

Options Supported Holidays Ltd

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Options Supported Holidays Infection Control Policy

We try to update our advice as HM Government rules and regulations change.

We have a responsibility to behave sensibly, follow guidelines and avoid passing on infection. Our holiday supporters will continue to receive infection control and health and safety training and will be required to maintain high levels of hygiene to minimise risk.

- **Risk assessment**

We continue to risk assess venues and accommodation for effective infection control measures and have introduced a single room-only booking practice for our 2023 holidays; we expect to continue this in future years.

- **Insurance and cancellation**

It is vitally important that you take out travel insurance that will cover you if illness means you are unable to go on your Options holiday or if you become ill on the holiday itself. You will receive a refund, or a refund credit note, **only** if your holiday is cancelled by Options Supported Holidays. If you opt to cancel and the holiday goes ahead, you will need to apply for a refund from your insurance company.

It is essential that you have adequate travel insurance for UK and overseas holidays. On overseas holidays, should you test positive for an infectious disease and/or are unable to travel home, the costs of your accommodation, treatment and additional transport will be your responsibility. This is why you must choose your insurance policy carefully.

We cannot guarantee that one of our supporters will be able to stay with you during isolation, although we will do our best to arrange support for you.

You will not be able to travel on your holiday if:

- You have symptoms of an infectious illness, including diarrhoea, vomiting, flu-like symptoms or a raised temperature.
- You have been advised not to travel, or to isolate due to any illness or disease.
- You have had a positive result to any test for Covid 19 in the seven days before departure.

If you become ill on your holiday with symptoms of infectious disease, you will be required to return home at your own expense (unless you are overseas, where other considerations apply). You will not be entitled to a refund and will be responsible for any associated costs.

- **What you can expect on your holiday**

- We ask you to bring your own masks/face coverings because these may be required at some venues and will be needed if you show signs of respiratory illness – supporters will ask you to start wearing a mask if they think it necessary. If you are mask-exempt, please tell our office staff and we will provide you with a lanyard for the holiday.

- If you show any Covid-19 symptoms, even if you test negative for the virus, you will need to wear a mask at all times outside your room. If you are mask-exempt, and depending on the symptoms, supporters may need to ask you to isolate until you test negative again after an interval of two days.

- We will ask you to wash your hands regularly during the day.

- We ask you to bring hand sanitiser (sharing is not advised) and remind you to wash your hands regularly.

- We continue to ask holidaymakers to respect others' personal space and remember that some people prefer not to be touched.

- If we need to give you physical support, the holiday supporters involved will wear PPE.

- If you need help with shaving, make sure you bring an electric shaver (also see our Shaving Policy).

- Make sure you have enough clean clothes for your holiday so you can change daily. Your dirty clothes will be put in the laundry bag we ask you to bring. Supporters will not be able to do laundry.

- We will do our very best to make sure you have a safe and enjoyable holiday.