

# BOOKING CONDITIONS

## YOUR COMMITMENTS TO US

**1. The Contract** – Greentours Limited is a special interest travel venture incorporated in 2003 and initiated by Ian Green in 1993. On booking you are entering a contract with Greentours Limited of Leigh Cottage, Gauledge Lane, Longnor, Buxton, Derbyshire, SK17 0PA.

The responsibility of the airlines used in connection with the tours is limited to carriage of passengers and baggage in accordance with the conditions of carriage of that particular airline. Bookings can only be accepted from clients under 16 years of age when accompanied by an adult who signs the booking form.

**2. Payment** – On booking you must enclose the required deposit per person. The balance of the holiday is due for payment ten weeks prior to departure. You will be sent an invoice from Greentours Ltd approximately twelve weeks before departure reminding you of this. If the balance remains unpaid after this date we reserve the right to cancel your booking and retain the deposit you have paid.

**3. Cancellation By You** – The deposit is paid to us as a sign of your willingness to utilise travel arrangements and accommodation which we reserve on your behalf. Should you, or any member of your booking, be forced to cancel your holiday reservation you must do so in writing and this must be signed by the person who signed the booking form. The cancellation will take effect from the date that written notice is received at our office. All cancellations are subject to a charge (payable by the person who signed the booking form) based on estimated losses and calculated on a sliding scale as follows:

<i>Period before date of departure</i>	<i>Cancellation costs (as a percentage of the total holiday cost)</i>
Prior to 70 days	deposit only
Between 70–57 days	30%
Between 56–22 days	60%
Between 21–1 days	100%
Day of departure or later	100%

Our Insurance Scheme covers you for these cancellation charges for any cause genuinely beyond your control, except disinclination to travel or financial reasons, or pre-existing non-exempted medical conditions.

**4. Alterations by You** – The following sets out any charges applicable for changes you may decide to make to your holiday reservation once you have sent us your booking form and deposit. In all cases you must notify us of your wishes in writing.

a) A change of holiday within ten weeks of departure will be treated as a cancellation and charges will be levied as set out in paragraph 2 above.

b) If you wish to make any other alteration to your original booking you will be charged an alteration fee of £15.00 per booking form. We regret that we can only make such alterations on receipt of the fee.

**5. Insurance Scheme** – It is a requirement when booking your holiday, that you accept our special travel insurance or alternatively arrange a policy yourself providing comparable or greater cover. This alternative policy must also offer a 24-hour emergency telephone service.

**6. On a holiday of this nature it is necessary that you abide by the Authority of the Tour Leader.** Signing our booking form signifies your agreement to this, and if you commit any illegal act when on holiday, or if in the opinion of the leader your behaviour is detrimental to the safety and welfare of the group as a whole, he or she may ask you to leave the holiday without the right to any refund.

**7. Complaints** – In the unlikely event of a complaint please refer to the group leader. If the problem still cannot be resolved, then please place the complaint in writing to reach this office within 28 days of the end of the tour. The complaint will then be fully investigated.

## OUR COMMITMENTS TO YOU

**8. Alterations By Us** – We will do our utmost to provide the holiday arrangements that have been confirmed, but we must reserve the right to modify or cancel any holiday, flight schedule, accommodation or arrangement, or change tour leader, if unforeseen circumstances arise. In such circumstances, we will inform you as soon as possible, and, should the change be such that it alters the nature of your holiday, we shall offer you the choice of acceptance of the change, an alternative holiday, or a full refund of all monies paid. We accept no responsibility for additional expense due to delays or changes by the air, sea or coach services, nor weather, strikes, acts of God, quarantine, and other causes beyond our control. We reserve the right to change airlines or aircraft type at any time. Flight details, for reasons beyond our control, may alter after the publication of this brochure.

**9. Itinerary Alterations** – We will be travelling to foreign countries with all the uncertainties of local bureaucracy and travel that this entails, and so we must be flexible. Circumstances can change, requiring immediate and necessary decisions by our tour leaders. In the best interests of our clients, we reserve the right to alter the itineraries at any time, and will not be held liable for any loss whatsoever caused as a result of changes or delays.

**10. Price Guarantee** – The prices in this brochure are based on the foreign currency exchange rates, tariffs and other costs prevailing on 1st August 2008. We reserve the right to pass on increases of over 2%, although we usually try to absorb them. Increases due to currency fluctuation and flying costs arising after the date of final invoice will be absorbed by ourselves. Prices include VAT.

**11. Tour Cancellation** – We must regretfully reserve the right not to operate any tour on which there are insufficient bookings ten weeks before departure. Full payment including your deposit will be refunded.

**12. Our Liabilities To You** – It should be noted that your booking is accepted on the understanding that you come on the holiday entirely at your own risk. It is not possible for us to be responsible for the actions or omissions of those involved in your holiday over whom we have no direct control, such as employees of airlines, transport undertakings, and others. Naturally, we cannot assume responsibility for loss or expense due to war, riots, strikes, terrorist activities or natural disasters.

**13. Jurisdiction** – By signing our booking form when you book your holiday, you are agreeing to accept all the above conditions, and we agree to operate your holiday in the way stated in this brochure. This agreement is to be interpreted and enforced only in accordance with English Law.

Greentours Natural History Holidays is a trading name of Greentours Limited, registered address Leigh Cottage, Gauledge Lane, Longnor, Buxton, Derbyshire, SK17 0PA, UK.

## HOLIDAY PROTECTION

All holidays in this Greentours brochure are ATOL protected by the Civil Aviation Authority (CAA). Our ATOL number is 6166. From the moment you book your holiday until your arrival back in the UK you are assured of total financial protection in respect of the holiday. Such licensing is obligatory and provides you with financial security and peace of mind. Our ATOL licence is your guarantee that if we go out of business, the CAA will provide the funds to enable you to complete your holiday and fly home, or, if you have not started your holiday, provide you with a full refund.