

Supervision and Support

Hammer Travel's regular staff to participant ratio is 1:4, meaning one travel team member for four participants. If a participant requires more assistance, it is up to the individual or his/her guardian or care provider to set this up during registration. Fees may apply if extra staffing is needed; or a participant may choose to bring his/her own personal care attendant (PCA) along for 75% of the package cost. Any participant requiring 1:1 assistance must be accompanied by a PCA, or request that Hammer Travel supply an extra staff (fees apply, and dependent upon availability). In some instances Hammer may need to provide a greater ratio than 1:4, but will contact the necessary person in order to discuss the options of dropping from the vacation without penalty, or participating on the vacation with the new staff ratio. The above mentioned ratios apply once the participant joins the Hammer Travel group at the designated meeting place for all travelers. These ratios are not valid for travel to/from the destination. If a participant requires assistance getting to the destination's meeting place it would have to set up ahead of time by either the participant, or his/her guardian, or care provider.

Hammer Travel does not guarantee 24 hour assistance or in-room staff. Staff will provide daily living assistance while in the community and at the lodging facility during normal awake hours. Hammer Travel staff will remain at the lodging facility overnight, and will share rooms with participants as needed in order to fill lodging rooms; however, participants needing awake supervision of any kind will need to provide a PCA. Request for Hammer Travel staff to be in a room with a participant will be honored on a first come first served basis. Request must be made in writing and sent in with registration forms. If a participant cannot be left alone, and all requests have been filled, the participant has the option of dropping from the vacation, but will need to pay any required penalties/fees, or they can send a PCA along with them (fees apply). Any requests to share a room or bed with another traveler (i.e. spouse/friend) also need to be made in writing and sent in with the registration forms.

Same gender staffing is not guaranteed, however, all staff have passed background checks and are highly professional and respectful to the needs/concerns of our travelers. Out of necessity, Hammer Travel staff may share a room with travelers of an opposite gender, but travelers of opposite genders will not share an accommodation, unless there are private bedrooms or arranged in advance through guardian approval.

Hammer Travel will respect the privacy of all travelers and will only provide personal cares assistance as needed. Any treatments or conditions will be applied/talked about in privacy. All travelers will be required to be dressed appropriately when in common areas.

Hammer Travel's responsibility for participants begins once a participant is with the Hammer Travel group at a specific destination/meeting place, and ends once the participant has been taken to their departure carrier. Hammer Travel is not responsible for any damages caused by delays, cancellations, lack of supervision, or any other occurrence, while the participant is in route to a destination/meeting place or their final destination, or while in the care of a transportation carrier.

Please note that any agency registering four travelers for the same trip may provide a staff at no additional charge.