SUMMER BUTLINS

4th - 8th July

The wonderful world of Butlins! Great fun at either Bognor Regis or Skegness. We will travel there by mini-bus.

A full 5 day break packed with entertainment and discos. Activities can also include live shows, cinema, spa session, bowling, archery, go-karts, snooker and even a bit of shopping. Lots of fun for everyone.

Staying in chalets/apartments. This is certainly a summer holiday to remember.

£995



# July

See June for Girls Luxury Weekend

1	See June for Girls Luxury Weekend	Fr
2		Sa
3		Su
4	<b>SUMMER BUTLINS</b>	Mo
5	HALF BOARD	Tu
6	A0228	We
7		Th
8		Fr
9		Sa
10		Su
11		Mo
12	<b>COSTA DEL SOL</b>	Tu
13	HALF BOARD	We
14	A0229	Th
15		Fr
16		Sa
17		Su
18		Mo
19		Tu
20		We
21		Th
22		Fr
23		Sa
24		Su
25	<b>PONY TREKKING</b>	Mo
26	HALF BOARD	Tu
27	A0230	We
28		Th
29		Fr
30		Sa
31		Su

## COSTA DEL SOL

12th - 19th July

Spain continues to be our most popular destination.

It can offer many different experiences, days on the beach with either 'active' water sports or a relaxing massage. Exciting boat rides or a quiet excursion to a mountain village. Marbella shops, a local Spanish market, or a marine park experience. The group decides upon arrival! A summer holiday at its best!

Travel by plane to Malaga then in our privately hired mini-bus.

£1,295



## PONY TREKKING

25th - 29th July

Our ever popular break for horse riding in Suffolk. Staying in mobile homes between Great Yarmouth and lovely Gorleston beach, we will head to Pakefield Riding Stables, an RDA approved establishment and one of the few remaining stables that offer a ride to the beach (the highlight of the week!).

Earlier in the week there is a school lesson for assessment and getting to know the staff, ponies and horses and on a separate day a ride to the woods.

Sometimes we are also able to arrange a "stable management" experience as an optional extra for those that are interested.

£975



# August



## ISLE OF WIGHT

1st - 8th August

Back again after now a few very successful trips. We will travel by mini bus and ferry and stay in one of the islands many holiday villages. Lots to do and visit, historical venues, sandy beaches and lots lots more. Evening entertainment will be on offer! Please book early to avoid disappointment as limited availability.

POPULAR

£1,300

1	ISLE OF WIGHT	Mo
2	HALF BOARD	Tu
3	A0231	We
4		Th
5		Fr
6		Sa
7		Su
8		Mo
9	NORWEGIAN FJORDS CRUISE	Tu
10	HALF BOARD	We
11	A0232	Th
12		Fr
13		Sa
14		Su
15		Mo
16		Tu
17		We
18		Th
19		Fr
20		Sa
21		Su
22		Mo
23		Tu
24		We
25		Th
26		Fr
27		Sa
28		Su
29		Mo
30		Tu
31		We

## NORWEGIAN FJORDS CRUISE

6th - 13th August

We are beyond excited to be introducing a cruise to 2022. But not just any cruise - one with potential to see the Northern Lights....fingers crossed!

Discover grisly Viking tales. Opportunities for those that may want to, to Kayak on sparkling fjords, Bike down peaceful mountainsides and spot rare wildlife. Enjoy all this fun, plus the dazzling activities and entertainment on board.

£1,995



NEW FOR 2022

# September



## A TASTE OF SPAIN

1st - 6th September

By popular demand some of our holiday-makers wanted to try going abroad without committing to 8 days. We are, therefore, offering this 6 day break to introduce guests to the wonders of our apartments on the Costa del Sol, and all that the area has to offer.

Visit Marbella, have fun in the sun, explore local beaches, restaurants and enjoy Spanish entertainment.

Travel to Malaga by plane, onward transport in privately hired minibus.

£1,150

1	A TASTE OF SPAIN	Th
2	HALF BOARD	Fr
3	A0233	Sa
4		Su
5		Mo
6		Tu
7		We
8		Th
9		Fr
10		Sa
11	MAJORCA	Su
12	HALF BOARD	Mo
13	A0234	Tu
14		We
15		Th
16		Fr
17		Sa
18		Su
19		Mo
20		Tu
21	MAJORCA 2!	We
22	HALF BOARD	Th
23	A0235	Fr
24		Sa
25		Su
26		Mo
27		Tu
28		We
29		Th
30	See October for Potters	Fr

## MAJORCA

11th - 18th September

New "again" for 2022! A trip to the wonderful Island of Majorca. We will stay in hotel accommodation. Daily walks along the beach, swimming in the sea and/or in the pool. Maybe a boat ride and certainly trips out to other locations on the Island.

Evening entertainment. Summer sunshine 'virtually' guaranteed! Travel by plane to Palma airport and private transfers to our resort.

£1,350



## MAJORCA 2!

21st - 28th September

Proving to be a very popular choice, we offer a second chance this year to visit the wonderful island of Majorca. As we were unable to fulfil our customer's wishes in 2021 let us hope we can do so in 2022.

All holiday details as per previous Majorca week.

Fingers crossed this will be the one that was worth waiting for.

£1,350

# October



## POTTERS

30th Sept - 7th October

Another chance this year to enjoy all that Potters has to offer. Beach side location, Hopton on Sea, Norfolk. Food is amazing - up to 4 meals a day!

You will stay in excellent accommodation with 5\* entertainment every night. Indoor heated swimming pool, bowling alley, archery, shooting gallery, sports hall, spa (optional extra) and much, much more.

We will travel by private mini-bus.

£1,375



## BUTLINS 5 DAY BREAK

24th - 28th October

Butlins, Butlins, Butlins all the way! Based either at Skegness or Bognor Regis, staying in luxury chalets or apartments with days full of fun.

There are lots of new activities on offer, including theatre, swimming, eating venues and live shows, archery, go-karts and bowling, to name but a few.

We will travel there in our own private minibus.

£995

1	POTTERS	Sa
2	FULL BOARD	Su
3	A0236	Mo
4		Tu
5		We
6		Th
7		Fr
8		Sa
9		Su
10		Mo
11		Tu
12		We
13		Th
14		Fr
15		Sa
16		Su
17		Mo
18		Tu
19		We
20		Th
21		Fr
22		Sa
23		Su
24	BUTLINS 5 DAY BREAK	Mo
25	HALF BOARD	Tu
26	A0237	We
27		Th
28		Fr
29		Sa
30		Su
31		Mo



# November



## LANZAROTE

3rd - 10th November

This year our Canary Island "shuffle" will be stopping in Lanzarote. Our first visit here was back in 2011 when our 'island hopping story' began, we have never looked back! We will stay in hotel accommodation with great nightlife for the "Active" ones! Not to mention the legendary poolside games. Hopefully plenty of winter sun, and a day trip to another part of the island. Always a fun-packed lively break - only suitable for the young at heart! Normally an extremely popular destination - so please contact us early if you are interested!

Travel by minibus, plane and private transfers to the resort.

£1,395

1		Tu
2		We
3	LANZAROTE	Th
4	HALF BOARD	Fr
5	A0238	Sa
6		Su
7		Mo
8		Tu
9		We
10		Th
11		Fr
12		Sa
13		Su
14		Mo
15		Tu
16		We
17		Th
18		Fr
19		Sa
20		Su
21		Mo
22		Tu
23		We
24		Th
25		Fr
26		Sa
27		Su
28		Mo
29		Tu
30		We





## LAPLAND

2nd - 5th December

After the 2 years we have had, we decided an extra special trip is in order this Christmas with a magical visit to Lapland. Thick snow, husky rides, snowmobiles and a trip on Santa's sleigh, not to mention meeting the big man himself! It's one not to miss! As places sell out fast, we will be taking deposits for this only up until March 2022, so get in with your bookings quickly if you wish to secure a space!

£3,100

# December

1	Th
2	Fr
3	Sa
4	Su
5	Mo
6	Tu
7	We
8	Th
9	Fr
10	Sa
11	Su
12	Mo
13	Tu
14	We
15	Th
16	Fr
17	Sa
18	Su
19	Mo
20	Tu
21	We
22	Th
23	Fr
24	Sa
25	Su
26	Mo
27	Tu
28	We
29	Th
30	Fr
31	Sa
1 Jan	Su
2	Mo

LAPLAND

HALF BOARD

A0239

NEW YEAR

HALF BOARD

A0240

## NEW YEAR

30th December - 2nd January

Come and see out the year in a luxury house with a games room, hot tub, firepits but most of all wonderful company! Annika and Stacy put a personal touch into this holiday and we encourage everyone to play their own music, eat and drink lots and reminisce about the year just gone. It's super social and fun, a real family feel. Lets see out 2022 the way we started it - together!

£995



**PLEASE ENSURE THAT YOU READ ALL THE INFORMATION PROVIDED AND CONTACT US IF YOU HAVE ANY QUESTIONS. PAYMENT OF YOUR HOLIDAY DEPOSIT CONFIRMS YOUR WHOLE AGREEMENT TO AND ACCEPTANCE OF ALL THE TERMS AND CONDITIONS SET OUT BELOW INCLUDING ALL ADDITIONAL CHARGES AND COSTS WHICH MAY BE INCURRED.**

**1. BOOKING** Enquiries are welcome by phone but bookings can only be secured on receipt within 7 days of a completed booking form and a non-refundable deposit of £100 per person, per break. You must complete the form fully and disclose all special requirements. Your booking must be accompanied by details of your personal travel insurance. All cheques must be made payable to Bury Active. If your holiday starts within 60 days of booking the full cost is payable with your booking form. Prices are subject to change and should be confirmed prior to booking. You should also check which excursions are included in the price of your holiday, together with the cost of single rooms and support.

**2. WHAT IS INCLUDED** Accommodation, travel from one of our set pick-up points (including cross-channel and flights where required), daily trips out (but not the cost of entrance fees unless specified), meals as specified. 24 hour support from experienced couriers restricted to basic needs such as help with water temperatures for baths and showers, assistance with hair washing and shaving, sorting (but not laundering) clothing. Support does not include provision for waking nights - if you require this please tell us before booking. Please see Sections 3-8.

**3. SUPPORT** Please contact us to discuss your support requirements for any daily, medical, dietary, mobility and communication support not covered in Section 2. 1:1 support can be arranged. It is essential that we are made fully aware of your support needs as failing to do so may result in understaffing and so restrict the activities in which you are able to take part. All supplements are payable in advance. All costs incurred as a result of laundering soiled and/or wet clothing and linen will be invoiced at the end of the holiday. Costs incurred through non-disclosure of support needs, inappropriate packing, excess baggage or failure to supply all required medication and personal hygiene products will be invoiced at the end of the holiday.

**3a. MEDICAL SUPPORT** It is essential that we are notified if you have the following conditions to ensure we can provide appropriate support: epilepsy, diabetes, asthma, heart and respiratory conditions. Please note that in the event of a medical emergency we will access services available locally and we do not provide medical assistance. All customers must

travel with a European Health Insurance Card for European holidays outside the UK. Please note that whilst a EHC Card covers most urgent medical costs this varies from country to country and some costs are likely to be incurred.

**4. DIETARY REQUIREMENTS** Please inform us in advance if you have a food allergy or intolerance, or special dietary requirements to ensure that we can cater for you. If you have complex dietary requirements a diet sheet or menu must be provided, together with all food items not readily available in your country of destination. There is a supplementary charge for some special dietary needs.

**5. COMMUNICATION NEEDS** Please make us aware when booking your holiday if you require support for Autistic Spectrum Disorder, visual, hearing or sensory impairment so that we can provide appropriate support. There may be a supplementary charge for some communication support needs.

**6. COMPLEX NEEDS** Some holidays are unsuitable for customers with complex needs. However we have vehicles and accommodation which are suitable for those with a combination of physical and learning disabilities. We are always happy to discuss your requirements and will do what we can to help.

**7. CHALLENGING BEHAVIOUR** Customers who display challenging behaviour should make us aware of their individual communication needs to ensure we can respond appropriately in all situations whilst on holiday. Please note that our holidays are not suitable for people who display physically challenging behaviour.

**8. MEDICATION** We are only able to hold customers' medication when supplied in purpose made dispenser wallets, where dosages are pre-measured with the correct combination and quantity of medication in each compartment. Please ensure that medication is clearly labelled, detailing the customer's name, the name of the medication, the condition to which the medication relates and the daily dosages with times and all other instructions. If you require us to hold Customers' medication please state this clearly on the booking form. We DO NOT accept medication in any other format.

**9. INSURANCE** You must buy appropriate travel insurance for your destination, including the UK, to come on a Bury Active holiday. We will need the name of your insurer, your policy number and your insurer's 24 hour helpline number before you travel with us.

**10. BALANCE PAYMENTS** The balance of your holiday cost is due no later than 60 days before departure (see Section 1). Please make cheques payable to Bury Active. A full itinerary will be sent to you approximately one week before departure. We reserve the right to charge a fee of up to £100 for late payments.

**11. DIRECT PAYMENTS** We are able to accept payments under the Direct Payments and Individual Budget schemes. Please speak to your social worker or primary care provider for advice.

**12. DEPARTURE AND RETURN** Prices include pick up from, and return to, designated meeting points which will be confirmed on your itinerary. Customers wishing to upgrade to our door-to-door service may do so for an additional charge. Spanish departure and return dates are subject to flight availability and may vary by up to 24 hours from those stated.

**13. PASSPORTS** It is the customer's responsibility to ensure they have valid travel permits, documents and passports with them at the time of departure. For holidays in the USA please speak to us about visa and passport requirements. Should a customer fail to provide the required documentation they will be refused travel and will incur the full cost of returning them to their home plus the cost of return travel and support charges for a courier. We are unable to provide refunds in these cases.

**14. CANCELLATION** In the event of cancellation for any reason the following non-refundable payments are due: cancellation more than 90 days before the start of the holiday - deposit only; cancellation between 90 and 60 days before the start of the holiday - 50% of the full holiday cost; cancellation between 60 and 30 days before the start of the holiday - 75% of the full holiday cost; cancellation less than 30 days before the start of the holiday - 100% of the full holiday cost

**15. PACKING AND LUGGAGE** It is essential that all customers travel with appropriate types and quantities of clothing, footwear, outdoor wear, toiletries, medication and personal/grooming items including towels and face cloths for their holiday.

**IMPORTANT: LUGGAGE IS LIMITED TO 20KG PER CUSTOMER (unless otherwise stated on itinerary).**

Partners: Annika, Kevin, Stacy & Sue





Don't forget...



...to bring your passport if you are travelling abroad or on a domestic flight



...to tell us about your full support needs before you book your holiday



...to bring your blue parking permit badge if you usually travel with one



...to ask for details of our loyalty scheme



...your toothbrush!

 **BURY** **B Active!**