

# AVEGATES

SOCIAL  
EXPERIENCE  
NETWORK

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*Getaway for a holiday!*

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SOCIAL  
EXPERIENCE  
NETWORK



*Getaway for a holiday!*

Destination			
Departure Date			
Departs from			
Number of flights			
Book before			





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# COVID-19 Changes & Conditions



## Avegates Assisted Holidays

269 Padstow Road, PO Box 4013,  
Eight Mile Plains QLD 4113

PHONE: 1300 135 866

EMAIL: [avegates.holidays@multicap.org.au](mailto:avegates.holidays@multicap.org.au)

WEBSITE: [multicap.org.au/holidays](http://multicap.org.au/holidays)

FACEBOOK: [facebook.com/avegates](https://facebook.com/avegates)

**Complete this holiday booking form and send to: [avegates.holidays@multicap.org.au](mailto:avegates.holidays@multicap.org.au)**

#### DEPOSIT

Once received, we will send you an invoice for \$350 to pay your holiday booking deposit.

#### FULL PAYMENT

Once you pay your deposit, we will send you a full payment invoice, less the deposit.

#### CONFIRMATION

We will advise the invoice due date once the holiday is confirmed.

### CUSTOMER DETAILS

Name:	DOB:
Phone:	Mobile:
Email:	
Address:	

### PARENT/GUARDIAN DETAILS

Name:	Phone:
Organisation (if applicable):	Email:

### DESTINATIONS


### WHAT GOAL DO YOU HOPE TO PROGRESS ON YOUR HOLIDAY?

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### DEPOSIT PAYMENT OPTIONS

- ☐ By phone 1300 135 886 (Visa/Mastercard only)  
☐ By invoice ☐ Post ☐ Email  
 Post to alternative address:  
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☐ Other Call 1300 135 886 to arrange another payment option (e.g cash)



I have disclosed accurate and adequate information on this 'Booking form', using attachments if necessary. I have read, understood and agree to the Terms and Conditions on the reverse of this form. I understand that this reservation request form, and receipt of the applicable holiday deposit only reserves my place on the guest list. Confirmation of holiday bookings are subject to a support needs assessment, return of all required paperwork, relevant funding confirmations, and confirmed receipt of deposit amount by the RSVP date.

Signature

Date

An invoice for \$350 will be sent to you for payment of your holiday booking deposit. Once paid, we will send you a full payment invoice, less the deposit. The invoice due date will be advised once the holiday is confirmed.



### Reservation

All enquiries need to be sent to [avegates.holidays@multicap.org.au](mailto:avegates.holidays@multicap.org.au) or alternatively you can call **1300 135 886** to discuss any requirements, questions or additional details you may require for any of our assisted holiday options.

### Invoicing and Payments

We will send you an invoice for all 'out of pocket' costs. The amount to be invoiced will be confirmed once we have the final attendance numbers confirmed for the holiday package.

### Out of Pocket Expenses

This amount covers all expenses stated in the 'Out of Pocket Inclusions' listed for each holiday package. Please note that this cost is not claimable through the NDIS and must be paid directly by the customer or their authorised delegate.

A deposit will be required 30 days from the booking date. The amount required will be confirmed when your booking is finalised. Bookings for all holiday packages (including cruises) will close 30 days prior to departure date.

### Medication

Customers must provide full details of current medication to staff at least two weeks prior to departure date.

If support staff are required to assist with the administration and/or storage of medication whilst on tour then staff will follow Multicap medication management policies and procedures.

This will require written instructions signed by the customer's medical practitioner and all medication must be supplied in a Webster/blister pack. Customers need to allow ample time for all necessary documentation and medication to be prepared prior to departure.

### Disclaimers

Multicap/Avegates reserves the right to alter or modify itineraries in response to circumstances outside of our control, or to ensure the health and safety of our customers and staff. Multicap/Avegates reserves the right to cancel a holiday if the minimum numbers required have not been obtained. If such a situation occurs then all monies paid by the impacted customers will be refunded to them.

### Cancellations

Cancellation charges apply if a guest chooses to cancel their holiday. Terms and conditions for cancellation periods and required notice are set out as per the NDIS standard cancellation terms and Multicap Service Agreement. If a customer chooses to cancel their holiday they must advise Multicap/Avegates of this in writing sent to [avegates.holidays@multicap.org.au](mailto:avegates.holidays@multicap.org.au)

### Exclusions

Travel insurance is not included in the out of pocket costs or under NDIS funded supports. We strongly recommend that all customers obtain travel insurance when booking an assisted holiday with Multicap/Avegates.

The following are also not covered in either the out of pocket costs or NDIS funding and are the responsibility of the customer to provide while on their holiday:

- Personal spending money
- Additional medical supplies
- Some meals while in transit e.g. snacks at the airport or on the flight
- Transfers to and from departure points
- Specified flights (only applicable in some cases)
- Travel vaccinations
- Passport application fees or other associated costs
- Private room accommodation
- Other individually occurred expenses

If a customer requires support in the management of their personal spending money while on their trip please let staff know when confirming your booking.

### Luggage

Customers are asked to adhere to the luggage restrictions and requirements of the specific airline they are flying with. We do recommend not to exceed 20kg of checked luggage however each airline has their own specific requirements and it is the responsibility of the customer to confirm this prior to departure.

Additional or oversized luggage must be arranged prior to the commencement of the trip and any associated additional charges will be the responsibility of the customer to cover.

### Photographs/Filming

Multicap/Avegates may take images or video during the holiday and reserve the right to use these in promotional material and/or share the photographs with other potential or existing customers. If you do not wish to have your photo taken or images/video shared, please advise of this when booking to ensure staff are aware.

### Liability

Although we make all efforts in delivering on our promises, and for ensuring the safety and wellbeing of all customers on tour, Avegates and its parent organisation Multicap Limited, exclude all liability for direct, indirect and consequential loss and/or damages to the maximum extent permitted by law.

All personal belongings remain the responsibility of the customer. Avegates are not liable for the cost of replacement for lost or damaged personal belongings.

We do not recommend that customers bring unnecessary items of value with them. We encourage all customers to clearly label all their belongings to allow for easy identification.

### Disclosure

It is the responsibility of the customers and their authorised representatives to fully disclose all medical, behavioural, disability specific needs and any other condition which may impact on our ability to provide quality supports to you. If such matters are not disclosed to us in advance, and they detrimentally impact the safety and/or enjoyment of other guests or the operation of the tour, the customer may be asked to return home early. In such an event the customer will bear the full cost of the customers return (including required support staff). Holiday monies paid will not be refunded in the event of an early return.

Customers or their authorised representative must advise in advance if support is required between the hours of 10pm and 6am to ensure adequate staff coverage is provided.

Multicap/Avegates will not be responsible for claims of inappropriate care when disclosure of such needs was not provided in advance. Customers are liable for any damage to property or persons that they may cause.