

## Cancellations

### Cancellation by You

**(i) Until ten weeks prior to your date of departure** the first and second deposits paid by any person who withdraws from your party for any reason may be transferred to another suitable replacement without any financial penalty. If there is no suitable person the first and second deposits will be retained by us and, if this should mean that the number of people left in your group does not reach the minimum number on which your price per paying member was based, the tour price will be adjusted accordingly, together with your free place allowance and any discounts/concessions.

**(ii) From ten weeks to your date of departure** the price per paying member, free place allowance, discounts and concessions are fixed. Payments made by any person who withdraws for any reason may still be transferred to another suitable replacement but we reserve the right to pass on any additional costs incurred by us. If there is no suitable replacement cancellation charges will apply as shown below and, if this should mean that the number of people left in your group does not reach the minimum number on which your price per paying member was based, the tour price will be adjusted accordingly, together with your free place allowance and any discounts/concessions.

Cancellation charge per paying person cancelling (without replacement).

More than 10 weeks before departure: **we retain first and second deposits per paying person cancelling.**

69-22 days before departure: **we retain 75% of the full price per paying person cancelling.**

21 days or less: **we retain 100% of the full price per paying person cancelling.**

The effective date of cancellation is the working day on which written notification is received in our office.

You may be able to reclaim cancellation charges, less any applicable excess, under the terms of your insurance policy. **Claims must be made direct to the insurance company.**

### Changes and Cancellation by Us

The arrangements advertised by us are given in good faith. As arrangements are planned so far in advance it may occasionally be necessary for us to make changes and we reserve the right to do so at any time.

For example, if the minimum group size is not reached or the minimum number of clients required for a particular travel arrangement not reached, we may have to cancel your booking. However, we will not cancel your booking less than 10 weeks before your departure date, except for reasons of *force majeure* or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available. If it is necessary to cancel your travel arrangements we will pay to you compensation as set out in this clause.

Occasionally, we have to make a "significant change". "Significant changes" include the following changes when made before departure; a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away, a change of accommodation area for the whole or a major part of the time you are away, a change of outward departure time or overall length of time you are away of twelve or more hours, a change of UK departure point to one which is more inconvenient to you.

If we make a significant change or cancel, we will tell you as soon as possible.

Should we have to cancel or make a significant change to your booking at any time after it has been confirmed by us and before your tour is due to start for any reasons other than (a) your failure to pay the balance due on time or (b) your failure to advise us of all relevant details before the booking is confirmed or (c) reasons of *force majeure*, we will always offer you the choice of an alternative tour with us (with a refund of any price difference if the alternative is of a lower value), or a 100% refund of all monies paid within 14 days if the alternative tour offered is not acceptable. In addition, if we cancel or significantly change your booking after it has been confirmed other than for the reasons given above, we will pay you compensation as shown below:

Significant change or cancellation made by us more than:

10 weeks before departure: **we pay £10 compensation per paying member.**

69 to 22 days before departure: **we pay £20 compensation per paying member.**

21 days or less: **we pay £30 compensation per paying member.**

Very rarely, we may be forced by reasons of *force majeure* to change or terminate your holiday after departure but before the scheduled end of your

time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds unless we obtain refunds from our suppliers, nor can we pay any compensation or meet any costs or expenses you incur as a result.

Such events may include war or threat of war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.