

## BOOKING CONDITIONS

Heritage Group Travel Ltd, which is hereinafter called "The Company", holds ATOL number 3707 and ABTOT licence number 5093.  
The Client here means the person who makes a booking and any other persons included within that booking.

All arrangements made by The Company on behalf of The Client are subject to The Company's Booking Conditions as set out herein.

All arrangements are subject to the terms and conditions imposed by The Company's suppliers, including ferry companies, hotels, airlines, coach companies, insurance companies and other companies and / or individuals.

The Company will accept responsibility for the actions/omissions of its employees. The Company will take all reasonable steps to ensure that all arrangements made are reliable and proper and that the suppliers of all relevant services are efficient and reputable. The Company will also accept responsibility for the actions/omissions of its agents, sub-contractors and suppliers within the scope of the contracted arrangements, subject to any limitations as laid down in international conventions which govern air, sea and land carriers.

The Company will not accept responsibility for and will not be liable in respect of loss or damage or changes caused by Force Majeure events such as political unrest, civil unrest, hostilities, industrial disputes, technical problems, weather problems, traffic problems or any other such events beyond its control.

If for reasons beyond the control of The Company the arrangements cannot be fulfilled  
The Company will make every effort to provide suitable alternative arrangements.

### Payment/Cancellation Terms

The booking form sets out details of deposit payments, with dates by which deposits must be received in The Company's offices.

The booking details also show the dates by which the final balance must be received in The Company's offices. The Company reserves the right to cancel any arrangements made and retain any deposits received if the schedule of payments is not adhered to.

If for any reason The Client wishes to cancel the arrangements made then The Company must be notified in writing.

Cancellation charges will be made on the following scale:

**Notice Period Cancellation Fee**  
**More than 56 days before departure Loss of deposit(s)**  
**56 to 29 days before departure 30% (or deposit(s) if greater)**  
**28 to 15 days before departure 60%**  
**14 days to day of departure 100%**

**NB. The above scale of cancellation charges does not apply where additional services (e.g. low-cost flights, concert tickets, etc) are not included in the tour price. Any refund due will be based on the basic tour price only.**

### Financial Protection

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Heritage Group Travel (5093), and in the event of their insolvency, protection is provided for the following:

1. non-flight packages

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Heritage Group Travel (5093).

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on **01702 811397** and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here:

<https://www.legislation.gov.uk/ukxi/2018/634/contents/made>

### Prices

Prices are based on a minimum number of participants as set out. If numbers do not reach the specified minimum by the balance date shown, The Company reserves the right to cancel all arrangements made and refund monies paid.

### Passports / Visas

For travel outside the UK, British Citizens require a valid 10 year passport which normally needs 6 months validity remaining from the date of your return. We will notify you if a visa is required for travel to a country included in your itinerary.

### Complaints

Most complaints can be dealt with on the spot either with the relevant supplier or with your tour leader. Failing a satisfactory outcome

The Company must be contacted immediately and every effort will be made to rectify the matter. Should there be no satisfactory outcome, The Client must write to The Company within 14 days outlining the nature of the complaint. In the unlikely event that a dispute between a Client and The Company cannot be solved amicably, a low cost Independent Dispute Settlement may be called upon by either side to bring the matter to conclusion. This scheme is administered by an independent third party on behalf of the

Association of Independent Tour Operators of which The Company is a member.

*Heritage*  
**GROUP TRAVEL**