



## **THE TRAVEL TAILOR TERMS AND CONDITIONS FOR USE ASSOCIATED SERVICES**

In these Terms and Conditions “we, our, us, The Travel Tailor refers to The Travel Tailor.

### **ACCEPTANCE OF TERMS**

By accessing the content of [www.thetraveltailor.co.uk](http://www.thetraveltailor.co.uk) (“the Website”) and by using our products and services (“the service”), you agree to be bound by the terms and conditions set out herein and you accept our privacy policy available at <http://www.thetraveltailor.co.uk/terms.pdf>. If you object to any of the terms and conditions set out in this agreement you should not use any of our products or services and leave our website immediately.

You agree that you shall not use the Website or the service for illegal purposes, and will respect all applicable laws and regulations.

For bookings involving services such as flights, the contract will be with the supplier of the service (e.g. the airline) as we act as an agent only. Where the contract is with the supplier of a service, we cannot accept any liability in relation to those services which rest solely with the supplier concerned. The booking conditions of the supplier(s) concerned will apply to your booking and these will be provided to you where necessary.

You agree to be fully responsible for any claim, expense, liability, losses, costs including legal fees incurred by us arising from any infringement of the terms and conditions set out in this agreement.

### **MODIFICATION**

The Travel Tailor reserve the right to change any part of this agreement without notice and your use of the Website will be deemed as acceptance of this agreement. We advise users to regularly check the Terms and Conditions of this agreement. The Travel Tailor has complete discretion to modify or remove any part of this site without warning or liability arising from such action.

### **WEBSITE TERMS AND CONDITIONS**

You agree not to use the website in a way that may impair the performance, corrupt the content or otherwise reduce the overall functionality of the Website. You also agree not to compromise the security of the Website or attempt to gain access to secured areas or sensitive information.

The information contained with the Website is provided on an “as is” basis with no warranties expressed or otherwise implied relating to the accuracy, fitness for purpose, compatibility or security of any components of the Website.



The information is provided on the understanding that the website is not engaged in rendering advice and should not be wholly relied upon when making any related decision.

We do not guarantee uninterrupted availability of the [www.thetraveltailor.co.uk](http://www.thetraveltailor.co.uk) Website and cannot provide any representation that using the Website will be error free.

The Website may contain hyperlinks to websites operated by other parties. We do not control such websites and we take no responsibility for, and will not incur any liability in respect of, their content. Our inclusion of hyperlinks to such websites does not imply any endorsement of views, statements or information contained in such websites.

### **LIMITATION OF LIABILITY**

Subject to our booking conditions we accept no responsibility for death, injury, or illness during the holiday. Adequate travel insurance should be taken out to cover such circumstances. If any Force Majeure event outside the control of the Travel Tailor curtails or extends the holiday, or forces a change in travel arrangements, the Travel Tailor cannot accept liability for any resulting damage, loss or expense.

The Travel Tailor will under no circumstance be liable for indirect, special, or consequential damages including any loss of business, revenue, profits, or data in relation to your use of the Website or the service.

Nothing within this Agreement will operate to exclude any liability for death or personal injury arising as result of the negligence of The Travel Tailor, its employees or agents.

### **COPYRIGHT**

All intellectual property of The Travel Tailor such as trademarks, trade names, patents, registered designs and any other automatic intellectual property rights derived from the service remain the property of The Travel Tailor.

By using the Website you agree to respect the intellectual property rights of Corporate Projects Group and will refrain from copying, downloading, transmitting, reproducing, printing, or exploiting for commercial purpose any material contained within the Website.

### **SEVERANCE**

If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck out and the remaining provisions shall remain in force.

### **GOVERNING LAW AND JURISDICTION**

This Agreement will be governed by the laws of England and any user of the Website hereby agrees to be bound exclusively by the jurisdiction of English courts without reference to rules governing choice of laws.

## **BOOKINGS**

Bookings can be made by phone, letter, or on our website form. When booking you must complete and sign a booking form on behalf of the whole party travelling, which will be sent to you by post following your enquiry. The lead passenger will be responsible for all payments in respect of the booking. A non-refundable deposit of 10% or £100 per person (which ever is the greater) is payable or full payment if within 60 days of departure, in addition to all overseas flights and insurance policies at the time of booking. Arrangements will be confirmed as soon as we are in a position to do so after the receipt of your booking form and payment in order to secure your holiday. Please check your booking receipt carefully and inform us immediately if anything appears to be incorrect as it may not be possible to make changes at a later date.

## **PAYMENT**

The balance of your holiday must be paid 60 days prior to departure. If the balance is not paid in time we reserve the right to cancel your holiday and retain your deposit. Payment must be made either by cheque made payable to 'The Travel Tailor' or by electronic bank transfer. Please ask for account details if you wish to transfer payment in this way.

## **COSTS ASSOCIATED**

Prices fluctuate constantly, so be aware that quotations may differ from month to month. The price of your travel arrangements can be varied due to changes in transportation costs such as fuel, scheduled airfares and any other airline cost changes, as well as government imposed changes such as changes in VAT. Prices can be increased by the service provider. We will notify you of any increases as soon as we become aware of them. You may then have the option to pay in full immediately to secure the rate applicable at the time of booking or pay the increased fare by making payments on the original balance due date. Monies paid for insurance policies will be not be reimbursed. Insurance policies may be cancelled usually within 14 days of the issue date, depending on the provider. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

## **REFUNDS**

Refunds will be given in accordance with terms and conditions of service providers. For example, if a flight is cancelled, we will submit un-used tickets to the relevant airline for refund. If we receive the refund from the airline we will forward it to you.



Refunds usually take between 8 and 12 weeks but in some cases may take longer.

## **MYSTERY TOURS**

All arrangements have been made according to information you have given to the Travel Tailor. You are entitled at any time to view all your travel arrangements prior to departure if you wish.

## **FINANCIAL SECURITY**

In the event of our insolvency, all monies paid by the client to ourselves for an untaken holiday will be refunded, except any payment made for travel insurance. We strongly recommend clients take out adequate travel insurance for the duration of their holiday.

## **INSURANCE**

We strongly recommend that clients take out full comprehensive travel insurance for their holiday, both for protection against misfortune that can occasionally occur and for your own peace of mind. You can arrange this independently or we can do this for you on your behalf.

## **AMMENDMENTS**

### **(a) By You**

If after booking you wish to make changes to your travel arrangements we will do our best to accommodate your new requirements. Please note that no credit or refund will be due for any unused services provided in the cost of your holiday. When abroad if you make any alterations to your confirmed holiday arrangements for example due to weather changes, illness or disinclination to travel, we regret that no credit or refund is possible. If you decide to alter your travel arrangements whilst abroad this is your own responsibility and The Travel Tailor or agents are not responsible for any extras or difficulties that may arise with onward travel as result of such alterations.

### **(b) By Us**

Occasionally changes may be made to your itinerary due to unforeseen circumstances. If this becomes necessary, we will advise you at the earliest possible date to discuss alternative options.

### **(c) By Service Providers**

This relates to arrangements where the Travel Tailor acts as an agent. Service Providers usually reserve the right to change arrangements both before and after a booking has been made. We will notify you of the details as soon as we are aware of them, but we cannot accept any liability relating to any such change. We will do our best to alter your travel arrangements to the best possible option for you. The Travel



Tailor is not able to pay for any unscheduled accommodation required should a flight be delayed for several hours overnight. If you are unable to claim compensation from the airline, your travel insurance may cover such circumstances.

## **CANCELLATION**

### **(a) By You**

You, or a member of your party, may cancel your travel arrangements at any time. Notification must be received in writing from the person who signed the booking form. Refunds will be subject to the terms and conditions of any service providers involved, and an administration fee will also apply (this will vary according to holiday). Depending on the reason for cancellation, you may be able to claim a refund less any excesses under the terms of your insurance policy. Cancellation charges must however be paid before they can be claimed from insurers. Please note that some airline tickets have a 100% cancellation charge.

### **(b) By Us**

We will only have to cancel confirmed arrangements if you have failed to make payment in full, or in the event of force majeure circumstances beyond our control. These include threatened and actual terrorist activity and war, riot, civil strike, industrial dispute, natural or nuclear disaster, fire, flood, drought, adverse weather and other circumstances relating to force majeure.

### **(c) By Service Providers**

This related to arrangements where the Tailor-Made Travel acts as an agent. Service providers usually reserve the right to cancel arrangements at any time. We will notify you of any cancellation as soon as we are notified of it but we cannot accept any liability in relation to any cancellation. We will not be held responsible if the rare occasion should arise, where a service provider goes into liquidation/receivership.

## **FLIGHTS AND OTHER TRANSPORT SERVICES**

Please note the timing of air, sea and rail departures given on booking are estimates only and are subject to change. Latest timings will be shown on your confirmation. Timings may be effected by operational difficulties, weather conditions, passengers failing to check in on time and other factors outside of our control. The actual flight times will be shown on your final itinerary. You must check your tickets/confirmation carefully to ensure you have the latest timings. You must in addition ensure you read and observe the instructions sent with your tickets for reconfirming your return flight at least 3 days before departure where possible.

Conditions of Service Providers - When you travel with a carrier, the conditions of carriage of that carrier will apply, some of which may limit liability. The terms and conditions of that carrier will be forwarded to you. Please note that in accordance with air navigation orders in order to qualify for infant status, an infant must be under 2 years on the date of its RETURN Flight.

## **TICKETS AND TRAVEL DOCUMENTS**

Tickets and Travel documents are usually dispatched by normal Royal Mail services at least a week prior to departure. Please let us know if you will be leaving your given address more than 2 weeks prior to departure. If you require us to use special or recorded delivery, or a courier service, this can be arranged and the cost of this will be transferred to your invoice. We cannot accept liability for any tickets or documentation lost whilst using the normal post service.

Please be aware that many airlines now use 'E-tickets'. This involves your flight details and confirmation being emailed to the Travel Tailor, who will then print the information and forward to you to be used as a ticket. When checking in at the airport, give the attendant your booking reference and the process is then carried out electronically.

You will receive details of passport, visa and health requirements applicable to your destination. Non British citizens are advised to consult their Embassy, Consulate or the British Foreign Office for advice. As the client it is your responsibility to ensure you have the correct passport and visa requirements to gain access or pass through any country or region included in your travel arrangements. We are not liable for any cost, loss or damage which you may suffer as a result of your failure to ensure you have the correct visa and passport.

It is the responsibility of the client to consult their doctor if they have any existing medical problems, and to check the up to date position on travelling requirements prior to departure.

### **SPECIAL REQUESTS AND MEDICAL PROBLEMS**

If you have any special requirements or medical problems, you must inform us in writing at time of booking. We will endeavour to meet any special request, although we cannot guarantee to do so.

### **FEEDBACK AND COMPLAINTS**

We welcome comments you may have on any aspect of your holiday to enable us to continue to improve our services. Clients will receive a feedback questionnaire upon return of their holiday. If you are unhappy with any service during your holiday, please inform the relevant supplier (e.g. your hotelier) within 24 hours to put things right. If your complaint cannot be completely resolved locally, you can contact the Tailor-Made Travel within 24 hours for us to be able to assist in rectifying the matter. We aim to answer as soon as possible, but please bear in mind differences in time zones. If the problem cannot be resolved during your holiday, please inform us in writing within 28 days of your return. We will endeavour to respond and investigate the issue within 28 days of receipt of complaint.