

Thrive Cardiff Holiday Home Booking Policy

All bookings will need to be made on the booking form. This can be found from our website - <http://thrivecardiff.org/Holiday-Home-Book.php>

- * Only Thrive members are permitted to use the holiday home unless first agreed by the Holiday Home committee.
- * A Thrive member is defined as anyone in the family unit on the membership form. Anyone else is classed as a carer or extended family.
- * Thrive members have priority for bookings. These will be charged at the member's rate.
- * Extended family or carers may use the home to take a Thrive member (disabled child or non-disabled sibling) on holiday. These will be charged at the member's rate.
- * Member parents of the disabled child may use the home for a 'carers break' for themselves. Parents may also take the non-disabled sibling/s for a 'carers break' for the family. These will both be charged at the member's rate.
- * During slack periods, and on agreement with the holiday home sub-committee, extended family of Thrive members may be permitted to use the holiday home. These will be charged at the extended family rate.

ALL BOOKINGS MUST BE MADE BY A THRIVE MEMBER. IF YOU ARE MAKING A BOOKING ON BEHALF OF A CARER OR EXTENDED FAMILY YOU WILL NEED TO PROVIDE THEIR DETAILS ON THE BOOKING FORM. PAYMENT DETAILS WILL BE PROVIDED TO ENABLE THEM TO PAY. NO BOOKING FORMS FROM A NONMEMBER WILL BE ACCEPTED.

On application you will be asked to provide three preferred dates for a holiday. We will endeavour to offer you your first choice but this may not always be possible, especially at peak times. If we cannot offer you your first choice you will be allocated your next available chosen date. On the rare occasion we cannot offer you any of your chosen dates we will contact you to ask for another date.

During peak times demand is going to be high. If you are allocated a peak time holiday other members will take priority for these times the following year. This is to ensure a fair usage policy.

Members are not restricted to the number of times they can use the home in a year. However in a case where two families request the same date, priority will be given to the family that has not previously taken a peak time holiday or in the case of both having previously, a names out of the hat will apply . All bookings will be confirmed via email. Where this is not possible it will be done via the Facebook page.

The holiday home is available to rent from 1st March – 31st December. The site is closed 1st January - 28th February.

To maximise usage and availability for as many families as possible, breaks are available Mon-Fri and Fri-Mon from 1st March to 31st December. It may be possible to book a longer break Fri-Fri depending on demand and time of year. If you wish to book such a break please contact us via email holiday-home@thrivecardiff.org, to discuss before booking.

Prices for the holiday home are charged at two rates when being used by Thrive members:

Prices for the holiday home are charged at a rate of
£120 Monday to Friday
£120 Friday to Monday

When being used exclusively by extended families of thrive members
£160 Monday to Friday
£160 Friday To Monday

Upon confirmation of your booking a non-returnable 50% deposit is required within 7 days. The balance is due 4 weeks before your break starts. It is your responsibility to ensure this is paid on or before the due date – we will not be sending reminders! If you book a break that is due to start within 4 weeks of the booking the full balance will be required within 7 days of receiving the confirmation.

Where possible we will request all financial transactions to be made electronically into the thrive events account Where this is not possible payment can be made on agreement by cheque or cash at a NatWest Bank.

Where payments are made at a bank you will need to request that they use your booking reference with payment so that we can trace your deposit. Where pay-