

## BOOKING CONDITIONS *Siragusa Tours Ltd*

### Booking Procedure

Please complete the booking form and return with the £75 deposit required. All applicants must be at least 18 years old at the date travel is to commence.

### Insurance

It is essential that you have insurance in place for the duration of all tours abroad. Insurance must include adequate medical and repatriation cover. Note that due to new regulations **we can no longer purchase insurance on your behalf**. However, once the tour is viable and if we have booked a flight or train for you through Travelpack, you may purchase insurance directly from them, calling Lorraine on 08444 930465 for an immediate quote. Alternatively you can make your own arrangements. You also need to be in possession of a European Health Insurance Card (EHIC).

### Confirmation of Booking

Upon receipt of your completed booking form and deposit we will send you a confirmation invoice.

### Payment of Balance

The full payment is due two calendar months prior to departure. No reminders are sent. Note that flight money becomes due as soon as tickets are booked.

### Method of Payment

By cheque payable to Siragusa Tours Ltd (this also applies to flight money). You can also pay directly into our account (quoting as reference your surname and departure date e.g. Smith 11.12.2003) by internet banking or money transfer: Acc. No. 90197734, Sort Code 20-40-71, Barclays Bank, 197/199 New Road, High Wycombe, HP12 4RN, UK  
**For payments from outside the UK:  
IBAN GB47 BARC 2040 7190 1977 34**

### SWIFTBIC BARCGB22

### Health Requirements

There is quite a lot of walking on our tours. You may also have to carry your luggage for short distances. You should therefore be in reasonably good health. You must let us know if you have any medical condition, special dietary, health or mobility requirements and we will try to accommodate them.

### Single Rooms

Available at a supplement. Single rooms may sometimes be of inferior quality to double rooms.

### Group Size

Usually limited to 16 people (although we may sometimes accept an extra person). Specially commissioned tours may have a different group size (eg LRAC tours are usually limited to 18 people).

### Travel

Flights: We will nominate a scheduled flight, which will be met by the tutor or Course Assistant. Once tour is viable we will communicate flight details and if you instruct us to book you on this flight electronic tickets will be e-mailed or sent to you by post and payment for the flight (**to Siragusa Tours Ltd**) becomes due immediately.

Train: once tour is viable we will book Eurostar seats and communicate details to you, train cost is already included in the course cost and tickets will be sent to you via e-mail or by post. However if you want to make your own travel arrangements and/or include our tour as part of your own longer holiday you can meet us at the hotel at the start of the course.

**Always check viability of a particular tour before you make your own arrangements.**

### Travel Documents

EC passport holders do not require a visa to enter other EC countries. For non-EC passport holders you should enquire with the Consulate/Embassy of the country you are travelling to. Those holding full EC passports travelling for leisure purposes do not normally require entry visas. Non-EC passport holders should check requirements with their local Consulate/Embassy in good time.

### Changes by Siragusa Tours Ltd

For reasons beyond our control changes may need to be made to stated flight times, destination airports, hotels, itineraries and tutors.

### Cancellation by Customers

Should you have to cancel your tour, you should notify us in writing. The following cancellation charges apply:

105 days or more deposit only	
104 – 57 days	25% of course cost
56 – 29 days	50% of course cost
28 – 15 days	75% of course cost
14 days or less	100% of course cost

### Complaints

If you have a complaint, Siragusa Tours Ltd must receive notification in writing no later than 28 days after the end of the tour.

### Cancellation by Siragusa Tours Ltd

There has to be a minimum number of participants on a tour to make it viable, and if this is not reached we reserve the right to cancel the tour. In this case there would be a full refund and notification of cancellation would be at least eight weeks before departure date. If cancellation is necessitated through force majeure we shall refund the portion of payment made to us which has not been committed irrecoverably by us to the tour. However we can be under no other liability to you.

### Surcharges

Surcharges may be imposed if costs increase as a result of government action and currency fluctuation. In this case we will absorb 2% of the course cost. If the amount of the surcharge exceeds 10% you will be entitled to cancel within 14 days and a full refund. The cost was calculated using the following exchange rates: £1 = 1.00 Euro. Flights are dealt with under a separate contract and Travelpack will advise of any surcharges, which may apply to flights booked with them.

### Limit of Liability

Siragusa Tours Ltd acknowledge responsibility for ensuring that the courses you book with us are supplied as described. Only limited responsibility for the performance of services provided by airlines, coaches, hotels, agents and other suppliers can be accepted by Siragusa Tours Ltd. No responsibility is accepted for loss or expenses due to sickness, weather, strikes, war, quarantine, negligence, loss of baggage or other causes, such losses being the responsibility of the traveller and for certain of which insurance may provide cover.

### Financial Protection

In accordance with the Package Travel Regulations 1992 AHST protects client monies by paying funds into a Client Trust Account, operated by independent trustees, where it is held until the completion of the course. This does not include the flight cost. If you instruct us as agent of Travelpack to arrange your flight this is protected by ATOL 2866 and you are entering into two contracts; one between you and Siragusa Tours Ltd for the course and the other between you and Travelpack for the flight.

Siragusa Tours Ltd, Nov 2009