

# Booking Conditions

**LUGGAGE ALLOWANCE:** On all tours maximum luggage allowance is as follows: 1 suitcase per person and 1 overnight bag (if advised on European and Ireland tours). Suitcase up to 28 inch height and 18 inch width. Passengers receiving door to door service are advised that if their luggage exceeds this it may not fit into our feeder vehicles. Increasingly where portage is included at hotels, due to Health & Safety policies, cases deemed larger or too heavy will be the passenger's responsibility to transfer from the coach to the room.

**ON A HOLIDAY:** You are not permitted to play a radio or cassette or have a MOBILE TELEPHONE switched on at anytime on board your coach. Tynedale Group Travel reserves the right to refuse a booking or terminate your holiday in the event of conduct which in our opinion is likely to cause damage, distress, danger is annoyance to other passengers, employees and property. If you are prevented from continuing on your holiday, Tynedale Group Travel's responsibility ceased immediately, and will be under no obligation for any refund or compensation you may incur. You are responsible for ensuring that you are at the correct departure point at the correct time, we cannot be liable for any loss or expense suffered by passengers because of their late arrival. Also hot drinks (i.e. flasks etc) are not permitted to be brought on board our coach, but hot drinks are available from our courier or driver and are served in cups and lids agreed by our insurers. Passengers agreeing to purchase these do so at their own liability after our courier has safely served them.

**YOUR HOLIDAY PRICE:** Your holiday price is guaranteed and will not be subject to any surcharges except for those resulting from government action including additional bonding, licensing requirements, VAT and fuel. In all these cases we reserve the right to pass on these amounts in full. Some hotels may make a small additional charge for the portage and tea or coffee after dinner.

**DEPOSIT:** When you make your booking you must first complete a booking form, accepting on behalf of all your party the terms below and pay a non-returnable deposit of £35.00 per person UK, £50.00 per person Ireland & Europe plus insurance premiums. You can call us on 01434 322944 and make a provisional booking, for which we will hold the space for 5 days without obligation. Before the 5 days are up you must forward your deposit and booking form, otherwise the provisional booking is automatically cancelled.

**BALANCE:** The balance of your holiday must be paid at least 6 weeks before the departure date. This date will be shown on your confirmation invoice. If the balance is not paid we reserve the right to cancel your holiday and retain your deposit, and apply cancellation charges set out below in 'if you cancel your holiday'. If you book within 6 weeks of departure, full payment must be paid at the time of booking.

**IF YOU CANCEL YOUR HOLIDAY:** You, or any members of your party may cancel your holiday at any time, provided that the cancellation is made in writing via our office. As this incurs administrative costs we will retain your deposit and, in addition apply cancellation charges up to the maximum shown below:

Period before departure within which written cancellation is received	Amount of cancellation charge shown as % of holiday price
More than 42 days	Deposit
28 to 42 days	30%
14 to 27 days	45%
7 to 13 days	60%
0 to 6 days	100%

However if you wish to transfer your booking to another party, you may do so, however there will be an administration charge of £50.00 per person. (Insurance premium is non refundable)

**IF WE CANCEL YOUR HOLIDAY:** It is necessary for there to be a minimum number of passengers in order to operate a tour. If the minimum number has not been reached before the balance due date the tour could be cancelled. In these circumstances we will return to you all the money you have paid to us. We will not cancel the holiday after the balance

to pay date unless you have not paid your holiday in full, or as a result of political unrest, a result of hostilities beyond our control.

**PASSPORT:** For all continental holidays you will require a full 10 year British passport.

**INSURANCE:** It is a condition of your contract with Tynedale Group Travel that you should take out insurance to cover you in the event illness, personal injury or death during the course of your holiday. If you do not wish to take our insurance cover, we ask that you forward us the name and address of your insurance company and sign a disclaimer with ourselves, which you will find on the rear of the booking form.

**COACH HOLIDAY TRAVEL INSURANCE:** We strongly recommend that all clients arrange travel insurance. For your protection and peace of mind a special Coach Travel Insurance Scheme is available for all passengers travelling on our holidays from AXA Insurance (UK) Plc who are authorised and regulated by the Financial Services Authority. Should you wish to take advantage of our Coach Travel Insurance please include the appropriate premium when booking your holiday.

**IMPORTANT –** We will not provide you with advice about the suitability of this product for your individual needs but will be happy to provide you with factual information.

We summarise below the details of the insurance cover provided which also includes SPECIALITY ASSISTANCE LTD – 24 hour emergency service. The following is a brief summary of the cover available. Full details of Cover, Policy Warranties and Exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the Policy Wording before booking should you wish to examine this in advance.

COVER	SUMS INSURED UP TO
Cancellation	£3,500
Missed Departure/Travel Delay	£600/£60
Personal Accident	£15,000
Medical and other expenses including Curtailment	£2,000,000
Medical inconvenience benefit	£450 (£15 per 24 hours)
Personal Property/Loss of Passport	£1,500/£200
Personal Liability	£2,000,000
Delayed Baggage	£100
Legal Expenses	£10,000
14 day refund	Insurance Premium

**POLICY EXCESS:** Cancellation, Curtailment, Holiday Abandonment and Loss of Deposit for holidays up to and including 3 days £NIL. For holidays over 3 days Loss of Deposit excess £10.00 each and every loss. For holidays over 3 days excess £35.00 each and every loss for Cancellation, Curtailment and Holiday Abandonment. Medical and Other Expenses, Personal Property and Money excess £30.00 each and every incident per Insured Person.

**IMPORTANT – HEALTH CONDITIONS:** It is a condition that at the time of taking out this Policy you must comply with each of the following:

- You are not aware of any reason why the trip should be cancelled or cut short (curtailed)
- You are not receiving or awaiting treatment for an illness or injury as a hospital in-patient, (as any claim arising from this injury or treatment will not be covered.)
- You are not travelling:
  - against the advice of a medical practitioner
  - for the purpose of obtaining medical treatment, or
  - if you have been given a terminal prognosis
- If you have received medical treatment as a hospital in-patient or out-patient during the six months prior to the booking of the trip, you must obtain medical advice from a Medical Practitioner at your cost confirming that you will be fit enough to take the trip.
- If you are undergoing medical treatment as a hospital out-patient at the date the final cost of the trip is due to be paid, a "Certificate of Fitness" confirming your ability to travel and must be obtained by you at your cost.
- If you are on medication at the time of travel your medical condition is stable/ controlled.

**The Policy contains the following General Exclusion:** YOU ARE NOT COVERED for anything caused directly or indirectly by you suffering from stress, anxiety or depression unless it has been investigated and diagnosed as such by a Consultant specialising in the relevant field, who must confirm in writing at your cost that you are fit enough to take this trip

You must notify the issuer of this Policy immediately of any of the conditions above arising between the date the policy is issued and the time of departure of the trip.

**COOLING OFF PERIOD:** You should read your policy immediately to ensure it meets with your requirements. If for any reason it does not it must be returned to the issuer of the policy within 14 days of the date of issue or prior to travel whichever is the sooner. Your money will be refunded in full, provided no claims have been made or incident likely to give rise to a claim has arisen. If you cancel your policy after 14 days no refund will be given.

**PREMIUM PER PASSENGER:** Premiums shown are inclusive of Insurance Premium Tax at the appropriate rate.

As cover under the Cancellation section commences immediately the holiday booking has been accepted, no refund in premium can be allowed (other than the 14 day refund).

Your premium should be forwarded to us with your holiday deposit to ensure that you are protected by the coverage under the holiday cancellation section of the Insurance. On receipt of your confirmation of booking, you will be sent your insurance document. It is your responsibility to familiarise yourself and all other party members listed on your booking form, with the full terms, conditions and exclusions of this policy within 10 days.

The full terms, conditions and exclusion clauses are incorporated within the insurance document, which alone constitutes the contact of insurance between you, the holidaymaker, and the underwriting agents. The insurance document will be sent to you with your confirmation of booking. Of course you may inspect the insurance document at our offices or a copy will be sent to you on request. This document shows all conditions, excess and covers. Your policy has a cooling off period where it can be returned to us, and a full refund given. Please read this document very carefully, you must inform us at the time of booking of any fact, which is likely to influence us in the acceptance of this insurance;

Failure to do so may invalidate this insurance, leaving you with no right to claim. You are not covered for anything caused directly or indirectly by you suffering from stress, anxiety or depression unless it has been investigated and diagnosed by a consultant specialising in the relevant field.

**DEMANDS AND NEEDS STATEMENT:** This insurance policy will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions, are travelling in counties included within the policy terms and who wish to insure themselves against unforeseen events detailed in the cover section. Subject to the terms, conditions and maximum specified claim limits.

**IMPORTANT –** You may already possess alternative insurance(s) for some or all of the features and benefits provided by this product; it is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs; we will however be happy to provide you with factual information to aid you in make your own informed buying decision.

**TGT Holidays Ltd are an Appointed Representative of ITC Compliance Limited who are authorised and Regulated by The Financial Services Authority.**

**IGI FINANCIAL FAILURE INSURANCE:** In accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with TGT Holidays Ltd are fully insured for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of TGT Holidays Ltd.

A certificate detailing this cover will be given to each and every passenger as evidence of cover. Please ensure that you have been given the appropriate certificate(s) at the time of booking.

This insurance has been arranged by Towergate Chapman Stevens through IGI Insurance Company Limited.