

1:1 staffing

Hammer Travel's regular staff to traveler ratio is 1:4, meaning one staff member for four travelers. If a traveler requires more assistance, it is up to the individual, his/her guardian or care provider to set this up during the registration process. A traveler may choose to bring his/her own personal care attendant (PCA) along at 75% of the package cost, or request that Hammer Travel supply extra staffing (fees apply and dependent upon availability).

1:1 traveler and their staff will be expected to follow the trip's itinerary, direction of the trip leader and all Hammer Travel's policies/procedures. Depending on circumstances, a traveler and their staff may need to share a room with another traveler who will be part of the larger group. If this occurs, staff from the larger group will be responsible for any needs associated with this traveler (please note; this occurs only out of necessity). Travelers can request their own room ahead of time, but it is not guaranteed and additional cost may incur.

Non-Hammer Travel 1:1 staff will be required to sign an agreement prior to the trip registration date, stating that they understand and agree to follow all Hammer Travel's policies. They will also be required to submit paperwork that acknowledges their relationship to the traveler. Failure to return any of these items may result in cancelation of the trip for both traveler and staff; regular cancellation fees will apply.

Hammer Travel reserves the right to determine an appropriate staffing ratio for a traveler. If the necessary level of assistance is misrepresented on the registration forms, the traveler may be turned away at check-in or sent home during a trip (if necessary). This is to insure the safety of not only the individual traveler, but the safety and trip enjoyment of the group. After a trip, Hammer Travel may decide that a traveler requires a higher level of assistance while traveling. If this occurs, Hammer Travel will explain to the traveler's contact person why the decision was made (behavior, comfort level, anxiety, etc.) and discuss options for future travel. Please note; if an individual does not require 1:1 assistance at home, he/she may still need more assistance, care or attention while traveling, due to being in an unfamiliar environment, with unknown people, and so on. Hammer Travel will do its best to acclimate a traveler to new environments/situations, but will make the safety and trip enjoyment of the entire group, the number one priority when determining a person's needed level of assistance.