



2012 holidays



Welcome to Finca Supported Holidays - 2012

We at Finca are proud to provide fully inclusive supported holidays all year round for individuals who have learning disabilities, disabled people, their families, friends, groups and organisations. No matter what your age we guarantee you will have a wonderful time.

Our main focus is to cater for all, and we will endeavour to make sure you have a wonderful holiday to remember! So give us a call. At Finca we understand how important choice and control is for any person and we are here to support and empower you to have a holiday of a lifetime with us at our carefully selected resorts.

You will receive a warm welcome from our CRB accredited members of staff at your designated UK airport who will accompany you on your journey and support you throughout your holiday.

We know how expensive it can be to have a holiday abroad with 24/7 support so we have kept our costs low, so that you pay a one off fee for your stay and that includes everything we believe you will need to have a holiday of your dreams. No hidden extras.

We realise for some individuals having a stranger enabler is a challenge, however we know you will be fine. If you wish to bring your own enabler please do so, however there will be an additional reduced costs, but the choice is yours. We will be delighted to see you soon, so come to Finca and join the fun.



What is a Finca Supported Holiday?

At Finca Supported Holidays our aim is to cater for all, no matter what your age, we fully intend to give you the opportunity to enjoy the same quality of holiday available to others. We achieve this by providing professional hands on support .

Who provides this support?

You don't have to bring your support worker/enabler, as you will be accompanied by qualified support staff trained to the highest UK standards in providing all areas of support. Those guests who wish to bring their own enabler or relative are welcome to do so at an agreed negotiable rate. All our staff have received CRB clearance and will provide you with all the support you require 24 hours a day How much does a Finca Supported Holiday cost? Finca Supported Holidays are specifically tailored to meet the needs of each individual. We take into account all factors, health, safety, risks, and the form of support that is required. The cost of your fully inclusive holiday is decided when all factors have been taken into account and the venues sourced. You will only pay one price, there are no hidden extras.

What is included in a Finca Supported Holiday?

- Superior accommodation with all modern facilities
- 24-hour support—consistency of staff
- All meals and soft drinks at the accommodation including packed lunches (special diets catered for)
- Airport transfers at the identified destination with transport and escort's
- Up to 3 themed tours and 1 evening activity



at a glance...

What is included in a Finca Supported Holiday?

- Staff at departure airport to support/assist with booking in and passport control.
- Accompany on the flight, and arrival at destination.
- Cost of flights to and from UK (additional costs for baggage/extra leg room must be met by guests).
- Daily laundry tasks (where venues have these facilities)
Room cleaning
- Activities around the venues/ day / evening outings (excluding drinks, snacks, meals off site)

What is not included?

- Travel insurance and medical insurance. This is due to the private and confidential information that may need to be disclosed. (Copy of insurance details must be provided before you leave UK)
- Meals, drinks etc. purchased away from venue.
- Transport to UK departure airports. (This can be arranged with Rhino Airport Express who Finca recommends throughout the North West)
Tel: 01257 472772 / mobile 07815 162 031
- Any invasive treatment that is needed, however we can provide advice and access to medical services
- Any spending money for gifts, postcards, airports or other personal items.

our exciting 2012

destinations

Spain

Orlando

Euro Disney

Tenerife

New York



Alicante, Spain

Available all year round

The castle of Santa Barbara, with its magnificent views, overlooks this historical city. There are many museums, beaches and a beautiful waterfront promenade - Esplanade de Espana.

This provincial capital is worth a visit for sightseeing, shopping, and also benefits from a dynamic nightlife. Santa Pola: Famous as a fishing port since Roman times it has beautiful sandy beaches. Take a drive across the salt flats with the huge white mountains of salt and look out for the large population of flamingos that inhabit this area.

Your accommodation in Spain

- Our own beautiful 5 bedroom Villa
- All on one level
- 3 bathrooms, 2 en-suite
- Large outdoor swimming pool
- Wet room
- Tennis Courts
- Shaded sun terrace
- Landscaped gardens

Prices for 2011 all prices are inclusive of VAT, luggage & ATOL charges (£2.50)

Jan/Feb/Mar/Apr: from £1,487.50 per person per week

Based on 2 people sharing

May/June/July /Aug: from £1,837.50 per person, per week. Sept/Oct/Nov: £1,657.50 per week

Dec Xmas £2,317.50 23rd. Dec 2011 - 3rd. Jan 2012



Orlando Florida

Windsor Palms is a gated community and is one of the closest communities to Disney. It is located behind Splendid China on Highway 192. The resort is an oasis of calm and tranquillity and is the perfect setting to explore Orlando. Although set in a conservation area it is only 1 mile from shopping, eating and services of the beautiful Formosa Gardens and Splendid China. A genuine short drive from Disney's Epcot Centre, MGM studios, Pleasure Island, Blizzard Beach, Busch Gardens, Sea World. There are many more attractions to see throughout your stay.

Your accommodation in Orlando

- We have 2 beautiful 4 bedroom Villas
- All on one level
- 3 bathrooms, 2 en-suite
- Outdoor swimming pool within enclosure
- Both villas sleep 8 comfortably
- Gardens
- Barb a que
- Close to all the major Orlando attractions

Prices for 2012 all prices are inclusive of VAT, luggage & ATOL charges (£2.50)

23rd Dec 2011 - 3rd Jan 2012 £3,157.50 pp

Based on 2 people sharing.

Single room supplement £40.00 per night.

5 day theme park passes

Meals and drinks on site

Day trips, resort facilities. Flights to and from UK

This holiday requires a minimum of 8 people



Euro Disney Paris

Fantastic opportunity to visit Euro-Disney in Paris. We will leave from St Pancras train station aboard the Euro star which will arrive straight into the City of Mame La Vallee where our resort hotel is situated. The hotel gives you an American South West experience. The theme throughout the hotel is based on New Mexico.

Your holiday includes

- Travel on Eurostar from St Pancras Station
- B&B and evening meal at the resort hotel
- All park attractions/ Evening entertainment
- 24/7 support

Dates: 17th - 21st February 2011 for 4 nights

To include:

24/7 support throughout holiday period

Accompanied travel to and from UK by Eurostar

Bed/breakfast and evening meal at the resort hotel

All park attractions/ Evening entertainment

All prices are inclusive of VAT, luggage & ATOL charges (£2.50)

Price: £1177.50 Based on 2 people sharing one room

This holiday requires a minimum of 6 people



Tenerife

Los Cristianos

The largest of the seven Canary Islands, Tenerife sits in the Atlantic Ocean just off the coast of North Africa and enjoys eternal sunshine.

It is a Volcanic Island which has a mixture of rugged terrains, dramatic landscapes and sub tropical climate with the temperatures averaging 20 - 22 °C in the winter months.

There is plenty to see and do on the Island.

Tenerife has something to offer everyone.



Your holiday in Los Cristianos

- Fully adapted holiday villa
- Private heated swimming pool with hoist
- Day & evening trips
- beautiful beaches
- Lively town

Dates: 9th – 16th April 2011

5th – 12th November 2011

This holiday requires a minimum of 6 people

24/7 support throughout holiday period

Fully adapted accommodation

(2 people sharing a room)

Private heated pool with hoist

Accompanied flights to and from UK (meet at designated airport)

Day/ evening trips

All meals and soft drinks on site

Laundry service

Prices for 2011 all prices are inclusive of VAT, luggage & ATOL charges (£2.50)

Price: £1,537.50



Cuba

The Caribbean's biggest Island offers sun, sea, golden white beaches and a laid back vibe.

Cuba has some extraordinary history, it's years of self sufficiency and it's unique Afro Latin Culture make a fantastic holiday destination.

There is plenty to see and do day and night
Cuba has something to offer everyone.

Your holiday in Cuba

- Good quality 3 / 4* hotel
- Fully inclusive package
- Regular day and evening trips
- Fun on the wonderful beaches
- The fantastic culture of Havana

Dates: 6th - 20th April 2011

Prices for 2011 all prices are inclusive of VAT, luggage & ATOL charges (£2.50)

Prices £3037.50 per person based on 2 people sharing.

Own room can be requested but a supplement will be added per day.

To include:

24/7 support throughout the holiday

Accompanied flights to and from the UK (meet at designated airport)

Day & evening trips

Snorkelling



Pre-Christmas Break to New York 2011

Enjoy a wonderful 4 night break in the city that never sleeps. With dates in early December it is an ideal time to get in some Christmas shopping in some of the best shops in the world.

You will be staying the heart of Manhattan Island close to the Empire State Building and Macy's Department Store, the worlds largest shop!

Your holiday includes

- High quality 3 / 4* hotel
- Bed & Breakfast
- 24 hour support
- Escorted trips in New York
- Accompanied flights to and from UK

Dates: 3rd December 2011 for 4 nights

This holiday requires a minimum of 6 people

To include:

24/7 support throughout holiday period

Shared room

Accompanied flights to and from UK (meet at designated airport)

Day/ evening trips

Prices for 2011 all prices are inclusive of VAT, luggage & ATOL charges (£2.50) Price: £1717.50

Places are going quickly for this great trip so please register your interest in this holiday as soon as possible.



Our Key Staff

Our staff are a mixture of age, life experiences, knowledge and skills. All the team are committed to promoting diversity, choices and values.

Our dedicated team have a simple aim, which is to ensure that you have a wonderful holiday that you will remember for years to come.

Over the next few pages you will find profiles of the main members of our team.



Sue

has been in the caring profession for over 20 years, her last role as an Area Manager working with people who have learning disabilities/Mental Health issues.

Her Qualifications include:

Social Welfare
M.A Counselling
Diploma in Business coaching
NVQ 4

Further Training:

POVA
Equality and diversity/PCP/Communication/Medication/
First Aid
Health & Safety
Medication—MDS systems/administration/safe storage
Risk Assessments
Moving & Handling
Protection of Vulnerable Adults

Recent Training:

First aid
Hobbies: Walking, Cooking, Cycling, Gardening,
Entertaining



Martin

Martin has extensive experience of 8 years in the caring profession working hands on with individuals who have a learning disability/Autism / Challenging behaviors/ Dementia.

Previous to taking up a post as support worker/manager he studied for several years in Rome and London studying for the priesthood.

Martin plays the piano and enjoys listening to music. Martin enjoys organising and taking part in all activities and encourages guests to take an active part.

Martin is a pivotal member of staff who will introduce himself to intended guests at their designated UK airport. He will assist and support guests book in and advise them of passport procedures, and accompany on the flight to Alicante. Martin will remain with guests throughout their stay and return journey back to the UK.

His Qualifications include:

LDAF
NVQ 2 /3 in Social Care.

Further Training:

Health & Safety .
Challenging behaviors
PCP
Communication
Medication
Activity planning
Budgeting
POVA/POCA
First Aid/ Moving & Handling

Our Key Staff



Nikki

Nikki is our Office Manager and Shareholder in the Company. Nikki holds qualifications in Customer service, Administration, and Payroll. She is our first line of communication with all inquiries that comes into the office on a daily basis.

She has vast experience in her field and will support you to access the relevant information you need in which to plan your holiday requirements.

Nikki can be contacted on 01257 425456.

Nikki can also put you in touch with Ian from Rhino Airport Express who assist the company with door to door travel in the North West.



Christopher

As one of our long standing guests Christopher now volunteers in his spare time and works together with our staff team to ensure that those guests who may be a little shy, enjoy their social activities.

Christopher is outgoing and enjoys walking, swimming, tennis.



Christine

Christine has 15 years experience working in the caring profession both as a support worker and senior. She has worked hands on with individuals who have a learning/ physical disability/Dementia/ Challenging behaviors.

Christine enjoys organising and taking part in all activities and encourages guests to take an active part. She is a popular member of the team who will introduce herself to intended guests at their designated UK airport. She will assist and support with airport routines and passport control.

Christine accompanies guests on their flights and throughout the period of their holiday, returning back with them to the UK.

Her Qualifications include:

- LDAF NVQ 2 /3 in Social Care Training
- Health & Safety
- Challenging behaviors
- PCP Communication
- Medication (MDS systems)
- Activity planning
- Budgeting
- POVA Moving & Handling
- Food Hygiene
- First aid

Terms & Conditions



The air holidays and flights in this brochure are ATOL protected since we hold an Air Travel Organisers License granted by the Civil Aviation Authority. Our ATOL number is 9674. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advanced booking. For further information visit the ATOL website at www.atol.org.uk. This Contract is written and to be interpreted solely under the Laws of England & Wales.

- 1). These terms and conditions will come into effect when we accept your booking and deposit payment
By booking with us you are deemed to have accepted these conditions.
- 2). Provisional booking reservations may be made by telephone, but in all cases must be confirmed within 14 days by sending Finca Supported Holidays Ltd a fully completed/signed booking form and a deposit of £250.00 per person per week for holidays abroad).
- 3). Full payment of the balance of the holiday is due 60 days prior to the commencement date of the holiday. If a deposit and / or balance is not paid in time we shall cancel your travel arrangements. Deposits and balances are not normally refundable.
- 4). It is strongly recommended that you obtain comprehensive travel insurance for all holidays abroad. A copy of your insurance must be forwarded to us 28 days before departure.
Holiday Price
We reserve the right to alter the prices of any holiday's shown in our brochure. You will be advised of the current price of the holiday you wish to book before your contract is confirmed.
Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 days of your departure. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.
- 5). Most of our holidays with the exception of Spain, require a minimum number of guests to make this viable, should we fail to achieve the minimum numbers we will inform guests at least one month prior to the holiday date and either return any monies paid without further compensation or offer the individual an alternative holiday.
- 6). Invoices will normally be sent to the guests themselves unless otherwise stated on the booking form.
- 7). Meeting points. You will be met at the designated departure airport in the UK, times and dates will be mailed out to you 60 days before your holiday departure date. It is the guests responsibility to ensure that they are at departure points in plenty of time, as although we would endeavour to wait as long as reasonably possible, we cannot be held responsible if we have to start the holiday without the guests due to their late arrival.
- 8). Luggage is deemed to be the responsibility of the guest, and we cannot accept any liability for damage however caused. For this reason, we recommend that guests take out insurance cover.
- 9). Holidays abroad includes flights to and from UK, with 1 member of staff to three guests. Accommodation based on 2 guests sharing a room, if single room is required then a weekly supplement will be added to final invoices, all meals and drinks on site, 24/7 support, up to 3 themed tours and other escorted excursions and day trips. Daily laundry and room cleaning service if venues have the facilities. Support begins at the designated airport.
- 10). The holiday package does not include personal spending money, snacks, drinks, meals (off site), medical expenses, cancellation insurance, transport to and from the designated airport, tips, postage, phone calls. It is advisable for guests to have money to spend at airports.
- 11). Contact numbers will be given to relatives/carers so that they can keep in contact with guests during the holiday period.
- 12). A checklist will be sent out 60 days prior to the holiday along with all information regarding flights etc, however flight times can sometimes be changed at short notice and are outside our control. In this event we will make every effort to contact each guest and advise of any changes

- 13). The guest is responsible for ensuring that they have a valid passport. Many countries now require the passport to be valid for a period of 6 months before commencing their holiday.
Currently there is no visa requirements for British Citizens travelling to EU countries however, specific requirements can be confirmed with the relevant Embassies / Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.
At this time UK residents do not require any vaccinations for travel within the EU, however we advise you to contact your GP / Nurse for the latest information on any desitination.
Foreign and Commonwealth Office or relevant authorities will be able to offer up to date travel information to help British Citizens make informed decisions about travelling abroad.
For more information contact: www.fco.gov.uk/knowbeforeyougo
- 14). Smoking is not allowed in any vehicle or accommodation, although there is usually a designated smoking area.
- 15). Any damage caused by guests whilst on holiday will be deemed their responsibility and not that of Finca Supported Holidays Ltd.
- 16). We recommend that guests deposit the majority of their spending money, passports etc in a designated safe identified place once at the venue. This is a matter of choice for the guests but it is their responsibility to ensure safekeeping of personal belongings.
- 17). Guests who require incontinence aids/mattress protectors are requested to bring these items with them.
- 18). All medication must be provided in dossett boxes or blister packs (unless liquid). MARRS sheets are to be included.(We are all fully trained in MDS system of assisting guests with their oral medication but we do not have a medical background. Finca staff cannot assist with any invasive treatments but can advise and support guests to access medical treatment.
- 19). Any guest who engages in disruptive, abusive or violent behaviour may be asked to leave the holiday (any costs incurred must be met by the guest).
- 20). All paperwork used throughout the holiday i.e risk assessments, health and safety records, financial recording sheets, daily logs, accident /incident reports are completed to British standards.
- 21). Finca Supported Holidays Ltd has full public liability and Medical Malpractice Insurances.
Your Financial Protection:
£2.50 per person of the cost of this air holiday package is paid to the Civil Aviation Authority to provide ATOL protection to you. This means the money paid for these arrangements is fully protected.

Privacy Policy: All personal details collected by Finca Supported Holidays Ltd will not be shared with any other organisation unless written consent is obtained from the guest to share information regarding their holiday experiences with relevant others i.e Care providers/family/social services dept.

If you would like any further information, please visit our web site www.fincasupportedholidays.co.uk or alternatively contact Sue direct on 01257 422667 If you would like our company to give a presentation based on any holidays in this brochure to your service groups, we will be happy to do so. For more information please contact Sue on 01257 422667.

Our Contact Details are:

Finca Supported Holidays Ltd.

UK Office

86 Preston Road

Standish

Wigan

WN6 OHY



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