

# BOOKING CONDITIONS



## Payment of Deposit

A deposit must be paid to secure any booking. This is due six weeks after written confirmation of the holiday. Deposits are non-refundable, but the loss of a deposit may be covered by your holiday insurance. The amount of deposit is quoted per person and is dependant upon the duration and destination of the holiday as follows:

UK – Weekend	£10
UK – Mon – Fri	£20
UK – Eight Days	£30
Jersey & Ireland & Europe	£50

## Payment of Balance

The full balance of your holiday must be paid at least two months prior to commencement of the holiday (three months for holidays in Jersey, Ireland & Europe). If the booking is made after these dates, full payment is required at the time of booking.

## Payment

Payment can be made by cheque payable to IOW Tours Ltd. All cheques should have the Organiser Reference Number noted on the reverse to aid identification. Payment may also be made by credit card (a commission charge may be payable). Payment may also be made at any branch of Natwest.

## Trust Fund

A Trust Fund is operated in accordance with the European Community Directive 90/314/EC. All customers' receipts are safeguarded until their return from holiday.

## Holiday Insurance

Holiday Insurance is optional, but strongly recommended. IOW Tours Ltd cannot accept any responsibility for any loss that would normally be covered by insurance. We can provide comprehensive travel insurance at competitive rates. Details are enclosed.

## Change of Booking / Minimum Numbers

All holidays offered are subject to hotel and holiday centre availability. Any changes to the original booking will be notified to you in writing. We reserve the right to cancel any tour that does not reach the required numbers. However we will make every attempt to offer an alternative holiday.

## Travel Discounts

If you are part of a group holiday that includes coach travel, there is no discount available for making your own way, unless prior arrangements have been agreed with the Company.

## Cancellations

You or any member of your party may at any time cancel your booking by giving written instructions to notify us of your intentions. The organiser or the person who signed the original booking form must sign the letter of cancellation. The effective date of the cancellation is the date we receive written instructions. A cancellation charge will be made dependant upon the amount of notice given prior to the commencement date of the holiday as follows:

Notice Given	Cancellation Charge
14 Days or Less	100% of Holiday Cost
15 – 27 Days	50% of Holiday Cost
28 – 42 Days	30% of Holiday Cost
More than 42 Days	Deposit only

Please note that some or all of these charges may be recovered through your holiday insurance dependant upon the reason for the cancellation.

## Special Events

Terms and conditions for Special Event Breaks may be different but will be provided with that particular Booking Form.

## Other Terms

Travel documents detailing pick-up arrangements will be sent to you prior to your departure. It is your responsibility to be at the correct coach pick-up point at the correct time. We cannot accept any liability for losses or expenses if you fail to meet the published arrangements.

We reserve the right to refuse a booking or terminate a holiday due to unreasonable behaviour. In this instance, full cancellation charges will apply and we will be under no obligation to make a refund or pay compensation for any losses incurred.

Smoking and consumption of alcohol is not permitted on any coach hired by us to convey passengers.

## Complaints

We would hope that you will not find any reason for complaint with our holidays. However, if you do have a problem the first course of action would be to discuss it with the coach driver or courier or directly with the accommodation provider. Should the matter be unresolved please phone IOW Tours as soon as possible to enable us to attempt to resolve the problem. Should the problem remain unresolved, please write explaining the details to IOW Tours Ltd within 28 days of your return from holiday.

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