



## **Travel for Padel – Booking Terms and Conditions**

Please read these booking conditions carefully alongside your itinerary your booking form, as these set out the terms and conditions of the contract between Travel for Padel and yourself.

### **1. Our Details**

Your booking and contract are made with Travel for Sport Limited, trading as Travel for Padel, registered in England and Wales under company number 14504811, with its registered office at M.01 Tomorrow, Blue, MediacityUK, Salford, United Kingdom, M50 2AB.

Contact details [info@travelforpadel.co.uk](mailto:info@travelforpadel.co.uk) / 0161 513 5927.

### **2. Your Booking/ Padel Trip Contract**

All bookings are made and accepted subject to the terms set out in these conditions. A booking will exist as soon as you complete and sign the booking form and return it along with the receipt of your first deposit.

The first named person on the booking (the lead booker) agrees on behalf of all persons detailed on the booking that:

- i. He/she has read these Booking Conditions and has the authority to and does agree to be bound by them.
- ii. He/she consents to our use of personal data in accordance with our Privacy Policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable special categories of data (such as disabilities, health conditions and dietary requirements). Your safety is extremely important to us, so please ensure that you advise us at the time of booking anything that might affect your or anyone on the tours experience on the trip.
- iii. The lead booker is over 18 years of age and where placing an order for services with age restrictions declares that he/she and all members of the party of the appropriate age to purchase those services.
- iv. He/she accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.
- v. He/she confirms that all members of the tour are fit and healthy enough to travel.

Whether you book alone or as a group, we will only deal with the lead name in all subsequent correspondence for any changes related to your booking. The lead name is responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself and any other person travelling on the booking and for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on such booking, including but not limited to information on schedule changes or copies of booking confirmations.

Names on travel documents must exactly match those in your passports, we will not accept liability if an airline or other supplier refuses boarding because the names(s) shown in your passport differ from those on your ticket, unless we are responsible for the mistake.



We may not be able to confirm some of our ground arrangements immediately (e.g. flights, transport and accommodation etc). In these instances, we may issue a booking confirmation, however, a contract for arrangements that have not been confirmed on that booking confirmation will only be made when we have sent you written confirmation that those arrangements have been confirmed. If there is any change to any of the details discussed at the time of booking, before the Booking Confirmation is issued, we will notify you promptly of any new or changed details, including a change to the total price (if any). If any detail on the Booking Confirmation is not correct tell us or your tour operator as soon as possible.

If your tour has elements where an additional local payment is required, you will be notified of this before you travel. A local payment is a portion of the tour cost which must be paid directly to the local representative as instructed. This must be paid in the currency specified. Please note, that your tour price will not be considered to have been paid in full until the local payment has been made. Tourist taxes, resort fees or similar that are charged locally may be implemented or changed without prior warning. We do not accept responsibility for these costs, which must be paid by you and are not included within your tour price.

Travel documents and final itinerary will be sent or emailed to you approximately 2 weeks before your departure and will not be issued unless payment of the due balance has been received. When you receive the Booking Confirmation and your departure documents, please check the details carefully and notify us immediately if anything is incorrect. If there is an obvious error on the confirmation invoice, we reserve the right to correct it as soon as we become aware of it, but will do this within 7 days of issuing the confirmation invoice or, if your departure is within 7 days, no later than 24 hours before you go.

You may wish to arrange your own flights. If so, you must inform us of the flights you intend to book before you confirm them, to ensure we are able to deliver the package based on the flight details. You must provide us with full accurate and up to date flight details as soon as possible, including exact arrival/departure airport, flight numbers and airlines. Once booked, you must supply us with the copy of the confirmation you receive from the airline. Travel for Sport accept no responsibility for your self-arranged flights and will not be liable for refunds or compensation for flights you book directly or impact any missed elements of the package due to any delays or cancellations.

Our prices on your proposals are accurate at the date published. However, we reserve the right to amend any of those prices on occasions. On the unlikely event of an error in our administration that leads to an incorrect price that has been quoted, we reserve the right to correct it (including post booking if necessary). Quotes are provisional until your booking is confirmed in writing and deposits have been received. Before you confirm your booking, we will provide an updated price including any additions, changes of numbers or updated flight prices.

If a flight is included, APD (Air Passenger Duty) for an economy seat is included. Any upgrades will be a supplement cost on request.

If the price given is per person, then any changes in number of people will incur a recalculation of the price based on the new party size. Any increase in price payable is not a cancellation charge. This will be a separate cost and levied in respect of bookings cancelled. A new booking confirmation will be issued as appropriate on which the cancellation charge will be shown.



### 3. Financial Protection

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under its ATOL Franchise and The Package Travel and Linked Travel Arrangements Regulations 2018 for Travel for Sport Limited (ABTOT number 5587), ATOL number 12442, and in the event of their insolvency, protection is provided for the following:

- non-flight packages.
- flight inclusive packages that commence outside of the UK, which are sold to customers outside of the UK; and
- flight inclusive packages, flight only and linked travel arrangements (LTAs) sold as a principal under the ABTOT ATOL Franchise.

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if you are abroad. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Travel for Sport Limited.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call ABTOT's 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here:

<https://www.legislation.gov.uk/uksi/2018/634/contents/made>

When you buy an ATOL protected flight or flight inclusive tour from us, you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

The price of our ATOL-protected flight inclusive Packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices.

We, or the suppliers identified on your ATOL Certificate or tour itinerary, will provide you with the services listed on the ATOL Certificate or itinerary (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder or supplier may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder or supplier will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder or supplier. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder or supplier, in which case you will be entitled to make a claim under ABTOT.

If we, or the suppliers identified on your ATOL certificate or tour itinerary, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder, alternative supplier or otherwise) for reasons of insolvency, ABTOT Limited may make a payment to (or confer a benefit on) you under its scheme. You agree that in return for such a payment or benefit you assign absolutely to ABTOT Limited any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer



where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ABTOT ATOL Franchise scheme.

For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk) or the ABTOT website <https://www.abtot.com/> For clients based in the UK, we provide full financial protection for your bookings.

#### **4. Payments**

To confirm your booking with Travel for Padel, you must submit a signed booking form and pay the first of your deposit requirements. This will, unless otherwise informed, amount to;

- Short Haul Air Tours: £350 per person
- Long Haul Tours: £350 per person

Approximately 14 weeks before departure we will send you a final balance invoice which you must complete and send to us so that we receive it no later than 12 weeks departure. The balance of the price of your travel arrangements must be paid at least 12 weeks before your departure date. Should your invoice be inaccurate due to amendments, this does not permit late payment of the final balance which remains due 12 weeks prior to departure. If the deposit and/or balance is not paid in time, we reserve the right to cancel your travel arrangements. If the balance is not paid in time, we shall retain your deposit.

All payments must be received by Travel for Padel by the due dates as stated above. Travel for Padel reserves the right to make an administrative charge of up to £20 per person should final details forms not be received within these deadlines.

For offline payments please note that you must make each payment required by your schedule in the form of electronic transfer. We cannot accept individual payments from members of your group, due to the high cost of processing and banking them. If you insist on making payment using multiple methods, we reserve the right to charge you £20 for each such payment.

You may also be required to pay for any non-transferable and non-refundable items, such as special air fares, tickets or entry permits and any other applicable supplements due, at the time of booking and they may be non-refundable in the event of cancellation.

#### **5. Insurance**

Adequate and valid travel insurance for your chosen itinerary is compulsory for all travellers and it is a condition of accepting your booking that you agree you will have obtained adequate and valid travel insurance. We recommend you take out insurance as soon as your booking is confirmed. You are strongly advised to insure yourself against any possible risk that may occur and in particular to ensure that you have sufficient insurance in respect of dependent relatives and force majeure events. You are required to carry proof of insurance with you.

Having taken out your own insurance arrangements, you must ensure that there are no exclusion clauses which limit cover for the type of activities included, or the altitudes attained, in your tour. Furthermore, if you make your own insurance arrangements, you must advise us of the details of your own insurance including the name of the insurer and the policy number as soon as possible.



Our representative abroad has the right to see the policy so that appropriate advice and assistance can be given. Clients in breach of this condition will be deemed to have indemnified the Company for any loss incurred by the Company as a result of such breach and such costs will be redeemable from them.

## **6 Cancellations and changes to your tour**

### **a) Cancellation by you**

You, or any member of your party, may cancel their travel arrangements at any time. Written notification from the person who made the booking must be received at our offices.

Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows (see also the exception below):

<b>Period before departure in which you notify us</b>	<b>Cancellation Charge</b>
More than 100 days	Deposits Only
99 – 61 days	50% of the tour cost
60 – 29 days	75% of the tour cost
28 days or less	100% of the tour cost

Please note: Your deposits are non-refundable, even if the cancellation charge calculated is lower than the deposit amount paid. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. Certain travel arrangements, such as low cost/budget airlines or specific arrangements may be subject to higher cancellation charges and could incur a cancellation charge of up to 100% of that part of the arrangements from the moment the booking is confirmed.

You can cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances/force majeure. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. We will observe and act in accordance with advice provided by the UK Foreign, Commonwealth & Development Office.

For the purposes of these terms and conditions “unavoidable and extraordinary circumstances/force majeure” include but are not limited to: war, threat of war, airport closures, airspace closures (as well as other air traffic management decisions which may give rise to long or overnight delays or cancellations of one or more flights), the inability of airline(s) to operate flights as a result of the United Kingdom’s decision to leave the European Union (including the loss or restriction of air traffic or transit rights or the right of airline(s) to enter any airspace), epidemic, significant risks to human health such as the outbreak of a serious disease at the travel destination, natural or nuclear disaster, serious security problems such as terrorist activity, civil unrest or events arising out of political instability, industrial dispute or strikes, bad weather (actual or threatened), UK Foreign, Commonwealth & Development Office advising against travel to a particular destination and significant building work taking place outside of your accommodation (such as resort development).

### **b) Changes by you**



After our confirmation invoice has been issued, if you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes, but it may not always be possible. Any request for changes to be made must be in writing from the lead name or your tour operator. You will be asked to pay an administration charge of £20, and any further cost we incur in making these amendments. You should be aware that these costs could increase the closer to the departure date that changes are made, and you should contact us as soon as possible. Please note that certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

### **c) Cancellation by Travel for Sport**

We reserve the right to cancel your booking. We will not cancel less than 16 weeks before your departure date, except for unavoidable and extraordinary circumstances/force majeure (as defined in section 6a), or failure by you to pay the final balance.

If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in the table below.

<b>Period before departure in which we notify you</b>	<b>Amount you will receive from us per full paying passenger</b>
More than 100 days	Nil
99 – 61 days	£10
60 – 29 days	£20
28 days or less	£30

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

We highly recommend that you make no travel arrangements to your point of departure, make any connecting travel that is non-refundable or non-changeable or incurs penalties or incur any costs in respect of visas or vaccinations until such time as your travel itinerary has been confirmed. If you make such arrangements which you are then unable to use due to a change in your itinerary, we shall not be liable to you for the cost of those arrangements.

### **d) Changes by Travel for Padel**

We are able to change your tour price after you've booked, only in certain circumstances:

Changes in the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports or exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure.

We will absorb, and you will not be charged for, any increase equivalent to 2% of the price of your travel arrangements, which excludes any amendment charges. You will be charged for the amount



over and above that. If this results in an increase equivalent to more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another tour if we are able to offer one. We will refund any price difference if the alternative is of a lower value. Or you may wish to cancel and receive a full refund of all monies paid, except for any amendment charges. Should you decide to cancel, you must do so within the time period shown on your final invoice.

Should the price of your tour go down due to the cost changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

It is unlikely that we will have to make any changes to your travel arrangements, as we plan the arrangements many months in advance. Occasionally we must make changes and we reserve the right to do so at any time. Most of these changes are minor and we will advise you of them as soon as possible. We do use the services of independent suppliers such as hotels, airlines, over which we have no direct control.

We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, it may be necessary to cancel your travel arrangements less than 14 weeks before your departure date, for reasons of force majeure, failure of a supplier or failure by you to pay the final balance by the due date. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in the table below.

If we are forced by circumstances beyond our control to alter significantly any of the main characteristics of the travel services that make up your package you will have the rights set out below.

We will contact you and you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative tour, where we offer one (we will refund any price difference if the alternative is of a lower value). We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the timescale given your booking may be cancelled.

We will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances/force majeure, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

<b>Period before departure in which we notify you</b>	<b>Amount you will receive from us per full paying passenger</b>
More than 100 days	Nil



99 – 61 days	£8
60 – 29 days	£12
28 days or less	£15

#### **e) Transferring a booking**

You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing at least 7 days before departure provided that the new lead passenger accepts the transfer and these booking conditions. Both you and the new traveller are responsible for paying all costs we incur in making the transfer. Please bear in mind that certain airlines and other transport providers treat changes as a cancellation and charge accordingly, up to 100% of the cost for that part of the arrangement. Where applicable these charges will be passed on to you.

#### **7. Our liability to you**

We accept responsibility as an 'organiser' under the Package Travel and Linked Travel Arrangements Regulations 2018.

You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. If any of the travel services included in your package are not performed in accordance with these booking conditions, or are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to you or another member of your party, a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable, unavoidable and extraordinary circumstances/force majeure (as defined in section 6a).

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum amount calculated on the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in identical manner to:

The contractual terms of the companies that provides the transportation for you travel arrangements. These terms are incorporated into this contract; and

Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Bearne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You agree that any transport company's (or other supplier's) own 'Conditions of Carriage' will apply to you on any journey by road, rail, sea or air. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all these terms and conditions form part of your contract with us as



well as with the transport company. You can ask us or the tour operator booking your tour to provide you with a copy of any of the conditions applicable to your journey. The airline's terms and conditions are available on request. We will tell you the identity of the air carrier when you book with us and if it is not known at that time or subsequently changes, we will inform you as soon as possible and no later than at check-in for your flight

This clause doesn't apply to any excursions or activities that you might purchase whilst on your tour.

If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances/force majeure then we will bear the cost of necessary accommodation, if possible, of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, if you notified us of these needs at least 48 hours before the start of your tour.

If you or any member of your party misses your flight or other transport arrangement, it is cancelled or you are subject to a delay of over 3 hours for any reason, you must contact us and the airline or other transport supplier concerned immediately.

Under UK Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at UK airports and will also be available from airlines. If the airline does not comply with these rules you should complain to the Civil Aviation Authority at [www.caa.co.uk/passengers](http://www.caa.co.uk/passengers). Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your tour price from us. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. A delay or cancellation to your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight.

If any payments to you are due from us any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 or [www.auc.org.uk](http://www.auc.org.uk)

## **8. Transportation**

It is your responsibility to ensure that you arrive in good time to check in for all flights or other methods of transportation. To assist you we will notify you of the time by which you should arrive at all points of departure. If you miss a flight or other transportation, we will try to arrange alternative transportation, but reserve the right to recover from you any costs we incur in making such arrangements.

Any air, rail, road and other departure times are supplied by the carriers. They are subject to among other things, air traffic control restrictions, weather conditions, the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that departures will take place at the times shown on your tickets. The timings are estimates only Travel for Sport Limited does not have any liability to you for any delays that may arise. Further, your dealings with all



carriers are subject to the conditions of the carrier, some of which may limit or exclude liability. Where we are able to do so, we will give information before you book concerning the airline on which you will fly, your airport of destination and type of aircraft on which you will travel. However, if any of these details change subsequently, and you choose to cancel as a result, our normal cancellation charges will apply. Any arrangements in the event of a delay will be at the sole discretion of the airline or other carrier involved.

A number of Governments are introducing new requirements for air carriers to provide personal information about all travellers on their aircraft to the Authorities before the aircraft leaves the UK. The data will be collected either at the airport when you check in or in some circumstances when, or after you make your booking. Accordingly, you are advised to allow extra time to check in for your flight. Where we collect this data, we will treat it in accordance with our privacy policy.

### **9. Excursions**

Excursions or other tours that you may choose to book or pay for whilst you are on tour are not part of your tour package provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

### **10. Complaint process**

If you have a problem during your tour it is of the utmost importance that you immediately bring it to the attention of the relevant person (for example the resort representative, hotel manager or transport agent) who will do their best to put things right. If your complaint is not resolved locally, you should contact us to advise us of the problems so that we may endeavour to resolve it. However, should a problem remain unresolved, a complaint should be made in writing within 28 days of your return home to: Customer Service Department, Travel for Sport, 42 York Street, Twickenham, TW1 3LJ, providing your booking reference and all other relevant information.

It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as any resort representative without delay and complete a report form whilst in resort. This will give us the opportunity to investigate and rectify your complaint whilst you were in resort.

### **11. Passport, Visa, Health, Travel and Immigration Requirements**

Your specific passport and visa requirements, and other immigration requirements are your responsibility, and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

We are not medical experts. Whilst we can advise on general health requirements, it is your responsibility to ensure that you obtain proper and detailed medical advice at least 2 months prior to travel for the latest health requirements, recommendations for your destination and any costs and then within 14 days of travel. Where you do not do so and either are not allowed to enter any country, or suffer personal injury or death as a result, we have no liability to you for any cost, loss or



damage which you suffer, nor will we refund you the cost of any unused portion of your travel arrangements. Clients with existing medical problems, pregnant women and anyone who has recently visited other countries should check requirements with their general practitioner.

When assessing whether tours will operate, we use information from our local offices in conjunction with advice from the UK Foreign, Commonwealth & Development Office and other relevant government bodies. It is your responsibility to acquaint yourself with the travel advice provided by these government bodies. For more information, please visit government websites at [www.gov.uk/travelaware](http://www.gov.uk/travelaware) and [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) for your destination country.

## **12. Behaviour and Conduct**

We reserve the right to refuse to accept you as a customer or continue dealing with you if we, or another person in authority, believe your behaviour is disruptive, causes unnecessary inconvenience, is threatening or abusive, you damage property, you upset, annoy, disturb, or put any other traveller or our staff or agents in the UK or resort in any risk or danger, on the telephone, in writing or in person.

If you are disruptive and prevented from boarding your outbound flight in the UK, we will treat your booking as cancelled by you from that moment, and you will have to pay full cancellation charges (see section 6a). If this occurs overseas, then you will become responsible for your own return home and any other members of your group who cannot or will not travel without you. We will not be liable for any refund, or compensation or any costs or expenses you incur.

If you are refused carriage because of your behaviour, or you are under the influence of alcohol or drugs, your airline may pass on your details and date of the refusal of carriage to other airlines for their information. This in turn may make it difficult for you to book other airline tickets. In any of these circumstances no refunds or compensation will be paid to you.

As a result of your behaviour during any stage of your tour including on an aircraft, transfer, in any accommodation, ferry or excursion, we reserve the right to make a claim against you for any damages, costs and expenses (including legal expenses) incurred as a result, including but not limited to cleaning, repairing or replacing property lost, damaged or destroyed by you. Compensating any passenger, crew, staff or agent affected by your actions and diverting the aircraft or ferry for the purpose of removing you. Criminal proceedings may also be instigated.

By making the booking, the lead name accepts responsibility for the good conduct of all members of the group during the trip and warrants that at least one responsible adult will be always on active duty to ensure that all members of the group behave well. Furthermore, it is the lead name's responsibility specifically to ensure that:

- no member of the group under 18 years of age consumes alcoholic drinks (or older subject to local laws)
- all local laws relating to the consumption of alcohol are at all times obeyed by all members of the group
- no member of the group consumes alcohol to excess
- no member of the group smokes in a hotel bedroom (or at all in apartments) or in any other way causes a fire hazard



- all members of the group act in a responsible fashion during the tour and do not behave in a way likely to cause damage to property, or damage or offence to other people

When you book with us, you accept full responsibility for any damage or loss caused by you or any member of your group.

Often a damage deposits are required by accommodations; it is usual that a cash deposit is left with reception on collection of room keys at the beginning of your stay. It is your responsibility to pay such sum and we have no liability in respect of the same. Please be aware that on arrival, it is the responsibility of you, and your group members, to report any pre-existing damage to your accommodation to reception or the relevant agency. Reporting any such damage to a representative of the Company will not remove your responsibility and any charges related to such pre-existing damage will remain chargeable from the damage deposit if such is not dealt with by you on arrival.

Full payment must be paid direct at the time to the accommodation owner or manager or other supplier - even if our supplier is holding a cautionary damage deposit on your behalf. All payments made to the accommodation will only be acknowledged by a receipt. Where residences deem it necessary to contract additional night managers or security staff to manage you or your groups behaviour you are liable for the extra cost which will be deducted from your damage deposit and any extra over and above this is due and payable immediately to us by you.

If you fail to pay or refuse to pay our supplier for any damages that occur, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your or any member of your group's actions.

We will not take any responsibility for any individuals or groups belongings whilst on coaches or in resorts. It is the responsibility of the individual to ensure their luggage is loaded onto the coaches and that valuables are kept safe at all times. We do not accept any responsibility for lost luggage.

If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your group behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property or vehicles, we are entitled, without prior notice, to terminate the arrangements of the person(s) concerned or terminate the arrangements of the group as a whole. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

### **13. Law and Jurisdiction**

This booking is governed by English Law, and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

### **14. Data Protection**

As required by law we are registered with the Information Commissioner's Office which allows Travel for Padel to process your personal information. Information you have provided to us for your booking will be forwarded on to the relevant suppliers of your tour so that the travel services can be



provided to you. This applies to any sensitive personal data that may have been provided to Travel for Padel when making your booking for the purposes of arranging your tour.

As this data may need to be transferred outside the United Kingdom in order for your tour to be provided to you, then you agree that we may transfer your data (and the data of those in your group) to those suppliers for this purpose. We act in accordance with the UK Data Protection Act 2018, which is the UK's implementation of the General Data Protection Regulation (GDPR).