



# EPSOM EXPLORE TRADING CHARTER

## **1.- FINANCIAL PROTECTION**

Your contract is with The Epsom Explore Travel Co Ltd trading as Epsom Explore, 7 The Broadway, Stoneleigh KT17 2JA (hereafter known as Epsom Explore). When you book a Holiday with us the funds are held in a Deposit Trust Account at HSBC and are accompanied by a Director's personal guarantee. This will remain in place until such a time as a travel bond is in place. Our Trading Charter and Booking Conditions lay out simply and clearly the responsibilities we have to you and you to us. There is no financial protection if you just purchase travel or accommodation only with us. We fully comply with the Package Travel and Linked Travel Arrangements Regulations 2018.

## **2 – BOOKING AND PAYMENT**

When making a booking, the lead name must be over 18 years of age. After booking and payment, the advice will be sent within 14 days. The confirmation will contain full details and any special requests, please check these are listed as required, as a latter amendment may be difficult. A deposit of £60 or £100 per person (for holidays over £1000 per person) is payable on booking with the balance due 8 weeks prior to departure. If booking is made within that period full payment would be required. If the balance is not paid during that period, we reserve the right to cancel your holiday and retain the deposit. The balance must be paid with a debit card, cheque or bank transfer. Credit cards are not accepted for balance payments.

## **3 – BROCHURE ACCURACY**

Epsom Explore take every effort to ensure all publicised literature is accurate. Unfortunately, errors do occur, and we reserve the right to amend these, as and when. We suggest that the price and details are checked fully at time of booking.

## **4 – PRICING POLICY**

We endeavour to ensure all prices are correct at time of booking. Any amendments will be notified. Some hotels, especially in Europe, introduce a tourism tax that is payable on an individual basis on arrival. Please be aware and check as required.

## **5 – IF YOU CHANGE YOUR BOOKING**

If after booking you decide to change holidays or date, we will do our utmost to assist with these changes but cannot guarantee to do so. However, notification must be made 8 weeks prior to departure, in writing, accompanied by a £20 administration fee. Alterations cannot be made within 8 weeks and as such will be treated as a cancellation and cancellation charges apply (see section 7).

## **6 – TRANSFERING YOUR BOOKING**

You can transfer your booking to a third party, providing they conform to the travel requirements and that this is acceptable to the hotel. There is a £20 administration charge.

## **7 – IF YOU NEED TO CANCEL YOUR HOLIDAY**

Cancellations must be made in writing to Head Office by the lead passenger. The cancellation will take effect on the date the letter is received. If a partial cancellation takes place, additional charges may apply. This may include third party charges and minimum quantity rates, amendments and charges. These charges will be at full retail rate. This includes third party activities and arrangements. Non refundable items will be deducted from the payment balance after the cancellation fee.

The following cancellation fees apply: -

More than 56 Days – deposit only (deposits are non-refundable under any circumstances)

55-49 Days – 30% or deposit, whichever is greater

48 – 22 Days – 50%

21 – 8 Days – 75%

7-0 Days – 100%

## **8 – ALTERATIONS TO YOUR HOLIDAY BY US**

We hope to not make any amendments to your holiday, but these are planned many months in advance and are susceptible to outside forces of change. We will notify you of any changes as soon as it is practically possible, this may include during the tour. If the change reflects a reduced cost this will be returned to you in the form of a Credit Note, for future use.

## **9 – OUR RESPONSIBILITIES TO YOU**

We accept responsibility for any of our staff and hold liability insurance for this. Our contractors all hold individual liability cover so any issues would need directing at them directly. We take every effort to ensure all information supplied to you is accurate at time of going to press and we take every effort to ensure any changes are notified appropriately.

## **10 – IF YOU HAVE A COMPLAINT**

In the rare occurrence that there is need to complain please make your first contact the Tour Manager or Driver (if a driver only tour). They will make every effort to ensure any grievance is rectified immediately. If there is no rectification or it is after the event, please contact the Head Office in writing with your grievance. All complaints will be replied to within 7 working days.

**11 – OUR COACHES** All our coaches are fully air conditioned. We make every effort to ensure that the coaches used meet our high standard. We do reserve the right to substitute vehicles on safety and operational grounds. A lot of coaches offer different seating configurations and we reserve the right to adjust your seating as required and when necessary. Any seat allocations are requests only and are not guaranteed. We make every effort to ensure that requests are activated.

**12 – HOTEL FACILITIES**

Some hotel facilities may be withdrawn and be unavailable due to maintenance and seasonal variations. We expect hotels to notify us if this affects our tour, but that's not always the case.

**13 – HEALTH AND SAFETY / ACCIDENTS**

In some foreign countries, different levels of hygiene and safety may apply. You should exercise caution on these occasions. If you are planning to take a tour where travel may be over 3 hrs and have ever suffered serious medical condition or DVT then we advise seeking doctor's advice prior to booking. In the event of any accident or fall, then this needs to be notified to Head Office within 7 days of the event in writing with FULL details of the circumstances and injuries.

**14 – TRAVEL DOCUMENTS, ITINERARIES, PICK UP POINTS AND PASSPORTS**

For all continental breaks including Ireland you will need a full UK 10-year passport with 6 months valid to expiry, from the return of the holiday. If you do not hold a British Passport, we suggest you check with the appropriate Embassies on your permission to visit that country and VISA requirements.

Itineraries are laid out and are subject to availability and practicality on the date of travel. There is no refund if you choose not to travel on a scheduled pre-paid excursion. Admission prices may not be included in the holiday costs, please check if in doubt.

**15 – SPECIAL REQUESTS**

All special requests are required to be advised at time of booking. These cannot be guaranteed but will take every effort to ensure that they are complied to. If the request is mobility related, then these requests will be given priority and maximum effort will be used to comply.

**16 – PASSENGERS WITH DISABILITIES**

We want everyone to enjoy our holidays. We are happy to assist in choosing a suitable hotel and location for your holiday. It is important when booking you advise us of any disability or special requirements, so we can make appropriate action. If you require or might require special assistance during the holiday, then we require an able-bodied passenger to travel alongside. We reserve the right to request a fitness to travel certificate from your doctor.

**17 – PASSENGER BEHAVIOUR**

We want all our passengers to enjoy a carefree and relaxing holiday. You are responsible for your hygiene and behaviour whilst travelling with us. If your behaviour or any member of your party behaves in such a way as to cause discomfort and disruption, then we reserve the right to terminate your holiday with no refund. Drinking alcohol is strictly forbidden on board and the use of drugs will not be tolerated. Coaches are FULLY NON-SMOKING, and customers are advised to refrain from Smoking. This includes VAPE products.

**18 – TRAVEL INSURANCE**

We strongly recommend passengers take out travel insurance that is active from the time of booking. We assume no liability for incidents that travel insurance would cover.

**19 – LUGGAGE**

Luggage is restricted to one suitcase per person not exceeding 20 kgs and one hand luggage item per person that will fit on the overhead racks. Do NOT leave expensive personal items unattended. We cannot accept liability for loss or damage to any item of luggage.

**20 – DRIVER/CREW GRATUITIES**

We do not include Gratuities in the tour price. Should you feel that the Crew has delivered a level of service that deserves a gratuity feel free to approach that person appropriately.

**21 – SCOOTERS/WHEELCHAIRS**

For passengers with mobility issues, we are happy to carry fold away walking aids/ wheelchairs. We will also carry lightweight 3-wheel scooters although you or a travelling colleague may be required to load them yourself into the vehicle. You must let us know at the time of booking if you are bringing a walking aid. We may charge a supplement if a scooter results in the under occupancy of a taxi.

**22 – CHILD PRICES**

Child prices are based on 2 adults sharing and one child sharing a room.

**23 – HOTEL STAR RATINGS**

Star ratings are a guideline only and are out of our control. We accept no liability for changes.

**24 – GENERAL DATA PROTECTION REGULATIONS [GDPR]**

We retain your full contact details and other information in secure files and electronic storage facilities. We may use this information to contact you by mail, telephone, or electronic means. We must pass your information onto the relevant suppliers of your travel arrangements and we take full responsibility for ensuring that proper measures are in place to protect your information. In making this booking, you consent to this information being passed on to the relevant persons or suppliers.