



CROSSROADS SYDNEY

Crossroads Christian Fellowship NSW Inc.

ABN 90 070 601 357

ADDRESS:

CROSSROADS SYDNEY

PO BOX 143

NARELLAN NSW 2567

Ph: 0408241020

EMAIL: lenkingston@gmail.com

Contact:

Rev. Leonard C. Kingston

Information Sheet

Booking Conditions

Crossroads NSW gives you a professional service. **Crossroads NSW** carries \$20 million public liability insurance. However we accept no liability or responsibility for injury or loss of travellers' person or property. We expect that the traveller also be insured (unless we specifically advise that a group insurance has been taken out for the holiday booked). You need to be at meeting points for pick up and drop offs on time as we have a schedule to follow **On day of departure if you are not at meeting point on time we will depart without you and NO refund will be applicable.**

NOT INCLUDED IN OUR HOLIDAY/TOUR COSTS

1. Items of a personal nature such as laundry, phone calls, excess baggage, purchase of unexpected/forgotten items or single use of room.
2. Repair to property damaged, replacement of damaged articles.
3. Medical/surgical requirements (except for first aid items)
4. Travel Insurance
5. Overnight and transfer expenses incurred to departure points are not included in the cost of the holiday and are the customer's own responsibility unless advised otherwise.

CANCELLATION CHARGES

1-28 days prior to commencement of tour – 100%

29 days prior to commencement of tour – loss of deposit. (However money will be fully refunded if we replace the position on the tour. If the tour involves an airfare, the cost of the name change on the ticket will need to be deducted from refund.)

TOUR MEMBERSHIP

Crossroads NSW reserves the right to withdraw tour membership from anyone whose behaviour is likely to affect the smooth operation of the tour or adversely affect the enjoyment or safety of themselves, other travellers, carer/chaperone or other people.

Crossroads NSW shall be under no liability to such person. In the event of a traveller needing to be withdrawn from our tour due to behaviour or medical reasons, it is the responsibility of the person being withdrawn to meet the costs incurred by **Crossroads NSW** in the process of returning that person. It is the responsibility of the person's carer or

organisation to collect the client (on holidays we do not have availability of extra carers/ chaperones to leave the rest of the group). Please be aware that **Crossroads NSW** does not cater for self-injurious, violent or aggressive behaviours. The carer/chaperone ratios are set to ensure the safety of everyone whilst on holiday and that the category is appropriate to your clients needs.

Meeting Points

Will be advised

Spending Money

Crossroads NSW recommends that you bring a minimum of \$25 per day spending money. This obviously will vary depending on how much you like to spend and also affordability; some places have more expensive souvenirs and drinks etc. than others. Please keep this in mind when organising spending money. Please make sure you have your money with you on the day of departure, as it is sometimes hard to find accessible ATM or EFTPOS facilities. If help is required with money please place in envelopes for each day's use.

Medication

Medication must be packed in Webster packs with frames, please make sure the Webster packs close firmly and 3 days extra medication is packed in case of unexpected circumstances.

All spending money, sufficient medications (in a webster pack), paperwork, cards, , and passport (if overseas) to be enclosed in A4 plastic folder with zipped top clearly marked with clients name and handed to a carer/chaperone at the commencement of a holiday.



Clothes

All clothes and items must be clearly marked with the applicant's name. As **Crossroads NSW** operates tours at different times of the year and to all different climates it is hard to write a specific clothing list. For all holidays you will need enough underwear and socks for each day plus a few extra, a good set of going out clothes for longer holidays, a warm jumper or jacket, comfortable walking shoes and a clean set of clothes suitable to the weather and activities for each day. It is also a good idea to bring a swimming costume if you will be swimming. Toiletries - shampoo, soap, deodorant, shavers (please send an electric shaver if carer/ chaperone is required to assist with the shave **& mention that need on extra care**), toothbrush, toothpaste etc. **Carers/chaperones** will assist with washing at some of the places we stay.

Luggage

One piece of luggage weighing up to 20kg and one small carry-on bag are permitted per passenger. If you are unable to carry your own suitcase please ensure you have a suitcase

with wheels in good working order and that your name & address is clearly shown and attached to the case.

Cigarettes

If you are a smoker please ensure you have enough cigarettes for the duration of the trip. All smoking regulations & rules must be adhered to and if not **Crossroads NSW** has the right to return the passenger home at their expense.

Bed Wetting

If there is a chance of bed wetting a fitted waterproof mattress protector needs to be provided by you. Also a Kylie if normally used. Alternatively, incontinent underwear is an excellent solution.

Travel Insurance

We recommend that you have travel insurance for all trips. Travel insurance is compulsory for overseas trips. Please ensure that you are covered for all pre-existing medical conditions, as the insurance company will not honour the policy if given inadequate or incorrect information.

Payments

For holidays within Australia a deposit is required to secure you a place on the holiday. For Overseas holidays the deposit required to secure you a place on the holiday will be shown on the acceptance form The remaining balance will also be advised on the form prior to departure date; alternatively full amount can be paid when booking your holiday. **Please note we do not hold places on holidays without a full deposit.**

• Camera

Adequate size SD card cleared of all previous photos
Charger or spare batteries – i.e. rechargeable with charger
Camera bag

Do you have a Companion Card?

If not, you may find you are eligible to apply. Having a permanent need for a carer means:

- * you are unable to access the community independently in most situations;
- * your need for a carer in the community is ongoing and not episodic;
- * aids and equipment do not replace your need for a carer in the community;
- * the type of care you require is more than social support and supervision.

If you think you qualify for a Companion Card you can get an application form by:

phoning the information line on Freecall 1800 893 044,
emailing companioncard@nds.org.au,
downloading and printing a form [PDF 230KB]
writing a letter requesting a form to: Companion Card, GPO Box 2687, Sydney, NSW 2001.