



Travel

AND HOLIDAY SERVICE



GOING ON HOLIDAY OR TRAVELING OVERSEAS?

Nutricia Homeward can help patients by offering advice and support when planning a holiday or travel, either in the UK or overseas. This booklet provides an introduction to the holiday and travel support services available from Nutricia Homeward.

If you are planning a holiday or travel overseas and have been registered with the Nutricia Homeward service for three months, we may be able to arrange a delivery of your enteral feeding supplies to your home address for you to take with you or to your destination.

Overseas deliveries can sometimes be complex due to cultural and legal differences and for this reason deliveries are never without risk. As Nutricia Homeward is a UK based domestic delivery service these risks are completely outside of our control. It is important that you understand this and take this into account when planning your holiday or travel overseas.

If you choose to travel overseas then Nutricia Homeward has many years' experience in supporting holiday deliveries of enteral nutrition products and equipment, and can help minimise any risks so you can enjoy a relaxing holiday.



All products shown here are Foods for Special Medical Purposes and must be used under medical supervision. See individual product labels for more information.

NUTRICIA HOMEWARD CONTACT INFORMATION

nutriciahomeward.co.uk

Call 0800 093 3672 24 hours a day, 7 days a week

Office hours Monday to Friday 8.00am to 8.00pm and Saturday 9.00am to 1.00pm — outside of office hours advice and support is available on pumps, equipment and feeding tube problems, but not individual deliveries.

If travelling within the UK you will continue to have access to your usual Customer Services Specialists and your Homeward Nurse via telephone.

Please remember, when dialling a UK number from overseas add 00 44 and then dial the UK number, without the first 0. For example 00 44 800 0933 672.

NUTRICIA HOMEWARD TRAVEL AND HOLIDAY SERVICE KEY FACTS

Nutricia Homeward Holiday Service

- Anyone who has been registered to receive their enteral nutrition products from Nutricia Homeward for at least **three months** can use the holiday service
- We can support travel within the UK and overseas
- We offer advice, information and, if required, we can arrange a visit from a Homeward Nurse before you travel
- We can also supply you with a back-up pump in case of emergency.



Planning your holiday overseas

It's really important that you discuss your holiday plans with your managing healthcare professional and your GP before contacting Nutricia Homeward. You will need to tell them:

- How long you are going for
- Your destination
- How you will access medical help or support you may need during your holiday.

If travelling overseas, we will require written confirmation from your managing healthcare professional and/or GP that they have discussed your holiday or travel plans, and agree to provide a prescription to cover your enteral nutrition product requirements for the duration of your holiday or travel.

Who do I contact?

After discussing your holiday or travel plans with your managing healthcare professional and/or GP you can access the Travel and Holiday Service by contacting Nutricia Homeward on 0800 093 3672.



How much notice is needed to arrange a holiday or overseas delivery?

For UK patients travelling or going on holiday to destinations within the UK, we require **two weeks notice**. For patients who live in Northern Ireland, travelling to UK destinations, we require a minimum of **six weeks notice**.

For all other holidays or travel outside of the UK, we require a minimum of **six weeks notice**. We recognise that sometimes it is not possible to give this amount of notice. In these circumstances we will make every possible effort to support you.

FREQUENTLY ASKED QUESTIONS

What is classified as a holiday?

For the purpose of holidays that could be supported by the Nutricia Homeward Travel and Holiday Service, we classify a holiday as a break within the UK or overseas that is between 10 to 28 days.

I am going on holiday or travelling in the UK, who can help me?

UK holidays and deliveries are straightforward to organise. We need to know:

- The address of your holiday or travel destination
- The date you will be arriving at this address
- How long you are going for.

How will my medical nutrition be delivered?

Once we have the required information and agree the best approach to managing your request, we will arrange for your enteral nutrition product and equipment delivery.



The safest way to ensure you have all you need for your holiday duration is for Nutricia Homeward to arrange for your enteral nutrition product and equipment to be delivered to your home address. We will also deliver an empty 'travel trunk' for you to load with your medical supplies so you can transport with the rest of your luggage. You would need to liaise with your holiday provider and/or airline to discuss any requirements to transport your medical supplies.

Alternatively, dependent on your destination, we may be able to deliver your enteral nutrition product and equipment directly to your final holiday destination. In this instance we will ask that you notify your holiday accommodation to expect a delivery of your medical supplies. Please be aware this is not always possible, for some countries, including EU member states, we are only able to complete airport deliveries – which may not be your destination airport – and, in some instances, will only accept enteral nutrition product, not equipment.

We strongly recommend you always take a minimum of **seven days** supplies with you in case of any delays or emergencies.

What information do you require if I am going overseas?

If you are traveling overseas, you will need to provide us with the following:

- A copy of the letter from your managing healthcare professional or GP stating details of your tube feeding regimen and your medical condition
- In areas where prescriptions are issued, your prescription
- A copy of your passport. If this delivery is for your child and you are travelling outside of the UK, please also provide a copy of your passport or the accompanying adult's passport
- A copy of your travel tickets
- Additional documentation may also be required for specific destinations; however, the team at Nutricia Homeward can advise you of these as they assist you through the process.



What happens if my delivery doesn't arrive?

Sometimes despite everyone's best efforts delays may occur. Please rest assured that you can contact Nutricia Homeward 24 hours a day, seven days a week for advice on 0800 093 3672.



We strongly recommend you take at least **seven days** of enteral nutrition product and equipment with you in case of an emergency; this reduces the risk of being unable to tube feed and allows time for us to locate your delivery. Nutricia Homeward is more than happy to speak directly with hotels and holiday representatives if required.

We can also provide you with information to allow you to track your delivery.

Will my pump work in another country?

Yes, but as with any electrical appliance you will need to take the appropriate **plug adaptor** with you when travelling overseas.

Will my pump work on a plane?

Yes but you must contact your airline company if you need to use your feeding pump during the flight, to make them aware.

We can provide details of the feeding pump if your airline company needs this. Please note, you may not be able to use your feeding pump during take off and landing.

When will my delivery arrive at my destination?

Our aim is to deliver your enteral nutrition and equipment at least seven days in advance of your holiday.

I am only going on holiday or travelling for a week, do I really need to take an emergency supply of enteral nutrition product and equipment?

We strongly recommend you take emergency supplies for any holiday or travel regardless of the length of your stay. Through the holiday service we are only able to support holidays for periods longer than 10 days duration.

How should I transport my emergency supplies?

We can provide you with travel trunks for transporting your enteral nutrition product and equipment, however please take care as they can become heavy once packed. Our experience has shown that if you contact your transport provider when planning your holiday, they are often happy to help and may not charge you any additional costs. You will need to contact your transport provider if you need to tube feed whilst travelling to make them aware of your special requirements. If your journey involves a transfer using a different travel provider please also contact them to make them aware of your requirements.

We highly recommend you carry a letter from your GP with details of your medical condition and enteral nutrition requirements, a copy of your passport, and a copy of your tickets whilst you are travelling. These documents show customs that you are carrying essential medical supplies required for a holiday or visit.



You provided travel trunks for my delivery overseas, what shall I do with them?

These don't need to be returned to Nutricia Homeward, they can be recycled locally. If you have been provided with a back-up pump in case of emergency, this **must** be brought back to the UK and returned to Nutricia Homeward.

How will I get my delivery if it is made to an airport?

There are times where Nutricia Homeward are only able to deliver to an international airport. Please be aware in some countries this may not be your final destination airport. If this is the case customs will want to speak to you or your carer before releasing your delivery. Nutricia Homeward has no influence over this.

We recommend you have a letter from your GP stating details of your medical condition and enteral nutrition requirements, your passport and a copy of your tickets with you when collecting your delivery. These documents will show customs that your delivery consists of essential medical supplies required for a holiday or visit.

What can I take in my hand luggage?

Security restrictions change regularly so we recommend you refer to the latest information on the Department of Transport website dft.gov.uk and your travel provider for information on travelling with liquids and taking liquids through airport security.

We also recommend that you carry a copy of the letter from your GP stating details of your enteral nutrition requirements and your medical condition when travelling.

Are there any countries you cannot deliver to?

We will always make every possible effort to support your travel plans, however some countries are becoming difficult to deliver to. All holiday requests are considered on a case by case basis. If you are considering booking a holiday or travel, or you would like further information, please contact Nutricia Homeward on 0800 093 3672.

Can you deliver to my accommodation?

A number of countries, including EU member states, only allow us to complete deliveries to an internal airport. However, if the restrictions allow, we can complete the delivery of your enteral nutrition product and equipment.

I have incurred extra costs, will Nutricia Homeward reimburse these?

Nutricia Homeward will review any additional costs you incur as a result of delayed deliveries. Please note: we are unable to reimburse custom charges. We would ask that you provide us with copies of all receipts covering these costs upon your return to the UK – this will help us to review these costs.

USEFUL CONTACTS

NHS advice for travelling

nhs.uk/livewell/travelhealth

Travel health information for travelling overseas from the UK

fitfortravel.nhs.uk/destinations

The latest travel advice by country and getting help overseas

gov.uk/foreign-travel-advice

Hand luggage restrictions at UK airports

gov.uk/hand-luggage-restrictions

Advice for disabled travellers

citizensadvice.org.uk/consumer/transport/transport/advice-for-disabled-travellers

PINNT is intended for all nutrition patients and their carers.

PINNT also have their own comprehensive 'Holiday Guidelines' booklet, which has been compiled from the experiences of other PINNT members.

pinnt.co.uk



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