

## **TERMS & CONDITIONS – GRAND TOURS AND TRAVELS LTD**

### **YOUR CONTRACT IS WITH GRAND TOURS & TRAVELS LTD, KNOWN AS GRAND TOURS UK REGISTERED COMPANY NUMBER 11787037**

By making a booking with Grand Tours UK, you will be bound by the terms and conditions stated within this document. These will form the basis of the contract between us and yourself (including any other people named on the booking form or anyone who subsequently joins your party). Flights, tours, and holidays include all services that you book through us but excludes any part of the trip that is booked directly with other suppliers. By accessing, using, browsing on this website you agree that you have read, understood, and agree to be bound by these Terms of Use and you agree to comply with all applicable laws, rules, and regulations. Any holiday or other service you purchase using this Site will constitute a legal agreement between you and Grand Tours UK. The Booking Conditions form the legal contract between you and us and govern the terms on which Holiday Services are offered and sold. Nothing in this site or our brochures shall constitute an offer of goods or services. No contract shall be formed between you and Grand Tours UK until we issue a confirmation of your holiday booking

### **YOUR BOOKING**

When making a booking you must complete and sign the booking form from our website or within our brochure. Once accepted, a contract will exist as soon as Grand Tours UK issues confirmation invoice. All contracts between Grand Tours UK and its clients are made on the terms of these booking conditions which are governed by English Law and both parties shall always submit to the jurisdiction of English Courts unless the holiday was booked in Scotland or Northern Ireland. Anyone making a booking or travelling with us must be at least 18 years old unless accompanied by anyone over 18yrs. The lead customer is signing the contract on behalf of all members of the group and will be responsible for ensuring that all payments due to us are made on time. If any member of the group fails to make a payment, we reserve the right to cancel all or part of the trip. Once you have received your confirmation invoice, it is your responsibility to check that the information and booking details, including the spelling of all passenger names, as stated on your invoice are correct. Once checked you should inform us of any errors immediately so we can make necessary changes immediately. We regret we cannot accept any liability if we are not notified of any errors (by us) in any document at the time of booking confirmation. We will do our best to rectify any mistake notified to us later, but you must meet any costs involved in doing so. We reserve the right to refuse to accept and/or not proceed with any booking at any time at our sole discretion. The contract is based on the information given on our website and in our brochure, and the terms laid out in the following Booking Conditions. You accept that email is a satisfactory means of communication between us. Everything must be confirmed in writing & verbal communication will not be binding. When you book your holiday with us, you appoint us to act as your agent in contracting transport and other services on your behalf for which we may receive commission. You accept that your booking is subject to not only these Booking Conditions but also the terms and conditions of these suppliers. All our tours are conducted in English.

### **YOUR HOLIDAY PRICE AND PAYMENT**

Grand Tours UK reserve the right to alter the prices of any of the holidays shown in our brochure or website at any time. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed. When you make your booking, you must

- pay a deposit of 30% of the holiday cost per person on coach holidays
- pay 100% tour cost when booking a one-day trips
- pay 40% tour cost when booking on flight holidays

The balance of the price of your holiday arrangement must be paid at least 4 weeks before your departure date. If booking within 4 weeks of the start of your holiday, the full cost of the holiday must be paid when you confirm your booking. All flight cost should be paid in full at the time of booking the flights. If the deposit and/or balance is not paid in time, we shall cancel your holiday arrangements. If the balance is not paid in time, we shall retain your deposit. You must check the price of you chosen holiday at the time of booking. We reserve the right to correct errors in both advertised and confirmed prices at any time. Changes in transportation costs, including the cost of fuel, taxes, or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your holiday arrangements may change after you have booked.

### IF YOU CHANGE YOUR HOLIDAY BOOKING

For Coach Tours, the following amendments can be facilitated given that a written notification is received within the timelines mentioned below:

<b>Amendments</b>	<b>28 days or more before departure</b>	<b>29-14 days before departure</b>	<b>13-8 days before departure</b>	<b>7-2 days before departure</b>
Name Change	Free	£25 per person	£50 per person	£75 per person
Tour Date Change	£25 per person	N/A	N/A	N/A
Tour Upgrade	Free	N/A	N/A	N/A
Tour Downgrade	£25 per person	N/A	N/A	N/A

Note: Certain travel arrangements (e.g., Rail / Air Tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements. If Grand Tours UK are unable to make any requested change and you do not wish to continue with the booking then Grand Tours UK cancellation charges, as detailed below will apply.

### IF YOU CANCEL YOUR HOLIDAY BOOKING

If you or any member of your party needs to cancel your booking once Grand Tours UK have received your booking form and confirmation, you must contact Grand Tours UK as soon as possible, initially by phone when we will advise you of any cancellation charges and then you should confirm your intention in writing. Grand Tours UK will not treat a booking as cancelled until we receive your written confirmation. You will be charged cancellation fees as set out in the table below. Cancellation schedule will be calculated from the time of receiving the notification in writing. Cancellation policy will apply if

- Tour participant cannot adhere to the tour payment schedule set out
- If visas for any countries are not granted or
- If any tour participant is unable to travel for any reason whatsoever, including medical grounds, death, visas, jury service (please contact us for an exhaustive list).

<b>Notice Given for Cancellation</b>	<b>Coach Holidays</b>	<b>Flight Holidays</b>
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<b>More than 45 Days</b>	<b>non-refundable deposit</b>	<b>non-refundable deposit</b>
<b>44 – 28 Days</b>	<b>30% of total holiday cost</b>	<b>50% of total holiday cost</b>
<b>27 – 14 Days</b>	<b>50% of total holiday cost</b>	<b>70% of total holiday cost</b>
<b>13 – 7 Days</b>	<b>75% of total holiday cost</b>	<b>85% of total holiday cost</b>
<b>6 Days or less</b>	<b>100% of total holiday cost</b>	<b>100% of total holiday cost</b>

If you are processing your visa through Grand Tours UK in the UK and the visa is rejected, refused, or delayed by the consulate, and we know the outcome 10 days prior to departure, then we will charge 25% of the tour cost for coach holidays and 40% for flight holidays. If the visa is rejected within 10 days of tour departure, then the cancellation will be 35% of the tour cost for coach holidays and 50% for all flight holidays. (This only applies if the booking is made in the UK and if the visa has been applied through Grand Tours UK UK). If you are ineligible to apply for Schengen visas or are unable to submit the documents as informed by Grand Tours UK within a period specified by us, then normal cancellation fees will apply. The visa fee and service charge are non-refundable in all circumstances.

The cancellation charges shown represent a percentage of the total holiday price, excluding insurance premium or any additional charges as these charges may need to be paid in full (e.g., visa charges, courier, postal). Should you wish to cancel a holiday and re-book this will be subject to the cancellation terms within these booking conditions. If some members of your group cancel, those cancelling are subject to cancellation charges, and we reserve the right to change the price for remaining members on the booking based on the revised number of persons travelling. All flight/rail only bookings are subject to 100% cancellation from the time it has been booked.

Grand Tours UK require all our customers to have adequate travel insurance. If the reason for your cancellation is covered under terms of your insurance policy, you may be able to reclaim these charges. A revised booking confirmation/invoice will be issued with the changes made. If any member of your party is prevented from travelling, the person(s) concerned may transfer their place to someone else (introduced by you) providing we are notified not less than 21 days before departure. Where a transfer to a person of your choice can be made or is possible, then all costs and charges incurred by Grand Tours UK and/or incurred or imposed by any of Grand Tours UK suppliers as a result together with an amendment fee as shown in the table above (per person) and the balance of the holiday cost if due but not paid, must be paid before the transfer can be affected. The right to transfer is subject to a payment of an administration fee of £50 per person.

## **ONLINE BOOKINGS**

All bookings that are made online through Grand Tours UK website remain provisional until Grand Tours UK issue a final confirmation invoice. Payment at the time of booking does not confirm your booking. Grand Tours UK will check all bookings made through our website for accuracy before we confirm the services which are requested. If the requests, which you make (ex. diet requirement, rooming, seating etc.) at the time of your booking process, are contrary to the Terms & Conditions or published general information, Grand Tours UK reserves the right to refuse the booking. In this circumstance, we will get in touch with you and inform you of the inaccuracies. At this time, you may choose to amend the booking in line with accepted policies and pricing or cancel your provisional booking. Online bookings may allow selections contrary to our policy; these are subject to our approval. All online bookings can be cancelled within 24 hours of booking without any charges. All bookings processed online must be paid in UK Sterling. If you choose to use a debit/credit card, which is not issued by an UK/EU bank or FOREX/Pre-paid card, you will incur the respective surcharges/fees placed upon you by your issuing bank or building society, along with 2% charges by us. It is your responsibility to ensure that all details are correct before you complete your booking with a payment. Any amendment after confirmation will be subject to

cancellation/change fees stated in clause above in our change & cancellation section of these terms and conditions.

## **SURGE PRICING**

At our company, we practice time based/surge pricing for our tours, which means that prices can vary based on factors such as availability, demand, and other market conditions." This means prices for tours may change online based on several factors, such as availability or procurement of new services. Pricing at the time of booking is final, and we cannot match prices you may have seen earlier.

## **TRAVEL INSURANCE**

Owing to the importance of having adequate insurance cover, Grand Tours UK suggest all our clients to be covered by an insurance policy before travelling on your booked holiday. A suitable insurance policy should provide adequate cover for medical expenses arising through illness or accident prior to or during the holiday and loss of holiday monies through cancellation and curtailment of the holiday for insurable reasons. If you elect not to take out insurance, you agree to indemnify Grand Tours UK Ltd. for any costs that arise which would otherwise have been met if you had your own travel insurance.

## **IF GRAND TOURS UK CHANGE OR CANCEL YOUR HOLIDAY**

Occasionally Grand Tours UK may have to change the holiday arrangements you have booked, and Grand Tours UK reserve the rights to do so at any time. You have booked your holiday months in advance and it's possible that Grand Tours UK may need to change parts of your holiday or correct errors.

## **CHANGES**

If Grand Tours UK makes a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancel your holiday and receiving a full refund of all monies paid. These options do not apply for minor changes. Examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers etc. Please note that carriers such as airlines used in the brochure and website may be subject to change.

## **CANCELLATION**

Grand Tours UK will not cancel your holiday arrangements less than 2 weeks before your departure date (For holidays upto 2 Days we will notify you of the cancellation at least 3 days before your departure), except for reasons of force majeure or failure by you to pay the final balance. Grand Tours UK needs a minimum number of passengers to conduct a tour. If the minimum numbers of people do not travel for a specific date, Grand Tours UK may cancel the tour for that date. Grand Tours UK reserve the right to amend, amalgamate, alter, vary, or cancel a tour without incurring any liability to pay any compensation. Grand Tours UK cannot be held responsible for any cost, which you incur because of cancellation due to lack of passenger participation. If your holiday is cancelled, you can either have a refund of all monies paid to Grand Tours UK in respect of the

holiday (for services rendered by us) or accept an offer of alternative holiday arrangements of comparable standard from Grand Tours UK, if available (we will refund any price difference if the alternative holiday is of a lower value). Grand Tours UK will not accept liability or pay you compensation if Grand Tours UK must cancel or change your holiday arrangements in any way because of unavoidable and extraordinary circumstances or a situation beyond Grand Tours UK control and the consequences of which could not have been avoided even if all reasonable measures had been taken. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport. Where these occur, Grand Tours UK will attempt to provide you with an alternative on the same date or will offer you an alternative date. If the service provided is of greater value, you will have to pay the difference where applicable. Any additional charge may be covered by your insurance policy.

## **IF YOU HAVE A COMPLAINT**

In the unlikely event that you have problems whilst on holiday; you **MUST** report the matter to the relevant supplier e.g.: your hotel and Grand Tours UK representative immediately during your holiday who will try his/her best to put things right. If the matter is not satisfactorily resolved, you must then follow up any complaint in writing within 7 days of your return home by writing to Grand Tours UK giving your booking reference and all other relevant information. You may include a copy of any original report given to the hotel or the representative. Grand Tours UK take all complaints received seriously. However, to be fair to all concerned, failure to follow above procedure may affect your claim.

## **OUR LIABILITY TO YOU**

If the contract Grand Tours UK has with you is not performed or is improperly performed by Grand Tours UK or our suppliers we will pay you, appropriate compensation if this has affected the enjoyment of your holiday arrangements. However Grand Tours UK will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the holiday arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which Grand Tours UK or our suppliers, even with all due care, could not foresee or forestall. Grand Tours UK liability, except in cases involving death, injury, or illness, shall be limited to a maximum of ONE time the cost of your travel arrangements. Grand Tours UK are not responsible for any part of the holiday, which you book yourself, or for any losses because of this for example, if you book your own travel and miss part of the tour or connecting travel due to a late arrival. Grand Tours UK cannot be responsible for your failure to enjoy your holiday when this is not because of a breach of contract on our part. This will include anything that you failed to tell us at the time of booking for example if a specialist diet is required, you reach late to your pickup point or you require wheelchair access. All services that Grand Tours UK provide will be subject to the laws of the country in which they are provided, even if they do not comply with UK law.

## **PASSPORT, VISA AND IMMIGRATION REQUIREMENTS**

It is your responsibility for your own specific passport and visa requirements, and other immigration requirements and you should confirm these with the relevant Embassies and/or Consulates. Grand Tours UK do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Grand Tours UK cannot be held

responsible for any loss or damage to your documents, and passport in the part of the embassy concerned.

## **CONDITIONS OF SUPPLIERS**

To maintain the highest standards, Grand Tours UK inspect all suppliers regularly to ensure that they still meet our criteria and that they comply with local safety standards. All suppliers do have their own terms and conditions, and you are required to always respect and follow them. This will include following safety advice and not smoking in areas deemed to be non-smoking. Grand Tours UK is not responsible for any loss you may suffer because of non-compliance with the terms and conditions of our suppliers.

## **DAMAGE OR LOSS OF PROPERTY**

You will be responsible for making full payment for any damage or loss caused by you or any of your party whilst on tour. In failing to do so, you will be liable for any claims or legal actions against you or us (together with any third-party legal costs) resulting from your or your party's actions. Grand Tours UK will take no responsibility for retrieving any items of lost property due to safety and legal reasons.

## **FACILITIES, SERVICES AND WEBSITE / BROCHURE / SOCIAL / MEDIA / LEAFLETS INFORMATIONS**

The information contained on Grand Tours UK website/brochure is accurate to the best of our knowledge at the time of writing. The facilities and amenities advertised in this brochure/website have been checked by our representatives and found to be normally available. However, whilst Grand Tours UK does their best to ensure that facilities are open throughout the year, we cannot guarantee this and will refuse bookings that are conditional on this. Facilities can be withdrawn by the supplier concerned at any time for reasons such as maintenance, local regulations, bad weather or lack of demand from guests. If Grand Tours UK are informed of the withdrawal of a facility, which, in our opinion, is likely to have a significant effect on your holiday arrangements, we will, where possible before departure, inform you of the change. Social media/Brochure/Website/Leaflets are accurate to best of our knowledge, but sometimes due to error a wrong information can be advertised but we make sure time to time we amend and rectify such mistakes, Grand Tours UK hold the rights to change such errors as and when required.

## **YOUR SPECIAL REQUEST, TRAVEL CONDITION, HEALTH REQUIREMENTS**

Grand Tours UK try our best to give all our customers full care and attention, but it is your responsibility to inform Grand Tours UK at the time of booking if there are any special needs or requirements. Should any member of your party suffer from any disability or medical condition that may affect their holiday, you must provide full details before booking so that we can advise as to the suitability of the chosen arrangements. Full details should be confirmed in writing at the time of booking and in the event of any change in the disability or medical condition; Grand Tours UK need to be informed about the same immediately before the departure. At the same time, you must also provide written confirmation that any assistance the person concerned requires will be provided by other members of the same party, as outside assistance may not be provided. If we reasonably feel unable to properly accommodate the needs of the person concerned, we will not confirm the booking in writing. If you have suffered from a serious medical condition recently, then you should consult with your doctor about your fitness to travel. If you have any special request, you must inform us at the time of booking. Although we will endeavour to pass any reasonable

requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation or invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed in writing, all special requests are subject to availability, and we will try our best to meet your special needs. You should obtain health advice on your specific needs as early as possible. It is your responsibility to ensure that you have fully complied with all health and immunisation requirements of the countries you may be visiting. You can contact your GP for further information.

## **SPECIAL OFFERS**

- Discount offered on our website/brochure is valid on coach holiday cost only and does not include optional/additional Excursions, pick-up surcharge, flight tickets, visa fees or any other additional costs/service.
- Any discount offered by Grand Tours UK cannot be combined with any other offer, advance booking offers, and/or other offers/discounts offered by Grand Tours UK.
- The discount will not apply once the offer has finished for any additional packages/passengers/services are added on the original booking.
- Discount can only be applied if minimum payment has been made and will apply to the final balance due.
- Any additions or changes made to an existing booking after the discount period will deem the discount void.
- Any discounts offered by Grand Tours UK are subject to availability and can be revoked without any prior notice, and at any time.
- Grand Tours UK reserves the right to correct any inaccurate pricing.

## **PAY LESS TO BOOK SCHEME**

### **Deposit Payment**

A reduced deposit amount (specified at the time of booking) is required to secure your reservation under the Pay Less to Book Scheme. The low deposit is per person and non-refundable.

### **Final Payment**

Full payment of the outstanding balance is required by the final payment due date (4 Weeks prior to the departure).

Failure to pay the balance by the due date may result in cancellation of your booking and loss of the deposit.

### **Cancellations & Changes**

If you cancel or amend your booking, standard cancellation charges apply as per our standard terms and conditions.

The deposit paid is non-refundable, regardless of any subsequent changes or cancellations.

## **Exclusions**

The Pay Less to Book Scheme cannot be used in conjunction with other promotions or discounts unless otherwise specified.

Some tours or bookings may not qualify for this Scheme. These will be identified at the time of booking.

## **Liability**

Grand Tours UK is not responsible for any losses incurred as a result of the non-payment of the balance by the due date.

## **Amendments to Terms**

Grand Tours UK reserves the right to amend or withdraw the Pay Less to Book Scheme at any time without prior notice. Existing bookings at the time of any amendments will remain subject to the terms and conditions at the time of booking.

**Note:** By proceeding with a booking under the Pay Less to Book Scheme, you agree to these terms and conditions.

## **LIMITATIONS ON COMPENSATION**

We are not liable to provide compensation for any changes, whether minor or significant, including (but not limited to):

- Additional costs incurred due to the cancellation of tours that affect separately booked services.
- Unforeseen events beyond our control, such as natural disasters, political unrest, or transportation disruptions, where all reasonable precautions have been taken but the events remain unavoidable.

## **COVID-19 LIMITATION OF LIABILITY**

Grand Tours UK acknowledges the ongoing COVID-19 global crisis and accept our obligations to comply with any official guidance from governments or local authorities, both in the UK and whilst on holiday. Please note that Grand Tours UK will have no liability for any refunds, compensation, costs, expenses or other losses of any kind incurred by you (including, where applicable, the cost of medical treatment) If you, or anyone in your booking party, test positive for Covid-19 and have to quarantine for a period of time, or are notified or otherwise become aware that you have, or you may have, come into close contact with someone who has tested positive for Covid-19 (or where they otherwise suspect they may have Covid-19) and have to self-isolate for a period of time.

If this happens within 14 days of your departure date, you must contact Grand Tours UK, as you may no longer be able to travel. We will offer you the following options where possible and subject to availability:

- Postponing your holiday to a later date. Grand Tours UK will notify you of any impact on the price the postponement may have (please note that you may have to pay full cancellation charges on some elements of your holiday, such as the flight, as well any increase in cost imposed by other suppliers).
- If not everyone on the booking is affected, you will have the right to transfer your place on the holiday to another person nominated by you, subject always to the requirements of IF YOU CANCEL YOU HOLIDAY BOOKING clause.

- Cancelling your holiday, in which case Grand Tours UK will impose our standard cancellation charges as at the date of cancellation by you. You may be able to claim these costs back from your travel insurance.

If this happens whilst you are on your holiday, please notify us immediately and we will provide such reasonable assistance as we can in the circumstances. However, we will not be responsible for covering the cost of any curtailment of your holiday, missed transport arrangements, additional accommodation required, or other associated costs incurred by you. You must ensure you have travel insurance, which covers these costs for you. If you fail any tests, checks or other measures imposed by a supplier, airline, port or airport, border control authority or other government body or local authority or fail to submit for testing or assessment when requested to do so, and as such you are denied entry to board the flight, entry to the destination, access to the services or you are otherwise unable to proceed with the holiday, or that portion of the holiday. You also acknowledge that the suppliers providing your holiday, including airlines, hotels, and excursion providers, will need to comply with national and/or local guidance and requirements relating to Covid-19, and have implemented certain measures as a result. This will likely include specific requirements regarding personal protective equipment, such as use of facemasks by staff (and you may be required to wear a facemask as well), social distancing, maximum number restrictions on the use of certain facilities, designated alternative entrance and exit routes, mandatory hand sanitisation, limited entertainment options and limited food/drink availability. We do not expect these measures to have a significant impact on your enjoyment of the holiday, and all measures will be taken with the purpose of securing your safety and those around you.

## **CHANGES TO THESE TERMS & CONDITIONS**

Grand Tours UK may need to make changes to these Terms and Conditions. Any changes can only be made by us and not any third-party member. We reserve the right to amend or improve these Terms and Conditions without prior notification. When it is necessary for changes to be made, we will forward you a copy of these changes and all reservations will abide by the amended terms, except for reservations already made.

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