Travel & Holiday Companionship Policy

PRN-140: **Travel & Holiday Companionship Policy**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Introduction

Travel and holiday companionship is a specialised service that requires heightened professionalism, safeguarding awareness, and strict adherence to TC's operational standards. Whether domestic or international, travel introduces unique risks, environmental changes, and boundary considerations. This policy establishes the expectations, procedures, and conduct requirements for companions supporting clients during travel.

2. Purpose of the Policy

The purpose of this policy is to:

- define travel companionship standards
- ensure client safety during domestic and international travel
- establish accommodation requirements
- clarify financial boundaries
- outline prohibited activities
- ensure safeguarding compliance
- standardise daily reporting and documentation
- protect companions and clients from risk

3. Scope

This policy applies to:

- companions
- volunteers
- staff assigned to travel duties
- supervisors overseeing travel assignments

4. Definitions

4.1. Travel Companionship

A companionship service delivered while accompanying a client on domestic or international travel, holidays, short breaks, or extended trips.

4.2. Domestic Travel

Travel within the United Kingdom.

4.3. International Travel

Travel outside the United Kingdom, including flights, cruises, and cross-border journeys.

4.4. Private Room Requirement

A mandatory safeguarding requirement ensuring companions have their own private room separate from the client.

4.5. Travel Expenses

Costs associated with travel, including transportation, accommodation, meals, and activity fees.

5. Roles & Responsibilities

5.1. Companion Responsibilities

Companions must:

- maintain professionalism at all times
- uphold safeguarding standards
- follow TC travel procedures
- maintain boundaries
- avoid handling client money
- document daily activities
- escalate concerns immediately
- ensure their own safety and wellbeing

5.2. Supervisor Responsibilities

Supervisors must:

- approve travel assignments
- ensure companions receive full briefings
- review daily reports

- respond to escalations
- ensure compliance with safeguarding protocols

6. Travel Requirements

6.1. Pre-Approval

All travel must be:

- approved by TC
- documented in the client's companionship plan
- risk-assessed prior to departure

6.2. Travel Briefing

Companions must receive:

- itinerary
- emergency contacts
- accommodation details
- client needs and preferences
- safeguarding considerations
- travel risk assessment

7. Accommodation Standards

7.1. Private Room Requirement

Clients must provide companions with:

- a **private room**
- safe, clean accommodation
- secure sleeping arrangements

Companions must **never share rooms** with clients.

7.2. Prohibited Sleeping Arrangements

Companions must not:

- sleep in the same room as the client
- sleep in shared spaces (e.g., lounges, sofas)
- sleep in unsafe or unsuitable environments

7.3. Room Safety

Companions must ensure:

- doors lock properly
- windows close securely
- lighting is adequate
- emergency exits are known

8. Travel Expenses

8.1. Client Responsibility

Clients must cover:

- flights
- accommodation
- meals
- transportation
- activity costs
- entry fees
- travel insurance (if applicable)

8.2. Companion Restrictions

Companions must **never**:

- handle client money
- use client credit/debit cards
- perform digital transactions
- borrow money from clients
- accept expensive gifts

Financial involvement constitutes **gross misconduct**.

9. Safeguarding During Travel

Companions must:

- maintain professional boundaries
- avoid unsafe environments
- avoid alcohol consumption during duty
- avoid entering client bedrooms unless necessary for safety

- monitor client wellbeing
- report concerns immediately
- follow TC safeguarding escalation procedures

Travel increases vulnerability; companions must remain vigilant.

10. Professional Boundaries

Companions must not:

- engage in romantic or intimate behaviour
- share personal problems
- accept expensive gifts
- share personal contact details
- engage in private communication outside TC channels
- perform personal care tasks
- create dependency

Boundaries must remain firm throughout travel.

11. Prohibited Activities

Companions must **never**:

- share rooms with clients
- handle client money
- use client phones
- use client credit/debit cards
- perform digital transactions
- drink alcohol during duty
- engage in unsafe activities
- enter client bedrooms unnecessarily
- accept private payments
- negotiate pricing or contract terms

These actions constitute **gross misconduct**.

12. Daily Reporting Requirements

Companions must submit:

- daily check-ins
- activity summaries
- safety updates
- environmental observations
- incident reports (if applicable)

Reports must be:

- factual
- objective
- submitted on time
- free from personal opinion

13. Emergency Procedures

Companions must:

- contact emergency services if required
- notify TC immediately
- document incidents thoroughly
- follow safeguarding escalation protocols
- ensure client safety first

14. Documentation Requirements

Companions must complete:

- travel logs
- daily reports
- incident forms
- safeguarding alerts
- expense confirmations (if applicable)

Documentation must be submitted daily.

15. Legal & Regulatory Compliance

This policy aligns with:

- UK safeguarding legislation
- Data Protection Act 2018

- UK GDPR
- international travel safety standards
- TC confidentiality and boundaries policies

Companions must comply with all legal and organisational requirements.

16. Disciplinary Consequences

Non-compliance may result in:

- retraining
- formal warnings
- suspension
- removal from travel assignments
- termination
- safeguarding escalation
- legal referral (if applicable)

17. Amendments

TC may update this policy to reflect:

- legal changes
- safeguarding updates
- operational improvements
- governance decisions

Updates will be communicated through official TC channels.