



Carefree Getaway

Structured Travel. Safe Independence.

MARCH 2026

GOVERNANCE PACK – CONCISE VERSION

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|------------------------|-----------------|----------------------------|------------|
| Date Written | March 2026 | Date of Next review | March 2027 |
| Author(s) | Benedict Anogwi | | |
| Version | 1.0 | | |
| Date Signed Off | March 2026 | | |
| Reviewed by | Yvette Longmore | | |

1. SAFEGUARDING POLICY

1. Purpose

Carefree Getaway Limited is committed to safeguarding and promoting the welfare, safety and dignity of all individuals involved in its supported travel services.

2. Scope

This policy applies to:

- all clients
 - all staff and support workers
 - all supported travel activities
 - all environments where services are delivered
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3. Definition of Safeguarding

Safeguarding refers to protecting individuals from:

- abuse
 - neglect
 - harm
 - exploitation
-

4. Types of Abuse

Staff should be aware of different forms of abuse, including:

- physical abuse
 - emotional or psychological abuse
 - financial abuse
 - neglect
 - discriminatory abuse
 - organisational abuse
-

5. Responsibilities

Organisation

Carefree Getaway will:

- promote a safe environment
 - implement safeguarding procedures
 - provide guidance to staff
 - maintain clear reporting processes
-

Staff

Staff must:

- remain alert to safeguarding concerns
- report concerns immediately
- maintain professional boundaries
- act in the best interests of clients

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6. Risk Management

Safeguarding risks are managed through:

- risk assessments
- staff supervision
- structured planning of activities
- clear communication

7. Reporting Concerns

If a safeguarding concern arises, staff must:

- ensure immediate safety
- inform management
- record the concern
- follow further instructions

8. Confidentiality

Safeguarding information must be:

- handled sensitively
- shared only when necessary
- stored securely

9. Review

This policy will be reviewed regularly.

2. HEALTH & SAFETY POLICY

1. Purpose

Carefree Getaway Limited is committed to ensuring the health, safety and wellbeing of all individuals involved in its supported travel services, including clients, staff and members of the public.

2. Scope

This policy applies to:

- all supported travel activities
- all staff and support workers
- all environments where services are delivered

3. Responsibilities

Organisation

Carefree Getaway will:

- ensure safe planning of travel activities

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- carry out risk assessments
- provide guidance to staff
- maintain safe working practices

Staff

Staff must:

- follow safety procedures
- remain aware of surroundings
- report hazards or incidents
- prioritise client safety at all times

4. Risk Management

Health and safety risks are managed through:

- travel risk assessments
- staff briefings
- planning of safe activities
- emergency procedures

5. Emergency Procedures

Staff must:

- remain calm
- ensure client safety
- contact emergency services if required
- notify management

6. Review

This policy will be reviewed regularly.

3. RISK ASSESSMENT POLICY

1. Purpose

To ensure all supported travel experiences are planned with appropriate consideration of risks.

2. Approach

Carefree Getaway follows a structured process:

1. Identify risks
2. Assess likelihood and impact
3. Implement control measures
4. Review regularly

3. Types of Risk

- travel risks

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- environmental risks
- client-specific risks
- activity risks

4. Responsibilities

Risk assessments must be:

- completed before each trip
- reviewed with staff
- documented and stored

5. Review

Risk assessments are updated when required.

4. PROFESSIONAL BOUNDARIES POLICY

1. Purpose

To ensure safe and professional relationships between staff and clients.

2. Key Principles

Staff must:

- maintain professional conduct
- respect client dignity
- avoid personal relationships

3. Prohibited Actions

Staff must not:

- share personal contact details
- accept gifts or money
- form personal relationships
- behave inappropriately

4. Importance

Clear boundaries protect:

- clients
- staff
- the organisation

5. COMPLAINTS POLICY

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1. Purpose

To ensure all concerns are addressed fairly and promptly.

2. How to Make a Complaint

Complaints can be made via:

- email
 - phone
 - written communication
-

3. Process

1. Acknowledge complaint
 2. Investigate
 3. Respond
 4. Implement improvements
-

4. Timescale

- acknowledgement within 2–3 working days
 - full response within reasonable timeframe
-

5. Outcome

Carefree Getaway will:

- respond transparently
 - take appropriate action
 - use feedback for improvement
-

6. DATA PROTECTION (GDPR) POLICY

1. Purpose

To ensure personal data is handled securely and responsibly.

2. Principles

Data will be:

- processed lawfully
 - used for clear purposes
 - kept secure
 - not retained longer than necessary
-

3. Types of Data

- client information
- contact details
- travel information
- staff records

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4. Security

Data is stored securely and accessed only by authorised persons.

5. Rights

Individuals have the right to:

- access their data
- request corrections
- request deletion (where applicable)

7. INCIDENT REPORTING PROCEDURE

1. Purpose

To ensure all incidents are recorded and managed appropriately.

2. Definition

An incident may include:

- injury or illness
- safeguarding concern
- accident
- significant disruption

3. Procedure

1. Ensure safety
2. Take immediate action
3. Inform management
4. Complete Incident Report Form

4. Recording

All incidents must be:

- documented clearly
- stored securely
- reviewed for learning

5. Follow-Up

Appropriate actions will be taken where necessary.

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8. CANCELLATION & REFUND POLICY

1. Purpose

To provide clarity on cancellations and refunds.

2. Client Cancellation

Clients should notify Carefree Getaway as soon as possible.

Refunds may depend on:

- notice period
 - third-party bookings (e.g. hotels, transport)
-

3. Organisation Cancellation

If Carefree Getaway cancels a trip:

- clients will be informed promptly
 - alternative arrangements may be offered
 - refunds will be considered where applicable
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4. Transparency

All costs and terms will be clearly explained before booking.

9. EQUALITY, DIVERSITY & INCLUSION POLICY

1. Purpose

To promote fairness, respect and inclusion.

2. Commitment

Carefree Getaway is committed to:

- equal opportunities
 - non-discrimination
 - inclusive services
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3. Principles

Services are delivered with respect regardless of:

- disability
 - gender
 - ethnicity
 - religion
 - background
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4. Staff Responsibilities

Staff must:

- treat all individuals with respect

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- promote inclusion
- avoid discriminatory behaviour

10. INSURANCE SUMMARY

1. Purpose

To outline insurance arrangements supporting the service.

2. Coverage

Carefree Getaway maintains appropriate insurance, which may include:

- Public Liability Insurance
- Employer's Liability Insurance (if applicable)
- Professional Indemnity Insurance

3. Purpose of Insurance

These policies help protect:

- clients
- staff
- the organisation

4. Documentation

Insurance certificates can be provided upon request.

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