

# **BOOKING CONDITIONS &** **GENERAL INFORMATION UK HOLIDAYS** **2022**

## **1. Reservation Form and Deposit Payments**

Your completed reservation form showing the names of all persons in your party must be accompanied by a **deposit of £ 75.00 per person. All monies paid are fully covered by our 'International Passenger Protection' Scheme, but certificates to that effect are no longer issued.** Please note any changes to initial booking procedures may incur administration charges. **A final balance invoice will acknowledge all deposits paid as well as all reservation form details.**

## **2. Coach Seating**

**Please note, that coach seats cannot be guaranteed without a deposit.** There is a seating plan of the coach for each holiday, but it is possible that on occasions operational reasons will require a coach with a different configuration to be used. We therefore reserve the right to alter the coach-seating plans and allocate seats other than those you have booked. Front Seats may be charged at a supplement.

## **3. Payment of the Balance**

**The balance is due for payment 60 days before departure.** A surcharge on the published price will be made in the event of drastic government action (i.e. introduction of VAT), an excessive change in the exchange rate or a sudden increase in fuel prices (2% over). Should the surcharge exceed 10% you will be entitled to cancel and receive a full refund of all monies paid. Should you decide to cancel because of this you must exercise your right to do so within 14 days from the issue date printed on the invoice. We will not surcharge you within 30 days of departure. However, passengers booking a holiday after that period must expect a surcharge. Our prices were fixed based on the official exchange rates in operation at the time of costing each tour/holiday.

## **4. Cancellation**

**A cancellation can only be accepted in writing from the persons who completed the reservation form or the organiser in the case of a group booking. The cancellation will be effective from the date on which it is received at Applegates' head office.** If a cancellation involves a reduction in room occupancy this will incur a charge for the remaining passenger who, as a result, will have to pay a single occupancy charge.

**Our cancellation charges are as follows:**

### **Holiday cancelled by you**

- Prior to 60 days before departure
- 59 days to 31days before departure
- 30 days to 1 day before departure
- Day of departure

### **Cancellation charge:**

- Deposit only
- 50% of tour price
- 100% of tour price
- 100% of tour price

## **5. Travel Insurance.**

**It is condition of booking that you take out travel insurance giving adequate cover and that must now include 100% cover for any claims relating to Corona Virus. You must also complete Applegates Insurance Disclaimer Form with the name and policy number of your insurers.**

## **6. Advertised Holiday/Excursion Information**

The information contained in our brochure/leaflets and on our day excursion leaflets is published in good faith and correct at the time of printing. Whilst every effort will be made to adhere to the published details the company reserves the right to modify at any time the hotel or travel arrangements, seating or room allocation during the tour owing to unforeseen circumstances of forces outside the company's control. The driver or courier/hostess will make

all final decision and you will be advised of any such modification as early as possible. **The company reserves the right to cancel any holiday tour without notice if there are insufficient bookings.**

### **7. Final Details**

**Final details information pack will be sent out approximately 10 days prior to your tour**, which includes Seat numbers, departure times, a detailed itinerary, hotel, excursions, and luggage labels.

Please note that **due to driving hour laws some departure points may have to be cancelled on certain tours.**

### **8. Liability**

Every effort will be made to adhere to the published travel times, but Applegates will not be responsible for any loss through delay (however caused) or for passengers who do not present themselves at any of the stopping places at the appointed time at any stage of the tour. **We cannot accept liability for any persons not employed by Applegates over whom we have no control, but who may be involved with the planning and provision of your holiday.** We shall, of course be willing to give as much help as we can in resolving any dispute which may arise between you and any company or individual who is not our employee. **Applegates cannot be held responsible for postponed or cancelled special events/festivals as a result of decisions taken by organisations/organisers over which we have no control.**

### **9. Special Requests**

Any special requests **must be made when completing the reservation form.** We shall do our best to meet all reasonable requirements, but no guarantee is given, except where confirmed as part of our holiday commitment to you. Before booking your holiday you should be sure that you and your party are both physically and mentally capable of completing the itinerary. If a passenger requires personal assistance (for example assistance with feeding, dressing, toileting, mobilising) then this passenger must travel with an able bodied companion or carer and written confirmation that such assistance will be provided for the entirety of the holiday is required at the time of booking. Coach drivers/Tour Managers are unable to provide such assistance.

### **10. Passports**

It is the responsibility of each passenger to ensure that he/she is in possession of the necessary ID Requirements, at present a valid passport is required for Ireland Tours and Passports or Photographic driving licence is required for Channel Islands.

### **11. Passenger Code Of Conduct**

**We want our passengers to enjoy their holiday.** You are responsible for your behaviour and the effect it may have on others. **If you or any member of your group is abusive or disruptive or behaves in a way which, in our reasonable opinion, could cause damage or injury to others or affect their enjoyment of their holiday, we have the right to terminate your contract with us.** If this happens we will have no further obligations or liability to you. The coach driver/courier is entitled to refuse boarding if in their reasonable opinion you are being unacceptably disruptive.

### **12. Luggage + Mobility Scooters**

Passengers should **limit their luggage to one medium-sized suitcase per person with a maximum of 20 kg** plus a small overnight bag for holidays with overnight stops. Each item should be clearly labelled with the luggage label provided. **Important: please clearly mark your Departure/Return Point for the return journey. Mobility Scooters are subject to size and space and must be pre-booked. Please note that they may not be suitable on certain excursions, i.e. boat trips and historic buildings with no lifts and/or lots of steps.**

### **13. Problem/complaint procedure**

Problems/complaints **must be dealt with whilst on tour or in the resort** to give the supplier/person responsible a chance to **solve the matter on the spot.** Your **coach crew must also be informed immediately.** In the unlikely event of a problem not being rectified to your full satisfaction, the matter should then be referred to Applegates **in writing.**