



grassroutes holidays  
.....the preferred way to travel



## BOOKING CONDITIONS

### TO MAKE A BOOKING.

First contact *Grassroutes Holidays Ltd.*, by telephone, fax or e-mail, to check availability. Subject to space being available you will be given an offer of accommodation, with a costing and an option date. The price of your holiday will remain fixed once you have booked it and we guarantee it will not be subject to any surcharges. We reserve the right to increase prices, before you book your holiday and in the event that prices are increased, you will be informed of this before you book your holiday. We also reserve the right to add any taxes imposed by government(s), after publication of our brochure, should the need arise.

We will send you a booking form which you should complete and return to *Grassroutes Holidays Ltd.*, together with a deposit of £150 per person for holidays up to £1,000 or £250 per person for holidays in excess of £1000, before the expiry date of the option. For bookings within 8 weeks of departure you should send payment for the total cost of the holiday.

On receipt of your booking form and deposit/full payment we will issue a confirmation and invoice. A contract between you and *Grassroutes Holidays Ltd.* exists immediately the confirmation is issued. The person signing the booking form warrants that he/she has the authority of all the persons included on the booking form to make the booking on their behalf and that all agree to abide by these conditions.

The balance of the holiday cost must be paid at least 8 weeks before the commencement of the holiday. If the invoice is not paid by the due date, *Grassroutes Holidays Ltd.* will have the option of treating the booking as cancelled, in which case the client(s) will forfeit the deposit and cancellation charges will apply, as per the schedule shown below.

Should you wish to change any detail of your booking, we will do our best to oblige but cannot guarantee that we will be able to comply with your wishes. Should any member or members of the party wish to cancel, we will accept a similar substitute person who may take over the booking and deposit paid. *Grassroutes Holidays Ltd.* must receive the details in writing and within a reasonable time before commencement of the holiday.

### CANCELLATION BY YOU

Any cancellation made by you the client must be in writing and by the person signing the booking form. Cancellation charges will apply according to the following schedule. The date on which the cancellation notice is **received** by *Grassroutes Holidays Ltd.* will determine the period applicable :-

More than 90 days before commencement	Deposit forfeited.
40-90 days before commencement	30% of the total invoiced cost is forfeited
30-39 days before commencement	60% of the total invoiced cost is forfeited
Less than 30 days before commencement	100% of the total invoiced cost is forfeited.

***Clients are strongly recommended to take out suitable insurance to cover loss of deposits etc.***

### CHANGES IN THE HOLIDAY BY GRASSROUTES HOLIDAYS LTD.

*Grassroutes Holidays Ltd.* reserves the right to change any detail of your holiday, should the need arise. Any changes will be advised to the person signing the booking form, who is then responsible for advising any other members of the party. In the event of a major change to the holiday, including change of resort, hotel or date of departure, you will be offered the choice of accepting the new arrangements, transferring to another holiday of at least the same standard and value or receiving a full refund. For major changes within 8 weeks of commencement of the holiday we will pay compensation as follows : Major changes 56-15 days before commencement £15 per person, less than 15 days before commencement £20 per person.

### CANCELLATION BY GRASSROUTES HOLIDAYS LTD.

*Grassroutes Holidays Ltd.* reserves the right to cancel your holiday, should this become necessary. This includes failure to receive the minimum number of bookings to enable us to operate the holiday successfully. However in no case will we cancel the holiday less than 8 weeks before commencement, except by reason of war, political unrest, terrorist activity, strikes, epidemics or force majeure, or failure by you to pay your balance. Our only liability under these circumstances will be to refund any money paid by you, less the cost of any services already provided. Compensation payments do not apply in these circumstances.

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## OUR LIABILITY TO YOU

*Grassroutes Holidays Ltd.* will take all reasonable care to ensure that proper arrangements have been made for all the holidays we organise. The suppliers of all services which make up your holiday are safe and reputable and comply with the laws of their respective countries. We accept full responsibility for the quality of your holiday as booked. We accept responsibility for the negligent acts and/or omissions of our employees, agents, suppliers, sub-contractors and their servants and agents, whilst acting within the scope of, or in the course of their employment in the provision of your holiday. In the case of death, injury or illness caused by such negligent acts or omissions, we will pay to our clients such damages as might have been awarded in such circumstances under English Law. In the event of any claims other than death, illness or injury our liability will be limited to twice the cost of the original holiday cost per person. The only exceptions are carriers by sea and hotels, which are subject to international conventions which limit liability. Details of these conditions can be supplied on request. Further, *Grassroutes Holidays Ltd.* does not accept liability for any claims for personal injury, illness or death whilst on holiday arising out of activity which is not part of the holiday arrangements made by *Grassroutes Holidays Ltd.* All travel tickets are issued subject to the conditions on the ticket, issued by or on behalf of the carrier concerned, who might limit their liability. This brochure is the responsibility of *Grassroutes Holidays Ltd.* It is not issued on behalf of, and does not commit the carriers mentioned in any way.

## FLIGHTS

*Grassroutes Holidays Ltd.* does not arrange flights within or from Britain. We can however assist you by telephoning fully bonded Tour Operators on your behalf. Please note that we do not take payment for flights ourselves, these must be made directly to the ATOL holder. By ensuring that you are booking direct with an ATOL holder you can rest assured that your flights are financially protected. *Grassroutes Holidays Ltd.* act merely in an advisory capacity and cannot accept any responsibility for problems encountered with airlines or their agents.

## TRAVEL DELAYS

*Grassroutes Holidays Ltd.* shall not be liable for any delays or costs incurred in air, rail, road, sea or other services, as a result of weather, floods, war, strikes, quarantine, sickness, riots or other causes.

## COMPLAINTS

Should you have a problem during your holiday, you should immediately inform our Leader or representative, the hotelier, transport operator, or other appropriate and responsible person, who will endeavour to put the matter right. If your complaint cannot be resolved locally, you must report the matter in writing to our office within 28 days of your return home, giving your booking reference and all relevant information. It is a condition of this contract that you communicate any problem to our leader and to the supplier of the appropriate service **whilst in the resort** and that you notify our office by fax or e-mail, at the earliest possible moment. If you fail to follow this procedure, we cannot be held responsible, as we have been denied the opportunity to investigate and resolve the matter locally. Complaints can almost always be resolved amicably between us and our clients but in the unlikely event that they can not, the matter may be referred to arbitration, administered by a member of the Institute of Arbitrators.

## BROCHURE DESCRIPTIONS

All information in our brochure has been compiled from the most up to date information available and *Grassroutes Holidays Ltd.* has taken the utmost care to ensure accuracy. Nevertheless there may be times when advertised features are modified or not available due to circumstances beyond our control.

## REFUNDS

We regret that no refunds can be made on unused tickets, accommodation or other services.

## TRAVEL DOCUMENTS

All clients are responsible for ensuring that their own travel documents are in order for the country to be visited. All passengers travelling abroad from the United Kingdom must have a valid passport. Some countries may require visas and you should check these can be obtained in good time. Please remember that, particularly at peak holiday times, long delays can be experienced in the issue of passports and visas.

## HEALTH AND SAFETY

At the time of writing, vaccination and inoculation are not required for any of our holidays. Please consult your G. P. or local Health Clinic for the latest information and advise on health requirements for all countries outside Europe. All clients are recommended to read the Department of Health pamphlet "Advice to Travellers" and also obtain a Form E1.11 from your local clinic.

## JURISDICTION

This contract is made on the terms of these booking conditions, which are governed in all respects by English Law and both parties shall submit to the jurisdiction of English Courts of Justice at all times.

## VALIDITY

These conditions are valid with effect from 1<sup>st</sup> September 2008

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