

ScotSpirit Holiday Voucher Scheme

Terms and Conditions (T&Cs)

Background and purpose of Scheme

The ScotSpirit Holiday Voucher Scheme (SSHVS) is focused on supporting individuals and families who have been particularly adversely affected by the impact of the pandemic, while at the same time providing financial support to the Scottish tourism sector.

Due to pandemic restrictions, many unpaid carers have been left without access to their normal support services and may have struggled due to extended periods of isolation and the lack of any meaningful breaks. The Scheme will enable unpaid carers to enjoy a 2-3-night subsidised overnight stay in a bed and breakfast, camping/ holiday park, guest house, hostel or hotel or a day trip to a visitor attraction in Scotland.

East Renfrewshire Carers Centre has been invited to operate and deliver the Scheme locally and applications to the Scheme are made through the Centre.

The Scheme will be open for applications from 20 September 2021, with breaks booked and taken by 31 December 2022.

The lead applicant is the unpaid carer. If the unpaid carer is under the age of 16, they will need to be accompanied by a responsible adult on the break. The beneficiary terms and conditions will also need to be signed by their parent/guardian.

By signing this document, I confirm that I understand and agree to comply with the terms and conditions below:

1. The lead applicant must take the break.
2. The booking cannot be transferred into another person's name.
3. The lead applicant can only benefit from one overnight break up to a maximum of three nights or one day trip to a visitor attraction, and therefore cannot apply for both.
4. The payment covers a bed and breakfast rate if this is offered by the provider and requested at the time of booking.
5. Payment to the participating business for the booking will be made by the local Carers Centre that made the booking on the unpaid carer's behalf.
6. The Scheme does not cover any additional or incidental charges incurred by the lead applicant or companions. It is the lead applicant's responsibility to pay for any additional charges e.g. room service charges, room upgrades, spa treatments, activities etc.
7. The lead applicant is liable for any damages caused to venues and you may wish to take out relevant travel insurance in advance of the break. There is no liability to the booking Carers organisation or other delivery partner for any damages that may have been caused.
8. The lead applicant must reside within the East Renfrewshire Council local authority area.

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In the event you must cancel your booking

After a difficult year, we understand that there are many reasons that may lead you to cancel your break after it has been confirmed. If you feel unable to attend the break for any reason at all, please do not worry. It is your responsibility to let the business **AND** the Carers Centre know as soon as possible to avoid the Scheme being charged for the break.

Any breaks cancelled 24 hours prior to the date of arrival will not incur a cancellation charge to the Scheme.

If breaks are cancelled less than 24 hours from the date of arrival the business will receive full payment for the break. Businesses may, at their discretion, agree to waive the cancellation charge or allow break to be rebooked.

If we can, we will try our best to reschedule your break. This will be subject to availability and the circumstances of the cancellation.

Any bookings which are a no show on the day and are not cancelled will be deemed as a break which has been taken and the lead applicant will not be able to rebook.

Lead Applicant	
I am signing to confirm that I have understood and accept the above terms and conditions.	
Print name	
Please state if you are the unpaid carer or the parent/guardian of a young carer	
Name of young carer/s you are responsible for (if applicable)	
Signature	_____
Date	

East Renfrewshire Carers Centre staff (Internal use only)	
I am signing to confirm receipt of the signed terms and conditions from the lead applicant.	
Print name	
Job title and organisation	
Signature	_____
Date	