



## **General information and booking conditions**

### **Booking conditions**

We want you to enjoy your holiday with **Classic Brit Drama Tours Ltd**, and travel with us again in future. We would like you to understand fully the commitment undertaken between us when you make, and we accept, a booking. Therefore we ask you to read our booking conditions and the general information, which together form the basis of your contract with us.

#### **The company**

All booking are made with **Classic Brit Drama Tours Ltd** registered in England no. **9875458**

By booking a holiday, hotel or other service you are agreeing on behalf of all persons named on the booking to the conditions detailed on this page as well as the general information detailed below.

#### **Your booking**

The person who agrees to our booking conditions, the 'party leader' must be at least 18 and be authorised to make the booking on the basis of these booking conditions by all persons named on the booking form. The party leader is responsible for making all payments due to us. We will forward a further copy of our booking conditions if requested. It will be deemed that all members of your party, for the purpose of these booking conditions, accept these conditions. The completed booking form refers to the time you make a booking with **Classic Brit Drama Tours Ltd** This takes place when you book by telephone or by email with a member of the company staff. A booking is only made when we take payment, and a binding contract between us comes into existence when we dispatch our confirmation invoice.

#### **If you change your holiday**

If, after our confirmation invoice has been dispatched you wish to change your travel arrangements in any way, we will do our utmost to make these changes, but it may not be possible. Any request for any changes to be made must be in writing by the party leader.

Where we can make your requested change you will be asked to pay an administration charge of £20 per person, in addition to any costs incurred by the company and any costs or charges incurred or imposed by any of our suppliers. Certain travel arrangements cannot be changed after a reservation has been made and any alteration request will incur 100% cancellation charges.

### **If you cancel your booking**

Notice of cancellation of a booking is only effective when received by the company in writing from the party leader. Due to the nature of our holiday product, 100% cancellation charges apply as soon as **Classic Brit Drama Tours Ltd** has confirmed the booking to you.

Please note that **Classic Brit Drama Tours Ltd** operates 100% cancellation charges because the majority of monies are paid direct to suppliers and are non-refundable. However, each cancellation will be investigated individually and if any refunds are available, they will be paid, less a 10% admin charge calculated on the basic holiday price. If any member of your party is prevented from travelling, that person may transfer their place to someone else (introduced by you) provided we are notified not less than 2 weeks before departure. Where a transfer to a person of your choice can be made, all costs and charges incurred by us and / or incurred or imposed by any of our suppliers as a result, together with an amendment fee of £20 per person must be paid before the transfer can be affected.

### **Your reservation**

On receipt of your deposit payment we will reserve your holiday. A binding contract between us comes into existence when we dispatch our confirmation invoice to the party leader. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information given on the confirmation or any other document appears to be incorrect or incomplete, as it may not be possible to make changes later. Your reservation is accepted subject to these booking conditions and the general information below. If we are unable to confirm your booking we will do our best to offer you an alternative holiday but if this is not possible or unacceptable to you, an immediate refund of all monies paid will be made to you.

### **Your holiday price**

We reserve the right to increase or decrease the price of unsold holidays at any time. The price of your chosen holiday will be confirmed at the time of booking.

### **If we change your booking**

It is unlikely that we will have to make any changes to, or correct errors on the website and other details both before and after bookings have been confirmed.

Whilst we always endeavour to avoid changes, we must reserve the right to make them. Most changes are minor, however if a significant change becomes necessary (for example your destination area) we will inform you as soon as possible before your departure. If there is time to do so before departure, we will offer you the following

options; a) accepting the changed arrangement as notified to you, b) purchasing an alternative holiday from us of a similar standard to that already booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask you to pay the difference or c) cancelling your holiday.

Very rarely we may be forced to change or terminate your holiday after departure but before the scheduled end of your time away. In that case we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

### **Force majeure**

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by force majeure.

In these booking conditions force majeure means any event which we or the supplier of the services in question could not, even with all due care foresee or avoid. 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.

### **If we cancel your holiday**

Cancellation by us may be necessary in exceptional circumstances and we reserve the right in our absolute discretion to cancel your holiday.

If we have to cancel your holiday we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of a) purchasing an alternative holiday from us of a similar standard to that already booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask you to pay the difference) or b) receiving a full refund of all monies paid to us less an administration charge of £25 per person in your party. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to cancel as a result of unusual or unforeseeable circumstances beyond our control, the consequences of which could not be avoided even with all due care.

We regret we cannot pay any expense, costs or losses incurred by you as a result of any cancellation.

### **Our responsibility to you**

We promise to make sure that all parts of the holiday we agreed to arrange as part of our contract are provided to a reasonable standard and in accordance with that contract.

We also accept responsibility for what our employees, agents and suppliers do or do not do.

We will not however be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim, which results from any of the following;

- a) the fault of the person(s) affected or any member(s) of their party or
- b) the fault of a third party not connected with provision of your holiday which we could not have predicted or avoided or
- c) an event or circumstances which we or the supplier of the services in question could not have predicted or avoided even after taking all reasonable care or
- d) the fault of anyone who is not carrying out work for us (generally or in particular) at the time.

In addition, we will not be responsible where you do not enjoy your holiday or suffer any problems because of a reason you did not tell us about when you booked your holiday or where any problems you suffer did not result from any breach of our contract or other fault of ourselves or, where we were responsible for them, our suppliers or agents or where any losses, expenses, costs or other sum you have suffered relate to any business.

We cannot accept responsibility for any services, which do not form part of our contract. This includes, for example, any additional services or facilities, which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our itinerary and we have not agreed to arrange them.

The promises we make to you about the services we have agreed to provide or arrange as part of our contract and the laws and regulations of England will be used as the basis for deciding whether the services in question had been properly provided.

If the particular services which gave rise to the claim or complaint complied with English laws and regulations applicable to those services at the time, the services will be treated as having been properly provided.

### **Law and jurisdiction**

Your contract, and all matters arising out of it, is subject to English law.

We both agree that only the courts of England will deal with any dispute, claim or other matter, which arises out of or in connection with this contract or your holiday.

Independent suppliers provide many of the services, which make up your holiday. Those suppliers provide these services in accordance with their own terms and conditions.

Copies of the relevant parts of these terms and conditions are available on request from the supplier concerned.

## **Holiday insurance**

We consider adequate travel insurance to be essential. You must give details of your policy (insurer and policy number) on our booking form. Please read your policy details carefully. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs. We do not check insurance policies.

## **Hotel accommodation**

Unless otherwise stated, our holiday prices are per person based upon the single or shared occupancy of single, twin or double-bedded rooms.

Please note that single rooms are often smaller in size to twin / double rooms.

En-suite facilities designate bedrooms with private rooms equipped with either bath or shower and WC.

The term hotel includes motels, inns, or other equivalent establishments according to local classification.

## **Facilities**

Every effort is made to ensure that the details of your holiday given on the website and itinerary are correct at the time of publishing.

Please bear in mind however that the availability of certain services and attractions may vary according to season, lack of demand, weather conditions, essential maintenance work or other circumstances entirely beyond our control.

It is impossible to predict such occasions and we cannot accept any liability for cancellation or curtailment of such amenities which are outside our control.

## **Website accuracy**

Please note that the information and prices shown on our website may have changed by the time you come to book your holiday.

Whilst every effort is made to ensure the accuracy of the itinerary and prices, at the time of publishing, regrettably errors do occasionally occur.

You must therefore you check all details of your chosen holiday (including the price) with us at the time of booking.

## **Behaviour**

When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party.

Full payment for any such damage or loss must be paid direct at the time to the accommodation owner or manager or other supplier.

If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

We expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset, offence or distress to any third party or damage to property, we are entitled without prior notice to terminate the holiday of the person(s) concerned.

In this situation the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility towards such person(s) including any return travel arrangements.

No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

### **Special requests and extras**

Any special requests made on your booking form are noted and we do our very best to comply with these wherever possible.

However, although we do make every effort to meet your requirements, we cannot give a guarantee since this is dependent on our suppliers.

We cannot accept any booking that is conditional upon special requests or extras being met.

All such bookings will be treated as standard booking subject to the above provisions on special requests and extras.

If you or any member of your party has any medical problem or disability, which may affect your holiday, **please, tell us** before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking.

If we reasonably feel unable to accommodate properly the particular needs of the person concerned, we reserve the right to decline their reservation or if full details are not given at the time of booking cancel when we become aware of these details.

If you have suffered from a serious medical condition recently then you should consult your doctor about your fitness to travel.

