

RACHEL GARNISH TRAVEL LTD (TRADING AS R.G TRAVEL)

## BOOKING TERMS AND CONDITIONS

### 1. ABOUT US

1.1 These booking conditions, together with our privacy notice and any other written information we brought to your attention before we confirmed your booking, apply to your booking with Rachel Garnish Travel Ltd trading as R.G Travel, 10 The Westerings, Nayland, Suffolk, CO6 4LJ ("we" or "us").

1.2 We are an Accredited Body Member of Protected Trust Services. We provide full financial protection for our package holidays through the services of an independent trust account held by Protected Trust Services Ltd.

1.3 We act only as an agent. When you make a booking your contract (or contracts) will always be with the supplier(s) of the travel services you have booked.

### 2. BOOKING

2.1 By making a booking, you agree on behalf of all persons detailed on the booking that you have read these booking conditions and agree to be bound by them and you are over 18 years of age.

2.2 When you make your booking you must pay the relevant deposit as specified at the time of booking.

2.3 Please check all names, dates and timings are correct on receipt of all documents and advise us of any errors immediately.

### 3. PAYMENT

3.1 You will be required to pay a deposit or make full payment for your booking at the time of booking. If full payment is not received by the balance due date, the supplier may cancel your booking and charge cancellation fees.

### 4. YOUR CONTRACT

4.1 When making your booking we will arrange for you to enter into contracts with the suppliers (tour operator, airline or other supplier) named on your booking summary. For most bookings we act as agent for the supplier.

### 5. FLIGHTS

5.1 When booking flights with low cost airlines, we act as your booking agent. You will be subject to the airline's terms and conditions.

### 6. IF YOU WANT TO CHANGE OR CANCEL YOUR HOLIDAY

6.1 Any cancellation or amendment request must be sent to us in writing. The supplier may charge cancellation or amendment charges.

## 7. CHANGES OR CANCELLATIONS BY THE SUPPLIER

7.1 We will inform you of any changes or cancellations as soon as reasonably possible.

## 9. OUR RESPONSIBILITY FOR YOUR BOOKING

9.1 Your contract is with the supplier. As agent, we accept no responsibility for the actual provision of the travel services. Our liability is limited to three times the cost of your booking.

## 10. COMPLAINTS

10.1 Problems must be reported to the supplier immediately. If you wish to complain after returning home, write to the supplier.

## 11. YOUR FINANCIAL PROTECTION

11.1 Many travel arrangements are protected in the case of financial failure. You will receive an ATOL Certificate for ATOL protected flights.

## 12. SPECIAL REQUESTS

12.1 We will pass on special requests to the supplier but do not guarantee they will be met.

## 13. INSURANCE

13.1 We strongly recommend adequate travel insurance.

## 14. ACCOMMODATION

14.1 Accommodation ratings are provided by the supplier. Safety standards may differ from those in the UK.

## 15. BUILDING WORK

15.1 We will inform you of any notified renovation works.

## 16. DELIVERY OF DOCUMENTS

16.1 Documents will be sent by post or email.

## 17. PASSPORTS, VISAS AND HEALTH

17.1 It is your responsibility to check and comply with passport, visa and health requirements.

## 18. FINAL TRAVEL ARRANGEMENTS

18.1 Please ensure all documents are in order and arrive in plenty of time for check-in.

## 19. UNAVOIDABLE AND EXTRAORDINARY CIRCUMSTANCES

19.1 We will not be liable for circumstances beyond our control (war, terror, natural disaster, etc).

## 20. BEHAVIOUR

20.1 Your stay can be terminated if your behaviour is unacceptable.

## 21. CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

21.1 No part of this agreement confers benefits on third parties.

## 22. JURISDICTION

22.1 This agreement is governed by the laws of England and Wales.

## 23. CHANGES TO THESE TERMS AND CONDITIONS

23.1 We reserve the right to amend these terms.