

## Fair Trading Agreement

This fair trading agreement and important holiday information is applicable to any GB TOURS holiday which includes accommodation. It sets out clearly and simply the responsibilities both parties have when a booking or 'contract' is made between us.

### 1 You pay your deposit

When you make your booking you must pay the required deposit plus insurance premium (unless you are making your own insurance arrangements) and accept the terms and conditions of the contract on behalf of all members of your party. Your booking will be confirmed in writing and the date by which the balance must be paid is indicated. If you make your booking within 6 weeks of departure you must pay the full holiday cost.

### 2 You pay the balance

You must pay the balance for all members of your party by the due date. If the balance is not paid by the due date we reserve the right to cancel your holiday and retain your deposit.

### 3 If you want to change your holiday

Prior to the balance due date you may transfer your deposit and insurance premium to another GB TOURS holiday providing the cost of the replacement holiday is of equal or greater amount.

### 4 If you cancel your holiday

You or any member of your party may cancel your booking at any time, however a cancellation will only be deemed valid when received in writing at our Birkenhead office. If you cancel you will lose your deposit and if you cancel within 23 days of departure - you will lose the full cost of your holiday. Note: You may be able to reclaim monies lost if the reason for cancellation is covered by your holiday insurance.

### 5 If we cancel your holiday

We reserve the right to cancel any holiday due to circumstances beyond our reasonable control including having to cancel because not enough people have booked on a particular holiday. Cancellations due to low bookings are relatively rare and we will endeavour to inform you no later than 10 days prior to departure and offer alternative dates or holidays subject to availability. Our liability shall be no more than the full amount you have paid to date including any insurance premiums paid.

### 6 Conditions of carriage

(a) You are responsible for ensuring you are at the correct departure point at the correct time for the outward and return journey. This also applies to all comfort stops and excursions during the holiday and we cannot be held responsible for any loss or expense suffered if you are not.

(b) We reserve the unconditional right to terminate a client's holiday in the event of unreasonable conduct which causes, or in our opinion is likely to cause damage, distress, danger, or annoyance to other clients. In the event our responsibility to you ceases and we will accept no responsibility for loss or additional expenses you may incur.

(c) We cannot accept liability for delays, disruption or cancellations of holidays due to traffic conditions, weather conditions, strikes or any other reasons outside our reasonable control. Note: In the event you may be able to reclaim monies lost and expenses incurred subject to the conditions of your holiday insurance.

(d) We do not accept responsibility for the loss or damage to client's possessions, left unattended on the coach intentionally or otherwise.

### 7 Hotel Special requests

We promise to forward client's requests to the appropriate hotel. However, requests which do not warrant a supplement cannot be guaranteed and bookings cannot be conditional on the provision of such requests.

### 8 Complaints procedure

Your driver should be able to help with any minor problems or queries during your holiday. In the event of a more serious problem, for example involving accommodation, the matter must be reported to hotel management and their response noted. If you wish to make an official complaint on your return you must do so in writing for the attention of the Customer Service Manager no later than 10 days after your return. We will endeavour to deal with any complaints as quickly and fairly as possible.

## Important holiday information

### 1 Coach seat allocation

Every passenger is allocated reserved seats and the seat numbers will be shown on your confirmation of booking. We regret we cannot guarantee requests for particular seats and bookings cannot be conditional of such requests. Please remember, that in the event of a vehicle change, we may have to notify you of a change in your seats prior to departure.

### 2 Non-smoking coaches

Passengers are not allowed to smoke on the coach.

### 3 Itineraries and excursions included

We reserve the right to vary the advertised itinerary & excursions due to circumstances outside our control whilst endeavouring to provide suitable alternatives wherever possible.

### 4 Hotel amenities and facilities

Amenities as described will usually be available, but please note that some amenities (lifts, swimming pools etc) require service and repair and may not always be available. Entertainment is frequently subject to demand based on sufficient guests staying at the hotel at the time. Some hotels charge for extra supplies of tea/coffee in bedrooms.

### 5 Disabled persons

Please tell us before you book if you have limited mobility or other handicaps which may affect your enjoyment of the holiday. We will provide you with as much information as possible regarding the suitability of accommodation and itinerary, so you can make a more informed judgement before you book.

### 6 Passport and Visa requirements

U.K. Citizens travelling abroad must have a valid passport. U.K. citizens do not require a passport for the Republic of Ireland. Non U.K. citizens may also require a visa and should check with their appropriate embassies.

### 7 Financial security

As a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT), an Association approved by BIS, GB TOURS has provided a Bond to meet the requirements of the Package Travel, Package Holidays and Package Tours Regulations 1992. In the event of GB TOURS' insolvency, this Bond provides security for:

- non-flight inclusive packages commencing in and returning to the UK; and
- packages excluding flights to and from your destination

which are offered by GBTOURS. Please note that bookings made from overseas must be made directly with GB TOURS and not via an agent.

In the above circumstances, the following will apply:

- a refund of your prepayments if you have not yet travelled; or
- repatriation where your non-flight inclusive package commences in and returns to the UK if you have already travelled.

Please note that accommodation only (self drive) bookings and day trips are not covered via the Bond.