**BOOKING CONDITIONS** *SiragusaTours (Trading Name of Wei House 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 you have booked a flight or other transport please proceed to make adequate 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.

# Method of Payment

Via **BACS** to **Wei House Ltd,** quoting your tour destination and surname as the refence (e.g., Istanbul Smith). Alternatively you may send a cheque.

**Acc No 33578941**

**Sort Code 20-40-71**

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

*IBAN GB77BUKB20407133578941*

*SWIFTBIC BUKBGB22*

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 20 people (without the tutor and assistant) although we may sometimes accept an extra person.

**Tutors and Assistants**

Our tours are accompanied by qualified tutors and usually by an assistant

# Travel

Flights: We will nominate a scheduled flight from London, which will be met by the tutor and/or tour assistant. **Once a tour is viable we will communicate flight details** and you can then proceed to make your arrangements

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

# Travel Documents

**EU passport holders** do not require a visa to enter other **EU countries**

.

**UK passport holders** should check the latest entry requirements for their destination, as visa rules may differ.

**Non-EU passport holders** should enquire with the Consulate/Embassy of the country they are travelling to.

# For travel to non-EU countries, we will advise on the requirements for UK and EU passport holders, while non-EU passport holders should check with the appropriate authority.

# Changes by Siragusa Tours

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 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

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.

# Limit of Liability

Siragusa Tours 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. 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.

*Siragusa Tours (trading name of Wei House Ltd),*

***Tel: 01604 858818,*** info@siragusatours.co.uk***,***

Registered No. 07043900

*15th February 2025*