**BOOKING CONDITIONS** *SiragusaTours 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.

# Confirmation of Booking

Upon receipt of your completed booking form and deposit we will send you a confirmation invoice to confirm that you are booked. **Tours are viable once we contact you with flight arrangements.**

# 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. 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 Lina on 0208 5854010 for an immediate quote (up to 84). Alternatively you can make your own arrangements. You also need to be in possession of a European Health Insurance Card (EHIC).

# Payment of Balance

The full payment is usually 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) or directly into our account (quoting as reference your surname and tour destination e.g. Smith Istanbul):

**Acc No 33578941 Sort Code 20-40-71**

***For payments from outside the UK****:*

*IBAN GB77BUKB20407133578941*

*SWIFTBIC BUKBG22*

Barclays Bank, 197/199 New Road, High Wycombe, HP12 4RN, UK

# 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 (without the Course Assistant) although we may sometimes accept an extra person.

**Tutors and Course Assistants**

Our tours are accompanied by qualified tutors and Course Assistants. Course Assistants get a discount but are also participants on the tour.

# Travel

Flights: We will nominate a scheduled flight from London, which will be met by the tutor and/or Course Assistant. **Once a tour is viable we will communicate flight details** and if you instruct us to book electronic tickets will be e-mailed or sent to you by post. **The payment for the flight (to Siragusa Tours Ltd) becomes due immediately.** Note that the fares we communicate are usually valid for the day. If we can’t get hold of you the fare may be higher (or lower) the next day. **On the booking form you have the option to authorise us to issue flights if we can’t get hold of you.**

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, eg

people living in the North may wish to travel independently from a Northern airport. We are happy to organise extra nights at the hotel if required for those of you who have different requirements. ***Always check viability of a particular tour before you make your own arrangements.***

Train: once the tour is viable we will book seats and communicate details to you.

# Travel Documents

# EC passport holders do not require a visa to enter other EC countries. Non-EC passport holders should enquire with the Consulate/Embassy of the country you are travelling to. For travel to non-EC countries we will advise what the requirements are for EC passport holders and non-EC passport holders should enquire with the appropriate authority.

# 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.

NB any complaints in relation to the services provided by local suppliers, such as the hotel, should brought to the attention of the local supplier at the moment of the incident so that the issue can be resolved on site and in a timely manner.

# 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 majeur we shall refund the portion of payment made to us which has not been committed irrecoverably by us to the tour. We can be under no other liability to you.

# Surcharges may be imposed if costs increase as a result of government action and currency fluctuation. In this case we will absorb 2%. 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 = 1.20 Euro, £1 = 1.55 $. 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 Siragusa Tours Ltd protects client monies by paying funds into a Client Account. 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, Dec 2019*