

GLENTON Terms & Conditions

When you book a **GLENTON** holiday we want you to be totally satisfied with the arrangements so that you will book with us again in the future. To avoid misunderstandings you should be in no doubt as to the commitments we have to you and, in turn, the obligations you have to us. Listed below are a number of important points which we would like you to read carefully. None of the terms or conditions are intended to contravene or contradict The Package Travel Regulations 1992 or The Unfair Terms in Consumer Contracts Regulations 1999.

1. Your Booking

a. Deposits and Final Payments

Deposit payments are non-refundable and as follows:

Holiday type	Per person	Balance Due
UK Coach Holidays	£35	28 days
Inclusive Theatre Break	£50	28 days
Irish Coach Holidays	£50	28 days
Select Coach Holidays (exc European)	£50	28 days
European Coach Holidays	£100	28 days
Ocean Cruises	From £200	98 days
Air Holidays	From £200	98 days

Please make cheques payable to **GLENTON** or to the travel agent you book through. If you pay **GLENTON** by credit card then a charge of 2% will apply (travel agent charges may vary). We regret we are unable to accept cheques as deposits for air holidays as flights are purchased at the time of booking and we therefore require cleared funds. Furthermore, deposits may be varied depending on the airline and / or country you are travelling to. You will be advised of the deposit amount payable at the time of booking. Holiday confirmation will be dispatched within 7 days. These should be carefully checked and any errors or omissions notified immediately.

b. Late Bookings

Bookings made with the balance due period must be paid in full at the time of booking.

c. Final Travel Details

We will forward your travel documents and information approximately 10 days prior to departure.

2. Cancellation of your Booking

a. Cancellation By You

i. Cancellation by you must be sent to us in writing and it will take effect when it is received by us. Since we incur costs in cancelling your arrangements, you will have to pay the applicable cancellation charges as shown below.

Date Cancellation received	Coach	Air/Cruise
98+ days before departure	Deposit Only	Deposit Only
97 - 57 days before departure	Deposit Only	60% of the price
56 - 42 days before departure	Deposit Only	75% of the price
41 - 28 days before departure	Deposit Only	85% of the price
27- 14 days before departure	50% of the price	85% of the price
13-7 days before departure	65% of the price	100% of the price
6- 1 days before departure	90% of the price	100% of the price
Day of departure or after	100% of the price	100% of the price
Day Excursions		
28+ days before departure	loss of deposit	
27 days to day of departure	100% of the price	

No refunds will be made for tickets or services booked but not used, or for insurance premiums or alteration charges. **Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements in addition to the charges detailed above.**

ii. Should you cancel your holiday due to medical reasons and you can support this with the documentation requested by your insurer, you may be able to reclaim these charges, less any excess figure, if the reason for cancellation is covered by your holiday insurance. Advice on how to make your claim, which must be dealt directly with the Insurance Company, will be sent together with a Cancellation Invoice following your written confirmation of cancellation.

iii. If any person with whom you are sharing a room should cancel, and you wish to continue with your holiday as planned, we will make every effort to transfer you to a suitable room, if available. If this is not possible, or if this results in any additional charges, we reserve the right to pass on these charges to you, or to cancel your holiday and apply the appropriate cancellation charges.

b. If We Change or Cancel Your Holiday

i. Material Alterations, Cancellations and Compensation. Because our brochure details are prepared months in advance it could become necessary, in certain circumstances, to change your holiday arrangements, to amend itineraries, change hotels, alter your UK airport or to cancel your holiday because it has failed to attract the minimum number of passengers required for the tour or pick-up point. Often these are only minor changes, but where a Material Alteration or Cancellation (see point 2b.ii) becomes necessary outside the date when full payment is due you have the following options: (a) to continue with the holiday as amended or (b) accept an alternative holiday which we may offer or (c) cancel your booking and receive a prompt refund of all monies paid. A refund will become due to you if any alternative accommodation offered to you is of a lower standard than previously advertised. Where a Material Alteration or Cancellation is notified after the date when full payment is due you are also entitled to compensation on the scale set out below, unless this is a result of hostilities, lock-out, political unrest, industrial disputes, adverse weather conditions, fire, epidemic or health risk, disease outbreak or any other reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all care had been exercised.

Period before departure when a material alteration or cancellation is notified	Holidays where full payment is due 28 days before departure	Holidays where full payment is due 29 to 98 days before departure
More than 84 days	nil	nil
83 days to 28 days	nil	£5
27 days to 14 days	£5	£10
13 days to day of departure	£10	£20

Compensation per person

ii. Definitions of Material Alterations and Cancellations. For the above purposes a holiday will be deemed to be Materially Altered or Cancelled if we make a significant change of resort, a change of accommodation to a lower standard, a change of departure date or a change of coach holiday departure point more than five miles from the original.

c. Changes to Flight Times

As our brochure is published many months in advance any flight times detailed in the brochure, or in any other literature we publish, are for guidance only. Flight times and/or schedules can change, often with little notice, and we reserve the right to substitute alternative airlines, routes and times from those shown if required. Such a change is not a material alteration (see section 2b.ii) and will not entitle you to cancel your holiday without incurring a cancellation charge. Your final flight details will be sent to you with other important travel information about 10 days before departure and you must check this carefully as soon as it is received.

d. Changes to Your Booking and Amendment Charges

If, after booking your holiday, you are prevented from travelling and wish to transfer the booking to another person, the company will agree as long as the other person satisfies all the conditions applicable to the package, and subject to both persons accepting joint and several liability for full payment of the package price and the company's charge of £10 for confirming the transfer and any additional costs imposed upon the company by flight or cruise operators or accommodation suppliers. Any transfer requests within 28 days of departure will however be treated as a cancellation and will be subject to the scale of cancellation charges set out in section 2a.i above. Requests for changing the booking to another departure date, hotel, tour, or to amend your departure point/travelling plans, will be treated similarly.

3. Your Holiday

a. Your GLENTON Package

Your holiday includes a number of elements as stated in the brochure. Unfortunately, we are unable to make any refunds if you choose not to, or are unable to take any part of this package.

b. Your Holiday Accommodation

i. Private facilities are available at certain hotels, some at extra cost, and this is shown in the price panel. Rooms with private facilities (sometimes referred to as En-Suite or Private Bathroom) have bath and/or shower and WC, and some rooms may have a washbasin in the bedroom rather than in the WC or bathroom.

ii. There is no supplement for a limited number of sole occupancy rooms available at the majority of our UK mainland hotels. However, hotels may allow the use of additional rooms for single occupancy and these rooms, where available, will often carry a supplement.

iii. Lower floor rooms are defined as rooms on the ground or first floor. We make no extra charge for the limited number available and although every effort is made to comply with your wishes we accept no liability for failure to provide such a request and cannot accept bookings which are conditional upon us fulfilling this request.

iv. Any special requests (eg special diets, low floor or adjoining rooms) must be made at the time of booking and printed in the relevant section of the confirmation invoice issued by **GLENTON** to you or your travel agent. If, for whatever reason, this is missing you must contact us immediately otherwise the information will not be passed on to the relevant suppliers. Whilst every effort is made to comply with your wishes we cannot guarantee that such requests will be granted or that your accommodation will be able to provide the requested services or facilities. We cannot accept any reservation that is conditional upon any special request being satisfied.

v. Some amenities and facilities require cleaning, servicing or may suffer mechanical failure at times, and other unforeseeable factors beyond the control of the supplier may affect their availability from time to time. Certain facilities may be available only on a seasonal basis and subject to local operating timetables. Entertainment as detailed in the brochure may also be affected for similar reasons and therefore its frequency and nature may be subject to change. Some providers may make an additional charge for the use of leisure facilities.

vi. In certain circumstances it may become necessary to change the location of a single overnight stop. Whilst we will do our best to notify you in advance of such a change, we reserve the right to effect such a change without notice. At all times the change of hotel will be of equivalent standard to the original. Few insurance companies will provide cover for loss of luggage or personal belongings stored in an unattended vehicle overnight. You should therefore take all personal belongings with you at overnight stops.

vii. In certain cases tourist board accommodation categories or star ratings are shown against hotels. Overseas countries have different grading systems, and star ratings may not be equivalent to those in the UK. Our own grading system shown in our publicity material is based on our clients questionnaire feedback from Jan 2015 to Sep 2016.

viii. Inclusive Bars: Please note that where drinks are included as part of the holiday package, conditions do apply and the

accommodation provider will give full details on arrival. The accommodation provider has a legal duty of care to maintain responsible drinking and will put in place measures to monitor and control as they see fit. All-inclusive packages are designed to allow you to budget in advance and anyone abusing the inclusive bar facility may have this facility withdrawn at any time by the accommodation provider and without compensation. If the inclusive arrangement is restricted or banned by any government agency, court or council in advance of your arrival, you have the right to cancel your holiday and request a full refund but this will be the extent of our liability.

c. General

i. On full board holidays lunch is not included on the first and last days.

ii. Admission fees or guided tours are not included in the holiday price unless expressly stated in the excursion description. We reserve the right to change itineraries and included excursions from those stated in the brochure, where necessary, and this will not entitle you to compensation where such variations are a consequence of non-significant changes to your holiday. Please note that on cruise holidays onshore excursions incur an additional cost.

iii. We reserve the right to prohibit travel should you be experiencing medical symptoms likely to cause ill health to others. It is therefore vital that you ensure you are fit to travel prior to arriving at the pick-up point, port or airport as full cancellation charges will apply should we be forced to terminate your holiday. We also reserve the right to refuse a booking or terminate your holiday and levy full cancellation charges in the event of irrational conduct that is likely to cause anxiety, annoyance, harm or danger to other passengers.

iv. Should you leave any belongings at your accommodation or on a coach we will make every effort in tracing and returning them to you, although we do reserve the right to pass on any cost incurred in doing so.

v. In the event of any contact being made with us, either directly by you, or by your Travel Agent, on any subject whereby information contained in this brochure is changed, or additional information given, you or your Travel Agent must ensure that the information given is confirmed in writing. No responsibility will be accepted for any loss, damage or disappointment if this procedure has not been followed.

vi. Where you have chosen to take the holiday insurance offered as part of our package, should you make a claim under your insurance policy we can take no responsibility if this claim is disputed or refused by the insurer or for any additional expense incurred by you in making the claim whether successful or not.

vii. Due to the overall weight and space restrictions on vehicles, luggage is limited to one medium size suitcase per person. Luggage on aircraft or other carriers is subject to the carrier's terms and conditions, a copy of which can be sent to you on request. It is your responsibility to ensure luggage is fit for travel, sturdy and waterproof. No item within your luggage should exceed a £200 limit per item.

viii. All holidays are sold subject to availability. Prices & other holiday details are provided for guidance only and in the event of any inaccuracy or discrepancy, the price quoted & the details given at the time of booking will be applicable. In the event of a costing error being generated by our reservations / internet systems or appearing on the confirmation invoice, the prices as they appear in the brochure or relevant availability offer will prevail. Please note that any contract entered into upon such a mistake is not valid or binding.

ix. When travelling abroad food and entertainment may reflect local customs and tastes.

x. Responsibility is limited for events which are reasonably beyond our control and unforeseeable. Examples of such events could include traffic or road conditions, unavoidable technical or mechanical transport problems, epidemic outbreaks, weather conditions, disputes, fuel shortages and fire.

xi. **GLENTON** has no control over other clients staying in your accommodation. We cannot accept liability for any inconvenience or disturbance caused to our holiday-makers by any other guest or guests staying during the same period. On Good Companions tours it is impossible for us to ensure in advance that all guests are over the age of 55 and we accept no responsibility for the fact that clients under this age may join our tours from time to time, with or without our consent.

xii. Occasionally it may be necessary to join a ferry as a foot passenger rather than onboard a coach, especially when destination islands restrict coach access.

4. Health consideration / Disabilities

We welcome disabled passengers on our holidays, but some holidays may not be suitable, in our opinion, for your particular disability. Please be aware that many guided tours involve walking and these may not be suitable for customers with limited mobility. Please ensure that the full extent of your disability is advised in a covering letter. Please also ensure that confirmation of your disability has been acknowledged. If we are not informed of any disabilities in this way we cannot be held responsible for any cost or inconvenience incurred. Should you cancel or terminate your holiday due to these reasons full cancellation charges will apply. Collapsible wheelchairs are accepted on coaches, with prior agreement, but battery/ motorised models are not on the grounds of safety to staff and other passengers. On cruise or air holidays, onboard policies regarding disabled holidaymakers may vary. If we are not advised of a disability at the time of booking, you may be refused travel.

5. Your Travel Arrangements

a. Departure Times and Places (Coach Holidays)

i. It is only possible for customers to be picked-up and dropped off at the scheduled departure points as listed on brochure pages. Departure times shown in the brochure are approximate times only and are subject to change. Final travel times will be confirmed with your Final Travel Documents approximately 10 days before departure.