



# INSIDER'S TRAVEL

TAKING YOU TO THE HEART OF SPAIN

**Insider's Travel Ltd terms and conditions of contract for the Easter on the Camino 2020.** When you make a booking with Insider's Travel Ltd, you agree to be bound by the terms and conditions of contract as stated below in this document. Your contract with Insider's Travel Ltd (also referred to as 'us', 'our' and 'we') is covered by these terms and conditions, the booking form you complete, the payments you make to Insider's Travel Ltd and the invoice(s) and confirmation(s) of booking that Corazon Tours sends to you.

## **1. Booking**

You need to complete a booking form (as supplied by Insider's Travel Ltd) and make the appropriate payment to Insider's Travel Ltd for the trip and party that the booking covers (the appropriate payment is the deposit specified on the tour overview on the booking form for **Easter on the Camino 2020** provided.) The lead client on the booking form is responsible for making sure that all payments due from that party are made on time. Once you have received the booking confirmation from Insider's Travel Ltd, the booking is complete.

## **2. Contract and jurisdiction**

When you make a booking with Insider's Travel Ltd, you accept the terms and conditions stated in this document. The contract is subject to English law (and no other) and to the jurisdiction of the courts of England and Wales, unless you are resident in Northern Ireland or Scotland and choose to resolve any dispute in the courts of Northern Ireland or Scotland.

## **3. The price**

The price of the tour will be confirmed at the time of booking. The currency that the contract is priced in will be the currency used for payments.

## **4. Cancellation by you**

If you wish to cancel your booking, you need to confirm the cancellation in writing by email. If you contact Insider's Travel Ltd prior to confirming your cancellation we can advise you of the cancellation charges applicable to your situation. The cancellation charge is based on the number of days prior to the starting day of the trip booked. The charges are per person cancelling, as follows:

60 days or more:	Full amount of deposit
59-30 days:	50%
29-1 day :	75%

## **5. Alteration of tours by us**

We reserve the right to make lesser alterations and changes, which will not be deemed a reason for you to cancel. Lesser alterations and changes will be communicated to you in the updated versions of the tour itinerary up to and including the final itinerary before travel. For the avoidance of doubt, substantial alterations include (but are not limited to) changes to tour dates, quality of hotels, changes to the majority of walking routes and touristic sites visited. Lesser changes include (but are not limited to) changes to individual walking routes and touristic sites, substitution of a hotel for another of the same standard or small changes to timings of visits. Any lesser changes will be communicated to the client in the updated itineraries.

## **6. Our liability**

We are responsible for the parts of your holiday that you book with us but not for elements booked with 3<sup>rd</sup> parties (such as flights or extensions not booked through us). We accept our responsibility (including our employees and suppliers) to fulfill all the elements of the tour you book with us to a high standard and with reasonable skill and care. We do not accept responsibility for failure to enjoy your holiday where it is due to anything other than our breach of contract. We are not responsible for injuries that are a result of any member of your party being drunk or through their own actions or inactions, nor are we responsible for any injuries caused by 3<sup>rd</sup> parties not connected with the tour or any services that are not part of the contract. We are also not responsible for failure to enjoy your holiday as a result of a specialist request or health condition that you failed to disclose at the time of booking.

We expect you to behave in a responsible way and have consideration for others. If you behave in such a way that you cause (or could cause) danger or distress to others or damage to property, we reserve the right to terminate your holiday.

All the services we provide will be subject to the local laws of the country in which they are provided. Any claim that is for services covered by an international convention will be limited to the maximum compensation specified by the convention.

## **7. Force majeure**

We do not accept liability and cannot pay compensation for events outside our control. Such events include (but are not limited to) terrorism, war, natural disasters, epidemics, adverse or inclement weather conditions. Where such events occur we will endeavor to provide an alternative service or alternative date to you but we do reserve the right to make an increased charge to you if the service offered is of greater value to that contracted.

## **8. Financial protection**

Insider's Travel Ltd is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel and Linked Travel Arrangements Regulations 2018" all passengers booking with Insider's Travel Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Insider's

Travel Ltd. This insurance has been arranged by Towergate Travel through Zurich Insurance PLC.

### **Claims**

In the unlikely event of Insolvency, you must Inform Towergate Travel immediately on +44 (0) 1932 334140 or by email at [tcs@towergate.co.uk](mailto:tcs@towergate.co.uk) . Please ensure you retain the booking confirmation as evidence of cover and value.

Policy exclusions: This policy will not cover any monies paid for Travel Insurance or any claim relating to Air Flights. If you have booked flights as part of your travel, you should ensure that the company with which you booked the flights has the appropriate CAA/ATOL bonds in place.

### **9. Advertising information**

Information as described in the itinerary **Easter on the Camino 2020** and any other communication is correct to the best of our knowledge at the time of publication.

### **10. If you have a complaint**

Our customer feedback is consistently excellent but problems do sometimes occur on tours. If you have a complaint or are suffering from an injury or illness during a tour please advise the guide or local representative at the earliest opportunity. We will endeavor to deal with any problems as quickly as possible. Where necessary you should seek medical help at the earliest opportunity and obtain records and medical reports from any doctors you visit. If you wish to make a formal complaint, you should do so within 50 days of the end of the tour.

### **11. Health, visas and passports**

All clients are responsible for ensuring that they have a full and valid 10 year passport before travel and (where appropriate) any required documentation and visas (although we are not responsible for booking flights, some of our tours cross international boundaries). All clients are also responsible for ensuring that they have the appropriate health documentation before departure. In the case of EU citizens, this means a completed and issued European Health Insurance Card. Non EU citizens should have suitable health insurance as part of their travel insurance policy. It is also the client's responsibility to bring along correct prescriptions and medications where needed and, if necessary, to obtain doctor's consent to travel in the event of being in poor health.

### **12. Data protection**

To complete your booking (or respond to an enquiry) we need to collect personal data from you for the purposes of offering (including sending information about future tours) and providing our services to you. For these purposes we are a data controller under the Data Protection Act 1998. We will only use your data (and pass it on to suppliers of travel arrangements) for the purposes of offering and providing our services to you and will take full responsibility to ensure that the data is protected securely.

**Insider's Travel Ltd. Company number : 12022126**

**Registered office: 1 Dovecote Mews, Manchester M21 9HN, United Kingdom**