



HOLIDAY CATALOGUE

2019/20



Registered NDIS Provider





All Access Holidays

Get in touch!
How to contact us.

Tel. 1300 585 876

info@allaccessholidays.com

www.allaccessholidays.com





Let's Get Social   

We are not only social on holidays but also on the net.

Find us on Instagram, LinkedIn or Facebook.

Please search for **All Access Holidays** or **#travelequality** and follow or like us to stay in touch, see what we're up to, and to find out about our latest holiday specials!

www.allaccessholidays.com



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#TRAVELEQUALITY



The Nuts...and Bolts

All you need to know on one page!

All Access Holidays offers, organises, and runs, supported holidays for people with a disability.

We operate all year round and our destinations are spread across Australia, and beyond. Of course, we can also make your dream holiday come true and plan your individual trip, tailored to your interests and needs.

All Access Holidays prides itself on being a one-stop-shop for anything travel related. Everything is taken care of, from the moment you book your holiday, until the day you get back home and receive our personalised 'thank you' pack.

Our holiday packages include: planning, care staff, meals, entertainment, accommodation & transport (excl. flights).

The holidays are designed for either groups or individuals and they can range from active to relaxed.

The care ratio of employee per client is in line with NDIS guidelines. We operate based on 1:1, 1:2 or 1:4 ratios.

The prices quoted in this brochure are based on a 1:4 ratio.

For more details, please refer to our Ts&Cs on page 26.

"It was absolutely amazing and I am so grateful! They were very helpful, very good and very caring. The communication was perfect, couldn't ask for anything better. I would recommend All Access Holidays to anyone."

Pierina, who actually went to her son's wedding with All Access Holidays.



"No complaints at all. They went out of their way to make sure my son was accommodated. Everything was very professionally done."

Liz - Shane from Queensland had a wonderful time exploring Sydney and going to three rugby games.

Testimonials

What our travellers think of us!

"My brother was happy – he has an intellectual disability and he had a good time with them...the service just works"



Anthony - His brother Kelly from Toowoomba spent some quality time in Melbourne.



"My daughter really enjoys going away with them. She likes everything. The communication with me is also wonderful."

Susan from Melbourne - Her daughter, Georgia, has been to the Gold Coast and Perth with us.



Our Staff Meet your travel companions.

Our staff are friendly, enthusiastic, and most of all, passionate about the special work we do. All Access Holidays staff have either a disability, aged care, or nursing background. We check all their qualifications and references thoroughly and ensure that their CPR, WWC and Police Check are up to date.

All our staff undergo a proper induction and training process and we also ensure that they are a perfect cultural fit for our organisation.

All Access Holidays is an Equal Opportunity Employer, we are smoke free, and committed to a safe and healthy work environment. Naturally, we strongly encourage applications from people who have a disability and from Australians with an Indigenous background.



Let's talk Money

How All Access Holidays are financed

"Does the NDIS pay for my holidays?"

... is by far the question we get asked the most, when clients contact us for the first time.



Clearly, there is confusion around exactly what the NDIS will pay for and what it will not pay for. So, we wanted to give some clarity on this by giving you a few examples of how the payments work with regards to holidays.

The NDIS will pay for all "reasonable" and "necessary" supports. It will not cover things such as food, accommodation or entertainment. In practical terms this means that the NDIS will pay for the care/support that you require whilst you are on holiday. However, the costs that are not associated with the care will need to be paid for privately. The NDIS will not pay for flights to destinations; the cost of the flights is to be paid for, separately.

It's important to bear in mind that everyone has different support needs and requirements. The amount that All Access Holidays will invoice the NDIS for support needs could be different to the amount we will invoice the NDIA for a client with higher support needs, therefore, drastically changing the amount you have to contribute to your holiday.

Example 1:

John Smith wishes to go to the Gold Coast with All Access Holidays and the cost of the all-inclusive holiday is \$4900. John is quite independent and requires minimal assistance, his support needs would be classed as a ratio of 1 carer to 4 clients (1:4). John has been transitioned over the NDIS and wants to know how much they will pay and how much he will have to cover privately. To work this out, we will tally up how much care and support John requires in terms of care hours, and then invoice the NDIA accordingly. For John's care needs, the total amount invoiced to the NDIA would be \$2,083. Meaning that John would have the remaining amount of \$2,817 to pay for privately. On our holidays, this fee includes accommodation, food, entertainment and transport, except for flights.

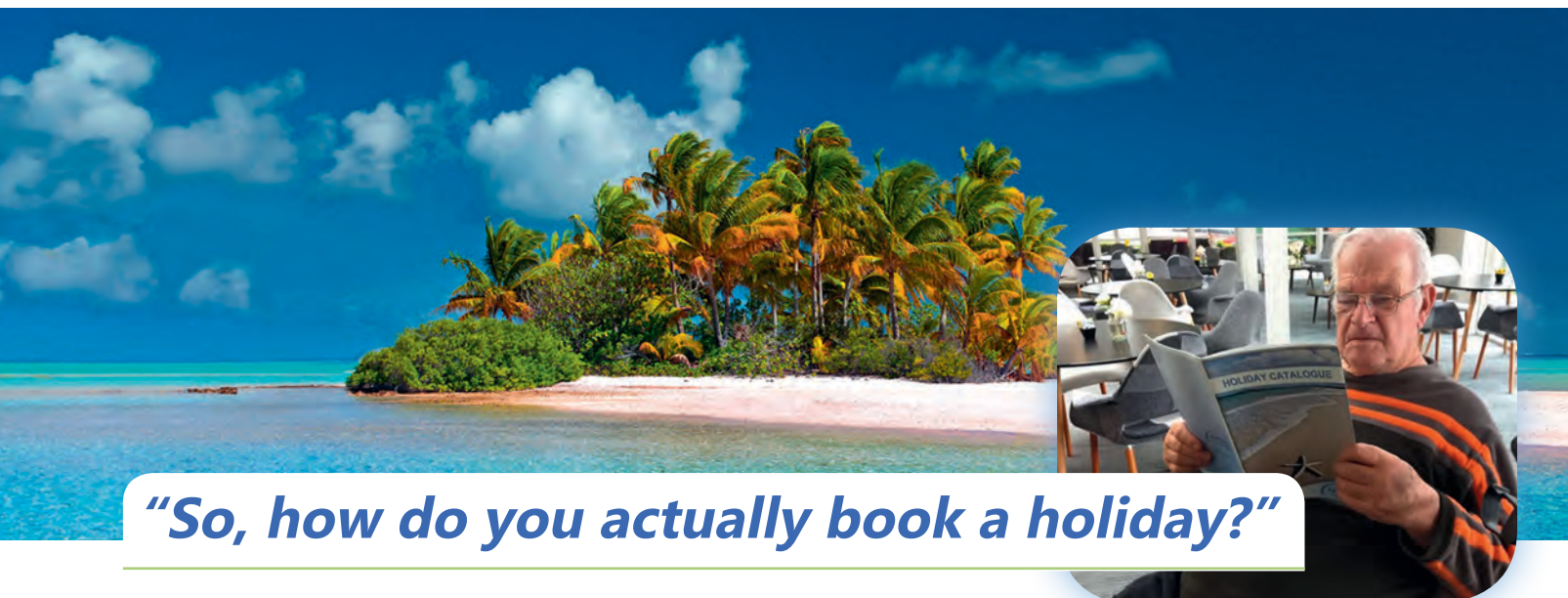
Example 2:

Jane Smith also wants to go to the Gold Coast with All Access Holidays. Jane requires some help with personal care, dressing, and meal assistance. Jane's support needs would be classed as 1 Carer to 2 clients (1:2). As in John's case, we will tally up how much care and support Jane requires, in terms of hours in line with the NDIS price guide. For Jane's care needs, the total amount invoiced to the NDIA would be \$3,420, leaving the outstanding amount for Jane to cover. In comparison, Jane's personal contribution would be significantly lower than John's, even though they are on the exact same holiday with All Access Holidays.

So, "Does the NDIS pay for my holiday?", technically, 'no'. But the NDIS will pay for the care that you receive whilst on holiday. But regardless, as the examples demonstrate, every person is different. Sometimes the care work is quite extensive, so the cost of the holiday will in some cases be met by the NDIS to a large extent.

How to book your holiday

All you need to know on one page



“So, how do you actually book a holiday?”

- Pick your favourite holiday from our catalogue or website.
- Contact our office on Tel. **1300 585 876** or via email on **info@allaccessholidays.com**
- We will then confirm all details and availability. In the meantime, we will assist you with determining, how much NDIS funding is available for your holiday.
- Within 48 hours, we will email you a quote that exactly outlines how much the holiday will cost. This includes a breakdown of NDIS as well as personal contributions.
- We will then email you all the necessary paperwork, which includes an **Expression of Interest** form. Once you have returned the filled in form to us, a **Deposit of 25%** is due, which then secures your spot on the holiday.
- The full payment is due 60 days prior to departure for domestic holidays, and 120 days for international travel.
- We will then make appropriate arrangements for your support and transportation needs.



Cruise Ship Holidays

Let's set the sails!

Cruise around Southern Australia

Code: O191027

We will sail from Melbourne through the Bass Strait and explore the South Australian coastline. We will travel in style to Port Lincoln, Kangaroo Island, and Adelaide. We will then spend another two days exploring the sights of the South Australian capital before flying back to Melbourne. If you enjoy a literally cruisy holiday with some spectacular sights along the way, please join us for this relaxing week at sea.

8 Days - October 2019 - From \$4,900

Melbourne to Auckland Cruise

Code: N191124

All cruise lovers, this is the ideal holiday for you. We will cross the Tasman in style and eventually arrive at our final destination, New Zealand, where we will explore the Fiordland National Park, Dunedin, and even Wellington, before arriving in beautiful Auckland.

11 Days - November 2019 - From \$5,900

Melbourne - Tasmania - Adelaide

Code: J200102

What a way to start 2020! We will go on board the luxurious Golden Princess to cross Bass Strait in style. Once we have explored the Apple Isle's capital, Hobart, we will set sail towards South Australia. After spending a whole day at sea, enjoying all the food and entertainment on board, we will explore Kangaroo Island to hopefully see some of the famous marsupials that have given the island its name. Another stop is scheduled for Port Lincoln, before heading towards Adelaide, where we will conclude our summer journey.

7 Days - January 2020 - From \$4,600



Individual Holidays

Unforgettable journeys, custom made

“Can I come up with my own holiday ideas?”

Please do so, and make sure you tell us about it!

We encourage all of our clients to let us know what they want to do and where they want to go. So, if you have some specific destinations in mind, please let us know where, for how long, and what your budget is.

We will then quickly do the maths, work out an itinerary, and ring you back with a few specific questions, before we will provide a comprehensive quote for your dream holiday.

Make sure you share your dreams and ideas with us!

Tel 1300 585 876



Holiday Overview 2019/20

Holiday	Dates	Booking Code	Price (1:4)
NRL Weekend Sydney	07.06. - 11.06.2019	J190607	\$2,700
Warrnambool Coast	17.06. - 24.06.2019	J190617	\$3,900
Gold Coast Theme Parks	01.07. - 08.07.2019	J190701	\$4,300
Northern Territory	12.07. - 19.07.2019	J190712	\$4,900
Yarra Valley L-Weekend	26.07. - 29.07.2019	J190726	\$1,900
Sunshine Coast	05.08. - 10.08.2019	A190805	\$3,500
Melbourne Footy	09.08. - 13.08.2019	A190809	\$2,500
Adelaide Explorer	19.08. - 23.08.2019	A190819	\$2,900
Tassie Explorer	26.08. - 02.09.2019	A190826	\$4,900
Great Ocean Road	09.09. - 16.09.2019	S190909	\$3,500
Yarra Valley	20.09. - 23.09.2019	S190920	\$1,900
Spring on the Gold Coast	23.09. - 30.09.2019	S190923	\$4,900
Mildura Music Festival	02.10. - 07.10.2019	O191002	\$2,800
Perth Explorer	05.10. - 12.10.2019	O191005	\$5,300
Daylesford Hot Springs	18.10. - 21.10.2019	O191018	\$2,200
Ballarat Time Travel	21.10. - 26.10.2019	O191021	\$2,800
Sydney All Over	04.11. - 11.11.2019	N191104	\$4,500
Queenscliff Music Fest	22.11. - 25.11.2019	N191122	\$2,400
Phillip Island Escape	29.11. - 02.12.2019	N191129	\$2,300
Gold Coast Theme Parks	09.12. - 14.12.2019	D191209	\$4,500
X-mas Summer Camp	23.12. - 27.12.2019	D191223	\$3,800
New Year's Gold Coast	27.12. - 03.01.2020	D191227	\$4,900
New Year's by the Beach	28.12. - 02.01.2020	D191228	\$3,900
Summer in W.A.	06.01. - 13.01.2020	J200106	\$4,800
Summer on the Coast	13.01. - 17.01.2020	J200113	\$2,500
All Around Tassie	18.01. - 25.01.2020	J200118	\$4,900
Mallacoota Beach	27.01. - 02.02.2020	F200127	\$2,900
The Nation's Capital	17.02. - 21.02.2020	F200217	\$3,200
Yarra Valley Relaxation	02.03. - 06.03.2020	M200302	\$2,500
Sunshine Coast Explorer	16.03. - 23.03.2020	M200316	\$4,500
Byron Bay Blues Fest	09.04. - 15.04.2020	A200409	\$4,500
90 Mile Beach	20.04. - 24.04.2020	A200420	\$2,400



NRL Footy Weekend in Sydney

Code: J190607

This 5-day holiday is the ideal Sydney explorer for all Rugby fans around Australia. Not only will we watch two games on one weekend, but we will also take in all the famous sites Sydney has to offer, including the Opera House, Darling Harbour and the Botanic Gardens.

From \$2,700

07.06. - 11.06.2019

ACTIVE



Warrnambool Whale Watching

Code: J190617

Warrnambool is not just a beautiful town at the end of the Great Ocean Road but also an absolute whale watching hub. Join us for an extensive trip along the Shipwreck Coast with many adventures on the way, including the amazing laser sound show at Flagstaff Hill.

From \$3,900

17.06. - 24.06.2019

RELAXED



Gold Coast Theme Parks

Code: J190701

The Gold Coast is always worth a journey, especially in winter. If you are active and like going on rides, icecream, and swimming in Surfer's Paradise, then this is the ideal holiday for you. We will also be visiting Sea World, Movie World and Curumbin Sanctuary.



From \$4,300

01.07. - 08.07.2019

ACTIVE



The Ultimate N.T. Experience



Code: J190712

Perfect weather and a certain relief from the cold awaits you in June, when we fly up to Darwin. We will explore the beautiful CBD, see crocs in action, and go for a long swim in the nearby wave pool. We will also do some serious shopping at the amazing Mindil Sunset Markets.

From \$4,900

12.07. - 19.07.2019

ACTIVE



Winter in the Valley

Code: J190726

No matter what time of year it is, the Yarra Valley is always worth a visit. We will rug up and explore a local vinyard, the Chocolaterie, and some other scenic sights. We will also spend an afternoon at the famous Healesville Sanctuary to enjoy the best of Australian wildlife.

From \$1,900

26.07. - 29.07.2019

RELAXED

Sunshine Coast Escape

Code: A190805

The Sunshine Coast is not only the home of Australia Zoo, and an absolute croc hub, but also a beautiful part of the East Coast. A more slowly paced holiday will take you to trendy Noosa and its spectacular beaches as well as to untouched rainforests and wilderness.

RELAXED

05.08. - 10.08.2019

From \$3,500



Melbourne Football Frenzy

Code: A190809

The AFL Grand Final is getting closer but there is still a lot of football to be played. We will be watching three games, taking a tour around the famous MCG, and explore the Sports Museum. On top, we will go shopping at Vic Market and discover the CBD by tram.

RELAXED

09.08. - 13.08.2019

From \$2,500



Adelaide and the Hills

Code: A190819

Visit beautiful Adelaide, the 'City of Churches'. Besides its many attractions, there is always something happening in the capital of the Festival State. After visiting the local markets and the only Pandas in Australia, we will head to the hills and explore picturesque Hahndorf.

RELAXED

19.08. - 23.08.2019

From \$2,900



Tassie Wildernes Explorer

Code: S190826

We will sail the Spirit of Tasmania over to Australia's most adventurous Island. After exploring the capital Hobart, we will enjoy the views from Mount Wellington, before taking a cruise to Bruny Island. There will also be some time for some souvenir shopping at the Salamanca Markets.

ACTIVE

26.08. - 2.09.2019

From \$4,900



Great Ocean Road Tourer

Code: S190909

The start of Spring is reason enough to head down to the magnificent Great Ocean Road. We will spend more than a week alongside Australia's most famous coastline. The Twelve Apostles, trendy Lorne, and mighty waterfalls, are only a few of the many attractions we will visit.

RELAXED

09.09. - 16.09.2019

From \$3,500





Gourmet Escape – Yarra Valley

Code: S190920

For a long weekend, we will not only wine and dine in the Yarra Valley but we will also indulge in the most delicious chocolate, the valley has to offer. All animal lovers will also have a splendid time, when we spend a day at the Healesville Sanctuary.

From \$1,900

20.09. - 23.09.2019

RELAXED



Spring on the Gold Coast

Code: S190923

The Goldie is beautiful at this time of the year. We will be visiting our favourite superheroes at Movie World, check out the Tassie devils at Currumbin Wildlife Sanctuary, and go for a swim in Surfer's Paradise. There will also be plenty of shopping and great meals for all foodies.

From \$4,900

23.09. - 30.09.2019

ACTIVE



Mildura Music Festival

Code: O191002

Nothing beats great live music! We will go on a road-trip to beautiful Mildura to see some of the best artists, country Australia has to offer. To chill and relax, we will hop on a historic steamer to explore the mighty Murray River.



From \$2,900

02.10. - 07.10.2019

ACTIVE



Perth Explorer

Code: O191005

The capital of Western Australia does not only offer plenty of spectacular sights like the Swan Bells or the famous zoo, but it also has some beautiful places to relax like King's Park or Scarborough Beach. Shopping is also on the agenda in trendy Fremantle.

From \$5,300

05.10. - 12.10.2019

ACTIVE



Daylesford Hot Springs

Code: O191018

Taking it easy and relaxing, this is what this short holiday is all about. We will travel to Victoria's wellness capital and truly switch off for a few days. We will indulge in yummy, local food and hop into the famous pools to enjoy the rejuvenating effects of the hot springs.

From \$2,200

18.10. - 21.10.2019

RELAXED

Ballarat Time Travel

Code: A191021

We will travel back in time, when visiting Sovereign Hill. The famous tourist magnet is an outdoor museum that is set in the 1800s during the Gold Rush. We will also visit the spectacular Botanic Gardens and travel to Kryal Castle, a medieval fortress in country Victoria.

RELAXED

21.10. - 25.10.2019

From \$2,500



Cruise around Southern Australia

Code: O191027



From \$4,900



RELAXED

27.10. - 03.11.2019

We will sail through the Bass Strait and explore the South Australian coastline. Aboard the 'Golden Princess', we will travel in style to Port Lincoln, Kangaroo Island, and Adelaide. We will then spend another two days, exploring the sights of the South Australian capital before flying back to Melbourne. If you enjoy a literally cruisy holiday with some spectacular sights along the way, please join us for this relaxing week at sea.

Sydney All Over

Code: N191104

As the title suggests, we will be exploring Sydney all over. From sun bathing at Bondi Beach to fish and chips at Manly, from spectacular rock formations at the Blue Mountains, to the Opera House, we won't skip a beat when scouting Australia's most touristy city.

ACTIVE

04.11. - 11.11.2019

From \$4,400



Melbourne to Auckland Cruise

Code: N191124

All cruise lovers, this is the ideal holiday for you. We will cross the Tasman in style and eventually arrive at our final destination, New Zealand, where we will explore the Fiordland National Park, Dunedin, and even Wellington, before arriving in beautiful Auckland.

RELAXED

24.11. - 04.12.2019

From \$5,900





Queenscliff Music Festival

Code: N191122

For one long weekend, it will all be about music, as we visit the popular Queenscliff Music Festival that attracts artists from all across Australia. We will also make the most of the picturesque location and spend some quality time at the beach and enjoy great food.

From \$2,400

22.11. - 25.11.2019

RELAXED



Phillip Island Escape

Code: N191129

This one is for the animal lovers! We will be feeding pelicans, staying on a farm and meeting lots of friendly animals. We will also be visiting the penguins, getting close to koalas, and taking a good look at a giant seal colony when visiting the Nobbies.

From \$2,300

29.11. - 02.12.2019

RELAXED

Theme Park Adventure

Code: D191209



The Gold Coast is the proud home to Dream World, Movie World, Sea World and Wet and Wild, and we will visit them all. When we are not at the beach or out shopping, we will be on a wild ride somewhere on the Goldie. To relax, we will enjoy a true-blue Aussie dinner at the very entertaining Outback Spectacular.



From \$4,500

09.12. - 14.12.2019

ACTIVE



Christmas Summer Camp

Code: 191223

Going away for Christmas is so much fun! Not only will everyone on our trip get a special delivery from Santa, but you will also get to meet plenty of new friends and the food on offer is sensational. Our Christmas Camp is set near the Great Ocean Road, so we will go for plenty of swims and strolls along the beach.

From \$3,800



New Year's by the Beach

Code: A191228

We will travel to Victoria's holiday central for New Year's Eve, the Great Ocean Road. We will celebrate in style and make the most of our time off, which includes a visit to the mighty Eskrine Falls and a trip to Werribee Open Range Zoo.

RELAXED

28.12. - 02.01.2020

From \$3,900



New Year's on the Gold Coast

Code: O191227



From \$4,900



27.12. - 03.01.2019

ACTIVE

The Gold Coast is 'party central' when it comes to New Year's Eve and we will be in the midst of the festivities. Once we have enjoyed a fantastic meal and spectacular fireworks, we will spend the rest of our time at Australia's favourite holiday destination relaxing and enjoying nature. This includes a trip to the beautiful Hinterland and a visit to Currumbin Wildlife Sanctuary.



Cruise: Melbourne - Tasmania - Adelaide

Code: J200102

What a way to start 2020! We will go on board the luxurious Golden Princess to cross Bass Strait in style. Once we have explored the Apple Isle's capital, Hobart, we will set sail towards South Australia.

Once we have spend a whole day at sea, enjoying all the food and entertainment on board, we will explore Kangaroo Island to hopefully see some of the famous marsupials that have given the island its name.

Another stop is scheduled for Port Lincoln, before heading towards Adelaide, where we will conclude our summer journey across the sea.



02.01. - 08.01.2019

RELAXED

From \$4,600

Summer on the Coast

Code: S200113

Pack your swim-wear, a backpack, and a camera, we are off to the Great Ocean Road for five days. We will make the most of the beach and the sunny weather. To cool down, we will hit the Otway National Park and Erskine Falls.

From \$2,500

13.01. - 17.01.2020

RELAXED



Summer in W.A.

Code: J200106

Perth is our starting point for this journey around the south-west of Australia. We will observe wild dolphins in Bunbury, and enjoy amazing food, wine, and coffee in the Swan Valley. And of course, we will spend some time at one of the gorgeous beaches in Western Australia.

From \$4,900

06.01. - 13.01.2020

ACTIVE



All Around Tassie

Code: J200118

In Tasmania, we will go bush and see the famous Cradle Mountain as well as Freycinet National Park. To relax, we will make most of the summer and enjoy the beaches while making a souvenir shopping list for our trip to the Apple Isle's capital, Hobart.

From \$4,900

18.01. - 25.01.2020

ACTIVE



Beach Getaway - Mallacoota

Code: F201027

If you want to get away and you enjoy being in the outdoors, then this is the perfect holiday for you. We will be staying in cute cottages near the beach in picturesque Mallacoota. There will be plenty of time for sunbathing, bush walks, and scenic drives.

From 2,900

27.01. - 02.02.2020

ACTIVE

Discover New Zealand

Code: F200203

After flying into Auckland, we will take in the sites of the City of Sails for a few days, before we take the overland train down to Wellington. From there, we will be taking a slight detour into the magical realm, as we visit Middle Earth; the set of the Lord of the Rings trilogy.

From \$5,500

03.02. - 10.02.2020

RELAXED





The Nation's Capital

Code: F200217

We will be taking a tour around Parliament House, cruising around Lake Burley Griffin, and visit impressive museums. This includes a visit to the War Memorial to explore our nation's history. We will also pay a visit to the National Zoo, before hopefully shaking hands with the PM.

RELAXED

17.02. - 21.02.2020

From \$3,200

Yarra Valley Relaxation

Code: M200302

Just after Easter, we will explore why the Yarra Valley is the favourite weekend escape for most Melburnians. We will indulge in plenty of chocolate at the Chocolaterie and Ice Creamery, we will get close to local wildlife at the Healesville Sanctuary and experience the rustic charm of Warburton and its picturesque surrounds.

RELAXED

02.03. - 06.03.2020

From \$2,500

Sunshine Coast Explorer

Code: M200316

We will be spoiled for choice on the Sunshine Coast. We will take a look at the glorious creatures in Australia Zoo, and we will then explore the exotic fish at Sea Life Sunshine Coast. We will also stroll along the beautiful beaches of Noosa and visit the national park.

RELAXED

16.03. - 23.03.2020

From \$4,500



Byron Bay Blues Fest

Code: A200409

Every year on Easter, Byron Bay turns into the Blues capital of the world, and we will be in the midst of it. We will pack our bags and travel up the east coast with a comfort stop on the way. Once we have reached our destination, we will enjoy plenty of live music and a majestic scenery.

ACTIVE

09.04. - 15.04.2020

From \$4,500



90 Mile Beach and Mysterious Caves

Code: S200420

There is nothing quite like Lakes Entrance! Join us on this short break, as we explore the town and its surrounds, enjoy a cruise, and the famous 90 Mile Beach. To make the trip even more exciting, we will visit the spectacular Buchan Caves and have a picnic in the bush.

RELAXED

20.04. - 24.04.2020

From \$2,400



Tel. 1300 585 876

DAY TRIPS – Melbourne

A whole holiday packed in one day

When we are not on holidays, we explore our own backyard in a little more detail.

As part of our *Community Access* program, we take small groups of explorers on *Day Trips*. These fun and exciting excursions are fully funded by the NDIS and tailored for people who have a disability.

Our Day Trips are scheduled from Monday to Friday. We will meet in the morning at a central location, or provide pick up and drop off around 5pm for an extra charge.

The destinations are: Puffing Billy & The Dandenongs; The Yarra Valley; St Kilda; National Sports Museum & Victoria Markets.

Day Trips operate on a 1:1, 1:2 or 1:4 ratio.

Day Trips can be funded via the NDIS and are competitively priced in order to get the best use of the client's funding.

For more details, please refer to our Ts&Cs on page 26.

Puffing Billy and the Dandenongs

We will hop on Victoria's most famous train, Puffing Billy. From Belgrave to Lakeside, we will enjoy the scenery and the power of an historic steam engine. In Lakeside, we will enjoy a decent picnic before heading back in the afternoon.

RELAXED



Monday

A Day in the Valley

On Tuesday mornings, we will head out East, for a drive through the Yarra Valley and to stop take a few scenic stops along the way. We'll have a picnic at Lillydale Lake and a yummy dessert at the Chocolatery & Ice Creamery.

RELAXED



Tuesday

A Day at the Beach

On Wednesdays, we will head to the beach and spend some quality time in beautiful St Kilda. We will visit Luna Park and have a picnic with water views. For dessert, we will stroll along Acland Street and enjoy your favourite cake.

ACTIVE



Wednesday

All about Sports

Once a week, we explore Melbourne's Olympic Park with all its impressive buildings and monuments. Highlight of the day is a visit to the National Sports Museum where you can watch cricket legend Shane Warne in action, 3D !

RELAXED



Thursday

Queen Victoria Markets

If you like shopping, then this is the perfect day out for you! Every week, we get our retail therapy at the famous Vic Markets. We admire beautiful jewelry, fashionable clothes and enjoy a lot of yummy food.

RELAXED



Friday

Terms & Conditions

1. Agreement

All Access Holidays is operated by Optimum Care Services Pty Ltd (ACN 613 681 468). All references to AAH, our, us, are references to All Access Holidays.

All references to Client, you, or your, is a reference to the person who engages our service, and includes the Client travelling with us and any legal guardian or carer who deals with us on behalf of a travelling Client.

By paying your deposit you are indicating your acceptance of these terms and conditions and a legally binding agreement is formed between AAH and you.

These terms and conditions can only be varied by agreement between AAH and you.

2. Our Services

AAH takes people with disabilities on holidays around Australia and overseas. It is a condition of all international bookings that the Client holds a valid passport at the time of paying the deposit to AAH. AAH is a service provider for the purposes of the Competition and Consumer Act 2010 ("the Consumer Law").

We provide holiday packages planned by us that include:

- Booking accommodation
- Provision of all means, snacks and non-alcoholic beverages
- Booking your air transport (the cost of which is not included in our fees)
- All excursions and transfers booked and paid for
- Entertainment and activities included in your itinerary
- All-day care and support
- Over-night support can be arranged for an additional cost
- A photo album/calendar of your trip

We also provide tailored holidays for small groups. We will prepare a quote and itinerary which will stipulate the holiday inclusions based upon the Client needs. If something is not included in a tailored itinerary, it is excluded.

Our services are only available where we can accommodate Clients' care needs and provide a safe and pleasant experience for all travelling Clients. AAH retains the discretion to decline to offer services for this reason.

3. Exclusions

The following expenses are not included in our price:

- Cost of air travel
- Souvenirs and miscellaneous purchases
- Travel insurance
- Travel to the holiday meeting destination, unless separately arranged with us

4. Places are not guaranteed

Upon lodging your *Expression of Interest Form* with us, we will register your interest in a particular holiday. Some holidays may require a minimum number of Clients to proceed. If the holiday you are interested in does not proceed, we will work with you to either transfer the holiday or refund any deposit paid.

5. All-day care and support services

AAH will provide care and support to all Clients during the trip during waking hours. This includes:

- Assistance with showering and dressing
- Administering of non-invasive medication
- Supervision and assistance during the day

Over-night support can be arranged for an additional cost and includes:

- “Active Care”, where the Client requires care during the night, a carer will stay awake the entire night to provide care for the Client.
- “Inactive Care”, where the Client may require care during the night, a carer will be available to assist the Client during the night but is able to sleep.

Active Care is required where the Client requires more than 4 attendances during a night or requires care of more than one hour during the night.

Personal care services do not include the administering of invasive medical treatment (e.g. injections). Nurses can be arranged to attend the holiday with individual Clients at an additional cost.

6. Variations and Cancellations

To the extent permitted by law, cancellation charges apply to the Client and any travelling companion where a holiday is cancelled. The following cancellation fees apply, in addition to any third-party expenses that have been paid on the Client's behalf:

Domestic Holidays	
• 60 days prior to travel	> Deposit forfeited
• 31 – 59 days prior to travel	> 50% of the cost of the holiday
• Within 30 days of departure date	> 100% of total cost of the holiday

International Holidays	
• 120 days prior to travel	> Deposit forfeited
• 91 – 119 days prior to travel	> 50% of the cost of the holiday
• Within 90 days of departure date	> 100% of total cost of the holiday

We will accept requests for transfers to a different holiday and accommodate such requests where it is practicable to do so, however transfer requests are not guaranteed and may result in a cancellation of the original holiday.

7. Payment and Pricing

- Prices are scaled depending upon individual client care needs
- AAH will provide the Client with a personalised quote
- Flights will be booked at least 30 days prior to departure, we will confirm the cost of flights within this time
- We require a deposit of 25% of the price to secure your booking
- Payment must be made in full, 60 days prior to the departure date
- Payment may be made by way of electronic funds transfer, cheque or credit card
- There may be additional expenses that Clients incur while travelling. This includes, but is not limited to, out of pocket expenses such as incidentals and souvenirs. Such costs are separate to those paid to AAH.

- Clients may bring cash to the maximum value of \$100.00. On request, we will administer your cash amount for you and assist you with purchases. All purchase / expenditure receipts are kept and provided to the Client (or a nominated person) by the end of the holiday.
- AAH will invoice the Client for any additional costs incurred by the Client during the trip. This may include additional costs such as laundry services, taxi rides, emergency services, damage to property, or active night services that were required but not previously booked. The Client acknowledges that AAH may use third party collection agencies to recover any funds owing by the Client to AAH and that the Client will be required to pay the costs incurred by AAH in recovering any amounts owing to it by the Client.

8. Refunds

- AAH will provide refunds in accordance with the Competition and Consumer Act 2010.
- Refunds are not provided for a 'change of mind'.
- The Client acknowledges that services booked through third party providers (such as airlines and accommodation) are subject to the cancellation policies of the provider, and the Client's right to a refund is dependent upon that provider's terms.

9. Image Use

- Photographs and filming will be taken during your travel with AAH so that we can provide you with a photo album/calendar at the end of your trip. Your photograph may also appear in the albums of your travel companions, for example, if we take group photographs or video.
- You authorise AAH to include your image in the photo albums of other travel companions and to use your image in both print and/or electronic means for our own promotional purposes. This includes future brochures and digital media, including our website and other external pages, such as social media channels, including Facebook, Twitter, Instagram & LinkedIn.
- I waive any interest that I may have in the copyright to my Image now or at any future time and acknowledge that I am not entitled, nor shall in the future be entitled, to receive any payment or consideration in respect of it and agree to make no claim against AAH for any payments for the Publication of my Image.

Join us on your next holiday!



#TRAVELEQUALITY





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