

# TravelScope Worldwide Limited

PO Box 158, Guildford, Surrey GU4 7GE, England - Tel: 01483 569453, Fax: 01483 569466

## BOOKING CONDITIONS

**1. YOUR AGREEMENT IS WITH** TravelScope Worldwide Ltd operating through the use of **A Clients** account established since 1994 in compliance with EEC Directives 90/314/EEC on Package Travel, Package holidays and Package Tours. The Clients account is your guarantee for financial security and ensures that you would be refunded in the unlikely event of our insolvency. You agree that the person who signs the booking form signs it on behalf of themselves and all persons included on it, which means that you are entitled to the benefits and bound by the obligations of an agreement with us. We will state in writing whether we accept your booking and we will only be bound by an agreement when we have accepted this booking. We will endeavour to do our best to make travel arrangements with hotel proprietors, and other suppliers of services. Whilst we have no direct control over such suppliers of services, we do accept responsibility not only in respect of any acts or omissions of our own or of our employee, but also of our agents and suppliers in most circumstances.

**2. PAYMENT**  
A deposit is required as advised for each person. This must be sent with the booking form. All monies paid are deposited in the Clients account in accordance with EEC directives. In case of payment to your travel agent such payments are held by him/her on our behalf until such time as we receive your travel agent's payment. Your booking is accepted and the travel contract with us is made when we issue our confirmation invoice showing full details of the travel arrangements to either yourself or your travel agent. The price of the holiday less the amount of the deposit is due for payment 8 weeks before the departure date. If you do not, we reserve the right to cancel your arrangements, retain your deposit and apply our cancellation charges up to 100% of the final invoice total in accordance with clause 5 below

**3. ALTERATIONS TO ARRANGEMENTS**  
From time to time it may be necessary or advisable to make alterations to the arrangements for your holiday (e.g. itineraries, hotel accommodation, or travel arrangements). You authorize us to make such alterations to any of the arrangements, as we honestly consider to be necessary or advisable, taking into account the interest of other clients, ourselves, as well as your interest. If we make an alteration before your departure which represents a material departure from the arrangements you have booked, we promise to notify your travel agent or the person who has signed the booking form without delay. You may then either accept the alterations proposed by us, which must be of at least a comparable standard, if available, alternatively, you may cancel your booking and obtain a prompt and full refund of all money

paid by you to us provided that you have given us written notice of cancellation within 7 days of the date upon which we notified you of the alteration.

**4. CANCELLATION BY YOU**  
If you wish to cancel your booking for any reason other than for there being additional charges or alterations, you may do so subject to the following provisions. You must give us written notice of cancellation which must be signed by the person who signed the booking form. Cancellation is effective from the date upon which we receive the notice of cancellation. If we receive the notice of cancellation up to 56 days before the departure date you will merely forfeit your deposit. After that date you will additionally be liable for the following cancellation charges based on the time when we receive the notice of cancellation.

(a) Less than 56 days but more than 27 days before departure date: 30% of the total price of the holiday.  
(b) Less than 28 days but more than 14 days before departure date: 45% of the total price of the holiday.  
(c) Less than 14 days but more than 48 hours before departure date: 60% of the total price of the holiday.  
(d) Less than 48 hours before departure date: 100% of the total price of the holiday. If you need to cancel, the sooner you cancel the less you have to pay.

**5. CANCELLATION BY US**  
From time to time it may be necessary to cancel all the arrangements for a holiday. You authorise us to cancel all the arrangements if we honestly consider that to be necessary or advisable, taking into account the interests of other clients and ourselves as well as your interests, provided that we observe the following conditions:

(a) We will not cancel your holiday after the date when payment of the balance of the price becomes due (see clause 2) unless it is necessary to do so as a result of hostilities, political unrest or other circumstances amounting to force majeure, or unless you default in payment of the balance.  
(b) If we cancel your holiday at anytime as a result of hostilities, political unrest or other circumstances amounting to force majeure, we will inform your travel agent or the person who signed the booking form as soon as possible and we will offer you the choice of an alternative holiday of at least comparable standard, if available, or of a prompt and full refund of all monies paid. (c) If we cancel your holiday on or before the date when payment of the balance of the arrangements charges becomes due (see clause 2) for reason other than hostilities, political unrest or other circumstances amounting to a force majeure, we will inform your travel agent or the person who signed the

booking form as soon as possible and we will offer you the choice of an alternative holiday of at least comparable standard, if available, or a prompt and full refund of all monies paid.

(d) If we cancel or materially alter a holiday after the date when payment of the balance becomes due, for reasons other than hostilities, political unrest or other circumstances amounting to force majeure, the following compensation will be paid by TravelScope Worldwide Ltd.

Period before Departure within which major changes are notified to you or yourper travel agent:	Compensation person
More than 56 days	NIL
56-43 days	£10
42-29 days	£15
28-15 days	£20
14-0 days	£25

(e) If we cancel your holiday because you fail to pay the balance due in accordance with clause 2 you will forfeit your deposit.

**6. HEALTH CERTIFICATES, PASSPORTS, & TRAVEL INSURANCE**  
It is your responsibility to ensure that you have adequate travel insurance, a valid passport and all necessary visas and are in possession of any required medical certificates. All costs arising out of failure to comply with any requirements must be met at your expense. We accept no responsibility for your failure to comply with travel insurance, passport, visa and health regulations. If you so desire we will obtain the visa on your behalf at an additional charge

**7. ADVICE AND ASSISTANCE**  
We hope and expect that your holiday will be trouble free and enjoyable. Should you or anyone on the booking form, however, during your holiday suffer illness, personal injury or death arising out of any activity which does not form part of the inclusive holiday arrangements or any excursions offered through us, we undertake to provide every assistance that we can in the form of advice, guidance and help as may be required.

**8. CLAIMS AND COMPLAINTS**  
No claim or complaint will be entertained unless you make it in writing, quoting holiday number, to: TravelScope Worldwide Ltd, P.O. Box 158, Guildford, Surrey GU4 7GE. If you make a complaint we promise to deal with it fairly and promptly within the terms of these conditions.

**9. YOUR CONTRACT**  
The law governing the contract between us is the Law of England and the contract is deemed to have been made with TravelScope Worldwide Ltd, P.O. Box 158, Guildford, Surrey GU4 7GE.

**10. ADEQUATE INSURANCE PROTECTION**  
We cannot accept a booking form from anyone who has not taken out adequate travel insurance protection.