

# JOLLY DAYS 2010

SUPPORTED HOLIDAYS FOR ADULTS  
WITH LEARNING DISABILITIES

BROCHURE



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## CONTACT US

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## WHY CHOOSE JOLLYDAYS?

- ✓ Fun and enjoyment
- ✓ All staff are enhanced CRB checked and first aid trained
- ✓ Friendly, caring and supportive staff
- ✓ Suitable for adults with mild to moderate learning disabilities
- ✓ Leisure & active holidays
- ✓ The majority of our holidays are fully accessible
  
- ✓ We have the ability to tailor-make your holiday
- ✓ One to one support if required (extra cost)
- ✓ We provide separate holidays for the elderly
  
- ✓ Protection of client's money
- ✓ Fully insured
- ✓ "Direct Payments" accepted
  
- ✓ All meals included
- ✓ High quality accommodation
- ✓ All accommodation is personally vetted
- ✓ Activity Adventure Centres are licensed by the AALA (Adventure Activities Licensing Authority) and are fully accessible
- ✓ Qualified and caring staff at all activity centres
  
- ✓ Centralised pick-up points, (door to door pick-up at extra cost)
- ✓ We are members of the Travel Trust Association

## EXMOOR ACTIVITY & ADVENTURE

3



CLIMBING HORSE RIDING  
SWIMMING DISCO BAR

- HIGH QUALITY ACCOMMODATION
- HORSE RIDING
- CLIMBING & ABSEILING
- EQUIPMENT PROVIDED
- HIGH ROPES
- DISCO & BAR

Dates	Duration	Cost
27/03/10	7 days	£1,125
24/09/10	8 days	£1,330

- COMFORTABLE ACCOMMODATION
- CANOEING
- CLIMBING
- WALKING
- DAY AT THE SEASIDE
- STEAM TRAIN RIDE

Dates	Duration	Cost
10/04/10	7 days	£945
31/07/10	8 days	£1,135

## WELSH ACTIVITY & ADVENTURE



ZIP WIRE SEASIDE TRAINS  
CANOEING LOG TOWER



- FANTASTIC CONVERTED HUNTING LODGE
- INDOOR & OUTDOOR CLIMBING WALL
- CANOES & KAYAKS
- CAVING
- ARCHERY
- ZIP WIRE

CANOEOING SOCIALISING  
CLIMBING ARCHERY WALKS

Dates	Duration	Cost
19/07/10	6 days	£975

- HOTEL ACCOMMODATION
- UK'S LEADING INDOOR SNOW CENTRE
- QUALIFIED INSTRUCTORS
- TWO STAND-UP SKI SESSIONS (included in price)
- TWO FUN SESSIONS (included in price)
- ALL EQUIPMENT PROVIDED
- SHOPPING & NIGHTLIFE

Dates	Duration	Cost
23/11/10	4 days	£635

SNOW, SLIDE & GLIDE



SHOPPING HOTEL SKI  
CINEMA FUN SESSION

# CENTER PARCS LEISURE RESORT



- LUXURY WOODLAND VILLA <sup>5</sup>
- INDOOR TROPICAL SWIMMING POOL
- TEN PIN BOWLING
- SNOOKER & POOL
- NATURE WALKS
- BARS & RESTAURANTS

# SWIMMING ACTIVITIES WALKS GOLF TABLE TENNIS

Dates	Duration	Cost
01/03/10	5 days	£770
08/11/10	5 days	£695

- QUALITY APARTMENT ACCOMMODATION
- TOP ENTERTAINMENT & SHOWS
- SPLASH WATERWORLD
- DISCO & LINE DANCING
- TEN PIN BOWLING & CINEMA

## BUTLINS, FUN & DISCO EXPERIENCE



Dates	Duration	Cost
22/03/10	5 days	£690
03/05/10	5 days	£690
13/09/10	5 days	£720
04/10/10	5 days	£720

# RED COATS AMUSEMENTS BINGO KARAOKE FUNFAIR

6 5\* FUN & ENTERTAINMENT



- 1ST CLASS ACCOMMODATION
- QUALITY ENTERTAINMENT
- TEN PIN BOWLING
- SWIMMING
- TABLE TENNIS & POOL
- DANCING & DISCO
- BARS

BOWLING BADMINTON  
BARS POOL DARTS

Dates	Duration	Cost
29/11/10	5 days	£745

- QUALITY ACCOMMODATION
- BEACH GAMES
- AMUSEMENTS
- BOAT TRIP
- DANCING
- DEVON CREAM TEAS
- DAYS OUT

MID-SUMMER DELIGHT ON THE SOUTH WEST COAST



DAYS OUT BOAT TRIP BEACH  
ICE CREAM CREAM TEAS

Dates	Duration	Cost
08/08/10	14 days	£1,950

# THE MAGIC OF EURODISNEY



# PARADES CHARACTERS SOUVENIRS SHOWS STUNTS

- HOTEL ACCOMMODATION <sup>7</sup>
- 2 DAYS DISNEY ENTRANCE (included in price)
- MEET DISNEY CHARACTERS
- EXHILARATING RIDES
- DISNEY SHOPS & SHOWS
- FIREWORK EXTRAVAGANZA \* (1st November only)

Dates	Duration	Cost
15/03/10	4 days	£795
20/09/10	4 days	£795
01/11/10*	4 days	£795

- SUPERB WOODLAND LODGES
- 2 DAYS ENTRANCE TO ALTON TOWERS (included in price)
- DAY TRIP TO CHATSWORTH HOUSE
- VISITS TO LOCAL ATTRACTIONS
- COUNTRY PUBS
- BEAUTIFUL SCENERY

Dates	Duration	Cost
22/05/10	8 days	£1,240

## ALTON TOWERS & THE PEAK DISTRICT



# BEAUTY SPOTS NATIONAL PARK THEME PARK

# 8 SPANISH COAST & PORTAVENTURA



# SUNSHINE BARCELONA THEME PARK SAND SEA

- GOOD QUALITY HOTEL ACCOMMODATION
- SEA, SAND & SUNSHINE
- PORTAVENTURA THEME PARK (included in price)
- DAY TRIP TO BARCELONA
- CAFES, BARS & RESTAURANTS
- NIGHTLIFE

Dates	Duration	Cost
17/04/10	8 days	£1,295

- FIRST CLASS APARTMENTS
- POOL/SNOOKER TOURNAMENT
- GAMES ROOM
- BBQS
- CAFES & RESTAURANTS
- DAY TRIPS
- CHOCOLATE FACTORY

## FRENCH COUNTRYSIDE WITH POOL TOURNAMENT



# POOL / SNOOKER BBQS DAY TRIPS CHOCOLATE

Dates	Duration	Cost
09/05/10	7 days	£960



## FRENCH COOK & TASTE



# COOKERY CHOCOLATE MARKETS CAKES CAFES

- 9
- LUXURIOUS FRENCH GITE IN A BEAUTIFUL VALLEY
  - COOKING & BAKING
  - CHOCOLATE FACTORY VISIT
  - SEA LIFE CENTRE
  - LOCAL MARKETS
  - CAFES, BARS & RESTAURANTS
  - EASY REACH OF THE COAST

Dates	Duration	Cost
07/03/10	7 days	£995

- SPACIOUS BUNGALOW
- STEAM TRAIN RIDE (included in price)
- SAILING
- CANOEING & KAYAKING
- CRUISING
- PICNICS & COUNTRY PUBS
- DAYS OUT

Dates	Duration	Cost
26/04/10	5 days	£745

## NORFOLK BROADS, STEAM TRAIN & BOATS



# PICNICS TRAINS PUBS SAILING CRUISING

# 10 PAINTING & DRAWING IN FRANCE



- SUPERB LUXURY GITE ACCOMMODATION
- 2 X HALF DAY ART COURSES (included in price)
- PROFESSIONAL ARTIST
- DAY TRIPS TO LE TOUQUET & MONTREUIL
- BBQs
- CAFES, BARS & RESTAURANTS

# LUXURY GITE ART BARS COURSES

DAY EXCURSIONS

Dates	Duration	Cost
04/07/10	7 days	£995

- LUXURIOUS FRENCH GITE
- STEAM TRAIN RIDE (included in price)
- CHOCOLATE FACTORY
- BOAT TRIP
- SEA LIFE CENTRE
- BBQ'S
- CAFES, BARS & RESTAURANTS

Dates	Duration	Cost
05/09/10	7 days	£995

## STEAM TRAINS & BOATS – FRANCE



# SEA LIFE FRANCE STEAM TRAIN BOAT TRIP

BBQ'S

## LUXURY SPA BREAK



INDULGE CHILL OUT  
DELIGHT PEACE RELAX

- LUXURY EN-SUITE ACCOMMODATION
- RELAXATION
- 2 SPA TREATMENTS (included in price)
- INDOOR SWIMMING POOL
- SPORTS & LEISURE FACILITIES
- BAR & RESTAURANT

Dates	Duration	Cost
22/02/10	3 days	£555
19/03/10	3 days	£555
13/11/10	3 days	£555

- SPACIOUS BUNGALOW
- SAILING
- CANOEING & KAYAKING
- CRUISING
- PICNICS & COUNTRY PUBS
- DAY TRIPS

## NORFOLK BROADS



Dates	Duration	Cost
17/05/10	5 days	£745

PICNICS TRIPS PUBS  
SAILING CRUISING

# 12 OUT AND ABOUT ON THE ISLE OF WIGHT



- WARNERS 4\* LEISURE RESORT
- CHALET BUNGALOWS
- FULL ENTERTAINMENT PROGRAMME
- INDOOR SWIMMING & BUBBLE POOL
- OSBORNE HOUSE & CARISBROOKE CASTLE

## SWIMMING ENTERTAINMENT DANCING CASTLE

Dates	Duration	Cost
11/06/10	8 days	£1,340
18/10/10	5 days	£775

- BEAUTIFUL FARM ACCOMMODATION
- VISIT TO ZOO (included in price)
- COUNTRYSIDE WALKS
- CRAFT CENTRE
- RELAXATION
- COUNTRY PUBS



### ZOO & COUNTRYSIDE

## WALKS CRAFTS LIONS TIGERS MONKEYS

Dates	Duration	Cost
06/04/10	4 days	£565
23/08/10	4 days	£565

## FRENCH COUNTRYSIDE & COAST



GAMES ROOM SNOOKER  
RESTAURANTS SAND SEA

- FIRST CLASS APARTMENTS 13
- GAMES ROOM
- POOL/SNOOKER
- BADMINTON
- SEASIDE & COUNTRYSIDE
- BBQS
- CAFES, BARS & RESTAURANTS

Dates	Duration	Cost
20/06/10	8 days	£1,130

- SPACIOUS BUNGALOW
- REGATTA
- PICNICS & COUNTRY PUBS
- SAILING
- CRUISING
- DAY TRIPS

Dates	Duration	Cost
28/08/10	7 days	£995

## NORFOLK BROADS & SEASIDE



PICNICS REGATTA PUBS  
SAILING CRUISING

## 14 SUFFOLK COUNTY SHOW



- IDYLIC COUNTRY LODGE ACCOMMODATION
- 2 DAYS ENTRANCE TO THE SUFFOLK SHOW (included in price)
- HORSES & SHOW JUMPING
- ANIMALS & MACHINERY
- FOOD HALL & LOCAL PUBS
- THE BEST OF COUNTRY LIFE

# ANIMALS FUNFAIR

# COUNTRY LODGE CRAFTS

Dates	Duration	Cost
31/05/10	5 days	£745

- IDYLIC COUNTRY LODGE ACCOMMODATION
- 2 DAYS ENTRANCE TO ROYAL NORFOLK SHOW (included in price)
- HORSES & SHOW JUMPING
- ANIMALS & MACHINERY
- ARTS & COUNTRY CRAFTS
- DOG SHOW

Dates	Duration	Cost
28/06/10	5 days	£745

## THE ROYAL NORFOLK SHOW



# LODGE CRAFTS DOGS MACHINERY HORSE SHOWS

# CAMPING & NEW FOREST COUNTY SHOW



READY TENTS FUNFAIR  
FLOWERS PONIES BBQ

- EXCELLENT READY TENTS 15
- LUXURY HOLIDAY RESORT
- NEW FOREST & HAMPSHIRE SHOW (2 days entry included in price)
- MOTORBIKE STUNT SHOW
- FALCONRY DISPLAY
- FLOWER SHOW
- WILDLIFE

Dates	Duration	Cost
26/07/10	5 days	£885

- LUXURY FOREST LODGES
- LULWORTH COVE & CORFE CASTLE
- PONIES
- WILDLIFE
- BOURNEMOUTH SHOPPING
- POOLE POTTERY
- COUNTRY PUBS

Dates	Duration	Cost
23/10/10	7 days	£1,110

## NEW FOREST PONIES & DORSET COAST



COVES SHOPS PUBS  
PONIES WILDLIFE



- CLASSIC APARTMENT ACCOMMODATION
- DAZZLING NIGHT TIME ENTERTAINMENT
- HISTORIC CASTLES
- SUN, SEA & SAND
- CRAZY GOLF & CIRCUS SKILLS
- DISCO, BARS & LIVE CABARET

SUNSHINE HISTORIC CASTLES  
 CRAZY GOLF SAND SEA

Dates	Duration	Cost
12/07/10	5 days	£740

- LUXURY FOREST LODGES
- BEAULIEU NATIONAL CAR MUSEUM (included in price)
- BUCKLERS HARD MARITIME MUSEUM & VILLAGE (included in price)
- GARDENS
- BOURNEMOUTH SHOPPING
- PONIES & WILDLIFE

Dates	Duration	Cost
09/10/10	7 days	£935

BEAULIEU CAR MUSEUM & BUCKLERS HARD



PONIES SHOPS CARS  
 MUSEUMS GARDENS



## LONDON THEATRE & SIGHTSEEING



17

- QUALITY LONDON HOTEL ACCOMMODATION
- TICKET TO WEST END SHOW (included in price)
- SIGHTSEEING
- OPEN TOP BUS TOUR
- COVENT GARDEN
- STREET ARTISTS
- CAFES, BARS & RESTAURANTS

Dates	Duration	Cost
16/11/10	3 days	£545

# THEATRE COVENT GARDEN SIGHTSEEING CAFES

- QUALITY HOTEL ACCOMMODATION
- HORSE CARRIAGE RIDE
- CANAL BOAT TOUR
- CHOCOLATE SHOPS
- BELGIAN BEER
- CAFES, RESTAURANTS & BARS
- BEAUTIFUL HISTORIC CITY

Dates	Duration	Cost
06/06/10	4 days	£695

## BRUGES, THE VENICE OF THE NORTH



# BELGIAN BEER SHOPS CHOCOLATE CANAL CRUISE

# 18 TURKEY & TINSEL



LIVE MUSIC CABARET DINNER  
 FESTIVE FUN DANCING

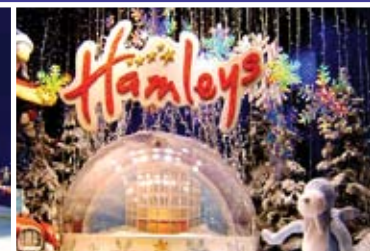
- CHALET ACCOMMODATION
- FESTIVE FUN
- CABARET DINNER
- DANCING
- LIVE MUSIC
- INDOOR SWIMMING POOL
- SNOOKER & DARTS

Dates	Duration	Cost
19/11/10	4 days	£595
10/12/10	4 days	£595

- QUALITY LONDON HOTEL
- WINTER WONDERLAND
- HAMLEYS 'THE WORLDS BIGGEST TOYSHOP'
- FESTIVE ATTRACTIONS
- BUCKINGHAM PALACE
- HARRODS
- OPEN TOP BUS TOUR

Dates	Duration	Cost
05/12/10	4 days	£645

## WINTER WONDERLAND & HAMLEYS



COVENT GARDEN HAMLEYS  
 BUCKINGHAM PALACE LONDON RESTAURANTS



- QUALITY HOTEL
- CHRISTMAS MARKET
- CHRISTMAS SHOPPING
- HORSE CARRIAGE RIDE
- CANAL BOAT TOUR
- BELGIAN BEER
- CHOCOLATE SHOPS

# SHOPPING CHOCOLATE BEER BOAT CARRIAGE RIDE

Dates	Duration	Cost
14/12/10	4 days	£695

- BEAUTIFUL FARM ACCOMMODATION
- CHRISTMAS PANTOMIME (included in price)
- RELAXATION
- COUNTRYSIDE WALKS
- CRAFT CENTRE
- COUNTRY PUBS

## CHRISTMAS PANTOMIME



# WALKS CRAFT CENTRE PUBS LAUGHTER LUXURY BARN

Dates	Duration	Cost
19/12/10	3 days	£425

## 20 CHRISTMAS ON THE ISLE OF WIGHT



LIVE SHOW CABARET DINNER  
FESTIVE FUN DANCING POOL

- COMFORTABLE CHALET BUNGALOW
- WARNERS ADULT LEISURE RESORT
- FESTIVE FUN
- ENTERTAINMENT PROGRAMME
- LIVE SHOWS & DANCING
- CHRISTMAS GIFT

Dates	Duration	Cost
23/12/10	5 days	£1,200

- QUALITY CHALET/LODGE ACCOMMODATION
- ENTERTAINMENT PROGRAMME
- PARTY FUN
- DANCING
- BOWLING
- CINEMA
- NIGHTLIFE

Dates	Duration	Cost
30/12/10	4 days	£875

## NEW YEAR'S PARTY



CINEMA BOWLING PARTY  
CHALET NIGHTLIFE



**DEREK**

Co-founder of JollyDays. Derek is an experienced tour leader for adults with learning disabilities. He is caring, full of energy and fun loving. He aims to provide each holiday maker with a happy memorable and new experience. He loves sport and will be at the forefront of the activity centre breaks. He is a father of 4 adult daughters



**SARAH**

Training to become a teacher, she is caring, fun loving and energetic. She loves travelling to new places. A great cake maker and games organiser.



**ANGIE**

Co-founder of JollyDays. A former Learning Support Assistant and 1:1 Support Worker. She has had extensive experience in both commercial and public administration and can be found in the JollyDays Office when not acting as a JollyDays courier. Caring, creative and artistic. She is a mother of 2 adult children.



**FAYE**

Experienced outdoor activities assistant and nursery assistant. Rock climbing is high on her list of most enjoyable sports. You'll never find her with a glum face.



**PAT**

Involved with special needs for over 20 years. Pat has been instrumental in setting up a regular club night for disability groups. She is very caring, perceptive and energetic. Pat is a wizard on the dance floor and specialises in line dancing. She will ensure that all clients have a wonderful holiday. She has 4 grown up children one with learning disabilities.



**COLIN**

Great friend and brilliant father of 3 active adult boys. Loves sport and travel. Colin has a very caring nature and is an asset to the team.



**LINDA**

Former Probation Service Officer (City & Guilds - NVO Assessor). A mother of 3 adult boys. Linda is into her second year working with supported holidays. She has a wicked sense of humour. Fun is her middle name!



**SUE**

Bright, friendly, caring and enthusiastic. An experienced Learning Support Assistant. Married with 2 adult children. She loves painting, drawing, cooking, gardening and sport.

**Call: 01277 35 55 65**  
**or Email: enquiries@jollydaysholidays.co.uk**

Our friendly and helpful office staff are always on hand to assist with your holiday choice and queries.

Your reservation will be held provisionally for 14 days or until we have received a deposit of 20% of the holiday cost together with a completed booking form and Health & General Questionnaire.

Please remember a valid passport will be required for holidays to France, Belgium and Spain.

Don't forget your holiday insurance!

Cheques should be made payable to **“JollyDays Supported Holidays Ltd. Trust Account”**.

## BOOKING TERMS & CONDITIONS

JollyDays Supported Holidays Limited (referred to herein as “JollyDays”) is a UK limited company number 06965137, having its registered office address at Matrix House, 12-16 Lionel Road, Canvey Island, Essex SS8 9DE. JollyDays is a member of the Travel Trust Association (TTA), membership number U7238.

As a member of the TTA we are obliged to maintain a high standard of service to you by the TTA's Code of Conduct. The TTA is a trade association of travel agents, tour operators and travel organisers that operate trust accounts, in order to provide you the consumer with 100% financial protection under the package travel regulations.

**The Contract** - The contract between you and us is subject to these booking conditions. The contract shall be governed by and construed in accordance with English law and is subject to the jurisprudence of the courts of England. You should read these conditions carefully before you book.

You must be at least 18 years old at the time of booking your holiday with us. You are responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself and any other person travelling on the booking and for passing on any information regarding the booking or any changes made in relation thereto.

The holiday package is inclusive of basic support and supervision. Our holidays are suitable for adults with mild to moderate learning disabilities and the elderly. We provide basic practical support and supervision. Our holidays are unsuitable for adults who display physically challenging behaviour. In order for JollyDays to provide the best possible support the “Health & General Questionnaire” must be fully completed and be a true reflection of you the client.

**What your holiday includes** - Full Board (Breakfast, Lunch and Dinner), including one non-alcoholic drink per meal time. Accommodation will normally be in a shared room. Single rooms are sometimes available, for which there may be an extra charge, and should be requested at the time of booking. All hotels used will be a minimum of 3\*. Transport from an agreed pick-up point to and from your holiday destination. (A Door to Door Service can be arranged at an additional cost). Practical support and supervision throughout the duration of your holiday. Our standard support is on a ratio of 2 support workers to a maximum of 7 clients. If additional support is required e.g. one to one, then a further charge will be levied.

**Transportation** - JollyDays uses the following means of transport for all holidays: Minibus/Coach/Car. (Isle of Wight, France & Belgium to include a ferry crossing or Eurotunnel). For Spain, transportation will include flying.

**Travel Insurance** - It is advisable to take out insurance suitable for your needs before you travel and ideally at the time of booking. We cannot be held responsible for any costs you incur as a result of failing to do so. For your own peace of mind the insurance should cover you if you have to cancel your holiday arrangements and for any emergencies which arise while you are away. Please read your policy details carefully when you receive them and take them with you when you travel.

**Brochure Content** - note. some images used are for illustration purposes only.

**Documentation for Travel** - Please note that for all holidays to France, Belgium and Spain, a valid passport is required. If you need to apply for a new passport or renew an existing passport you should apply at least 6 weeks before your holiday. For up-to-date requirements visit: [www.ips.gov.uk](http://www.ips.gov.uk). It is your responsibility to ensure that you have a valid passport and any required visa documentation and comply with any health requirements. Please see our website: [www.jollydaysholidays.co.uk](http://www.jollydaysholidays.co.uk) FAQs for further information. Any information we provide is for guidance only.

**How to Book** - To make a booking please telephone 01277 35 55 65 or email: [enquiries@jollydaysholidays.co.uk](mailto:enquiries@jollydaysholidays.co.uk) at which time we will send you a booking form and Health & General Questionnaire for completion. Upon our receipt of the completed booking form, questionnaire and a deposit of 20% of the full cost of the holiday, we will send you a confirmation invoice. Payment should be made to "JollyDays Supported Holidays Ltd. Trust Account". All written correspondence and invoices will be sent directly to you unless it is clearly indicated on the booking form that this is to be sent to a third party. The balance of the holiday cost together with any extras shall be payable 90 days prior to the commencement of your holiday.

**Challenging Behaviour** - In the event of you, the client, developing or displaying physically challenging and threatening behaviour we reserve the right to terminate your holiday and return you to your residence at your own expense. In any of these circumstances no refunds or compensation will be paid to you and we may make a claim against you for any costs and expenses incurred as a result of your behaviour e.g. the cost of diverting an aircraft or ship to remove you.

**If We Cancel** - Tours are based on an economic minimum number of passengers which is usually five (5). If you do not pay the balance of the holiday cost on time we reserve the right to cancel your booking. We reserve the right to cancel your holiday in any circumstance but if we cancel your holiday you can either have a refund or accept a replacement holiday from us. Should you choose the replacement holiday, the terms and conditions of your holiday will not change and these conditions will still apply to your booking. We will use our best endeavours not to cancel your holiday less than three weeks before you go unless this is an event beyond our control. We will not be liable to pay any compensation if we are forced to cancel or in any way change your trip as a result of unusual or unforeseen situations outside our control, the consequences of which could not have been avoided even with all due care. These include unavoidable technical problems with transport, changes imposed by rescheduling or cancellation of flights by an airline or main charterer, the alteration of the airline or aircraft type, war or threat of war, civil strife, industrial disputes, natural disaster, bad weather, epidemic or terrorist activity.

**If you Cancel** - Should you wish to cancel your holiday with us you should notify us directly in writing as soon as possible. The scale of cancellation charges detailed is according to the number of days prior to departure that written confirmation is received by us.

Prior to departure date.	Cancellation charge.
90 days or more	Loss of deposit
89-60 days	50%
59-30 days	70%
29-15 days	90%
14-0 days	100%

**Liability** - We do not accept responsibility for our failure to perform the contract for the package holiday or the improper performance of the contract is due neither to any fault on our part nor to that of our employees, agents, sub-contractors or suppliers because the failure: is attributable to you the client, or is attributable to a third party unconnected with the provision of the services for and is unforeseeable or unavoidable, or is due to: unusual and unforeseeable circumstances beyond the control of JollyDays, the consequences of which could not have been avoided even if all due care had been exercised, or an event which JollyDays, our employees, agents, suppliers and subcontractors could not, even with all due care, have foreseen or forestalled. Our liability shall be limited in accordance with the international conventions which govern such services and the conditions of carriage of the carrier.

**If you have a complaint** - We do our best to ensure that arrangements run smoothly. If you have a complaint you must notify us in writing within 28 days of completion of your holiday. We can usually sort out any complaints you may have, but if we cannot agree, you can take the matter to an arbitrator appointed by The Chartered Institute of Arbitrators or seek alternative legal advice.

CONTACT US...  
01277 35 55 65  
WWW.JOLLYDAYS.HOLIDAYS.CO.UK

JOLLY DAYS



SUPPORTED  
HOLIDAYS

