

Triplo booking conditions

Effective date: 1 July 2026

1. About these booking conditions

These booking conditions set out the terms under which Triplo arranges travel services on your behalf. Please read them carefully before making a booking, as they form the basis of the agreement between you and Triplo.

By confirming a booking with Triplo, you acknowledge that you have read, understood and accepted these booking conditions.

If there is anything you do not understand, please contact us before confirming your booking.

2. About Triplo

Triplo is a specialist travel company providing personalised holidays for individuals, couples, families and groups.

We work with carefully selected tour operators, cruise lines, airlines, accommodation providers and other travel suppliers to arrange holidays tailored to each customer's needs and preferences.

Triplo acts as a travel agent on behalf of these suppliers ("principal suppliers"). Unless otherwise stated, your contract for the travel services you purchase will be with the relevant principal supplier, whose details will be confirmed during the booking process.

Triplo is a member of the travel trust association (TTA). Eligible bookings benefit from financial protection in accordance with the TTA's membership scheme. Where applicable, flight-inclusive holidays will also be protected by ATOL.

3. Making a booking

When you make a booking through Triplo, we will discuss your travel requirements and recommend suitable holidays based on the information you provide.

A booking is confirmed once:

- The required deposit or full payment has been received;
- The principal supplier has accepted your booking; and

- A booking confirmation has been issued.

Please check your booking confirmation carefully upon receipt and notify us immediately if any information is incorrect.

It is your responsibility to ensure that all names, dates of birth and passport details are accurate.

4. Your responsibilities

You agree to provide complete and accurate information during the booking process.

This includes informing us of:

- Any medical conditions which may affect your travel;
- Accessibility or mobility requirements;
- Dietary requirements;
- Assistance required during travel;
- Passport and visa information where requested; and
- Any other information relevant to your holiday.

Failure to provide accurate information may affect the suitability of your holiday or prevent suppliers from providing requested services.

5. Accessible and inclusive travel

Triplo specialises in arranging holidays for people with a wide range of accessibility requirements, health conditions and personal circumstances.

If you require accessible accommodation, airport assistance, adapted transport, mobility equipment or other specialist arrangements, please let us know before booking.

We will work with our travel partners to request appropriate facilities and services wherever possible.

Whilst we will always advocate on your behalf, the availability of accessible facilities and assistance remains subject to the capabilities and policies of the relevant principal supplier and cannot be guaranteed.

6. Optional care support

Triplo is part of the Abbots Care Holdings Group.

Where appropriate, customers may choose to arrange optional care and support services through abbots care during their holiday.

Care services are entirely optional and are subject to separate assessment, availability and agreement.

Any care services provided will be governed by the relevant Abbots Care Terms and Conditions.

7. Prices

All prices are subject to availability at the time of booking.

Prices may change before your booking is confirmed due to supplier pricing, exchange rates, taxes or other charges beyond our control.

Once your booking has been confirmed, any subsequent price changes will be subject to the terms and conditions of the relevant principal supplier.

8. Deposits and payments

A deposit is normally required to secure your booking. The amount payable will depend on the requirements of the principal supplier.

The remaining balance must be paid by the date specified on your booking confirmation.

Failure to pay the balance by the due date may result in your booking being cancelled and cancellation charges becoming payable.

Certain suppliers may require full payment at the time of booking.

9. Travel insurance

We strongly recommend that comprehensive travel insurance is purchased at the time of booking.

Your insurance should provide suitable cover for:

- Cancellation;
- Medical expenses;
- Existing medical conditions;
- Personal belongings;
- Travel disruption;
- Emergency assistance.

It is your responsibility to ensure your insurance policy is appropriate for your individual circumstances.

10. Passports, visas and health requirements

It is your responsibility to ensure that all members of your travelling party have:

- A valid passport;
- Any required visas;
- Vaccination certificates where applicable; and
- Any other documentation required by your destination.

Triplo cannot accept responsibility for costs incurred where travel is prevented because the correct documentation has not been obtained.

11. Special requests

If you have any special requests, including accessible rooms, dietary requirements or seating preferences, we will pass these requests to the principal supplier.

Whilst every reasonable effort will be made to accommodate your requests, they cannot be guaranteed unless confirmed in writing by the relevant supplier.

12. Changes made by you

If you wish to amend your booking after confirmation, please contact us as soon as possible.

Any changes requested are subject to availability and the terms of the relevant principal supplier.

Administration charges and supplier amendment fees may apply.

Some bookings, including certain flights and promotional rates, may not be amendable.

13. Cancellation by you

If you need to cancel your booking, please notify us as soon as possible in writing.

Cancellation charges will apply in accordance with the terms of the relevant principal supplier.

Any administration charges payable by Triplo will be confirmed before cancellation.

Certain travel arrangements, including airline tickets, may be non-refundable once issued.

Where applicable, you should contact your travel insurance provider as you may be able to recover cancellation costs under your policy.

14. Changes or cancellation by the principal supplier

Occasionally, a principal supplier may need to amend or cancel your holiday arrangements.

Should this happen, we will notify you as soon as reasonably possible and assist in communicating any alternatives or refunds offered by the supplier.

Triplo acts as agent for the principal supplier and is not responsible for decisions made by the supplier regarding changes or cancellations.

15. Unavoidable and extraordinary circumstances

Neither Triplo nor the principal supplier shall be liable for any failure to perform contractual obligations where such failure results from unavoidable and extraordinary circumstances beyond reasonable control.

These may include, but are not limited to:

- Severe weather;
- Natural disasters;
- Pandemics;

- Industrial disputes;
- Government restrictions;
- Terrorism;
- Civil unrest;
- Airport closures; or
- Other events affecting travel.

In these circumstances, refunds, compensation or alternative arrangements will be governed by the terms of the relevant principal supplier and applicable travel regulations.

16. During your holiday

If you experience a problem during your holiday, you should report it immediately to the relevant supplier, such as your hotel, airline or tour operator, to allow them the opportunity to resolve the issue.

If further assistance is required, please contact Triplo and we will do our best to support you.

17. Behaviour

You are responsible for ensuring that you and all members of your party behave responsibly throughout your holiday.

If your behaviour causes danger, offence, disruption or damage to other guests, staff or property, the relevant supplier may refuse to continue providing services.

In such circumstances, no refunds or compensation will be payable.

You may also be liable for any costs or damages arising from your actions.

18. Our liability

Triplo acts as a travel agent arranging bookings on behalf of principal suppliers.

Our responsibility is limited to arranging your booking with reasonable care and skill in accordance with your instructions.

Responsibility for providing the travel services rests with the relevant principal supplier.

Nothing within these booking conditions limits or excludes liability where such limitation would be unlawful.

19. Complaints

If you are dissatisfied with any aspect of your holiday, please raise the matter immediately with the relevant supplier so they have the opportunity to resolve it.

If your complaint remains unresolved, please contact Triplo as soon as possible.

Should you wish to make a formal complaint following your return, this should be submitted in writing within 28 days of the end of your holiday, together with your booking reference and any supporting information.

We will investigate your complaint and respond as promptly as possible.

20. Communications

We will use the email address and telephone number provided during your booking to send confirmations, travel documents and important information relating to your holiday.

It is your responsibility to ensure your contact details remain up to date and to check your emails regularly.

21. Data protection

Triplo is committed to protecting your privacy.

Personal information provided during your booking will be processed in accordance with our privacy policy and applicable UK Data Protection Legislation.

Where necessary, relevant information may be shared with travel suppliers solely for the purpose of arranging and delivering your holiday.

22. Website information

Whilst we make every effort to ensure information published on our website is accurate, details relating to destinations, accommodation and facilities are provided by our travel partners and may change without notice.

Images are intended to be representative and may not depict the exact accommodation or services booked.

23. Governing law

These booking conditions are governed by the laws of England and Wales.

Any disputes arising in relation to these booking conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

24. Contact us

Triplo

Telephone: 01727 634440

Email: hello@Triplotravels.co.uk

Website Triplotravels.co.uk

Office hours: Monday to Friday: 9.00am – 5.00pm

If you have any questions about these booking conditions before making a booking, please contact our team who will be happy to help.