



## **Terms and Conditions**

### **1. Booking**

To confirm a booking you should provide us with information requested on our booking form, either by e-mail or verbally.

All bookings are subject to our Booking Conditions. The lead passenger must be authorised by all participants or their parent or guardian where the participant is under 18, to make a booking with us on the basis of our Booking Conditions. By making a booking, the lead passenger confirms that he / she and all participants agree to the Booking Conditions. The lead passenger is responsible for making all payments due to us as set out in more detail in clause 2 below. The lead passenger must be at least 24 years old when the booking is made. Once we have received the information we need to make the booking and all appropriate payments, we will, subject to availability, confirm your booking by issuing a confirmation invoice.

Once you have received your invoice, please check it carefully as soon as you receive it. Contact us immediately if any information, which appears on the confirmation, or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy (for which we are responsible) in any document within 14 days of our sending it out. We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so. The only exception to this requirement to meet costs is where we made the mistake in question and there is good reason why you did not tell us about it within these time limits.

### **2. Payment**

The applicable deposit (as set out in Table A below) per person must be paid at the time of booking. The final balance of the price is due no later than the date set out in Table A below. If a booking is made after this date then the full amount is payable at the time of booking.

Table A

On booking: 30% of the holiday cost as a deposit per person.

Six weeks before departure: Balance of the total holiday cost.

### **3. Special requests and medical problems**

If you have a special request, you should inform us of it in writing at the time of booking. If any participant has any medical problem or disability which may affect your holiday, you must tell us before the lead passenger confirms your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. You must also notify us of any change or deterioration in the disability or medical condition or development of any disability or medical condition after booking.

In view of the nature of Sacred Walks holidays featured on our website, we regret we must reserve the right to decline any booking or cancel (in the event of the development, deterioration or change of any disability or medical condition occurring after confirmation) whenever we reasonably feel unable to accommodate the needs or restrictions of any particular client or where, in our reasonable opinion, the medical condition or disability of the client concerned is likely to have a significant adverse effect on other clients taking the same holiday. We further reserve the right to cancel any holiday and impose cancellation charges if we are not fully advised of any relevant disability or medical condition at the time the booking is made and/or promptly notified of any development, change or deterioration occurring after booking. On occasion, the decision for us to cancel may be made at the time the person concerned joins the tour as it may only be apparent at this stage that their disability or medical condition cannot be accommodated.

Any client affected by a disability or medical condition must ensure they have notified this to their travel insurers and that their travel insurance will cover it. As it is a condition of booking that all clients have adequate and appropriate travel insurance, we are entitled to insist on evidence that the disability or medical condition is covered.

### **4. Insurance**

The lead passenger is responsible for ensuring all participants have adequate and appropriate insurance. The insurance must as a minimum cover personal accident, medical expenses, loss of effects, repatriation costs and all other expenses, which might arise as a result of loss, damage, injury, delay or inconvenience. This policy must include a minimum cover of £5,000,000 for medical and repatriation expenses. Policy details should be read carefully and taken on holiday with you. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. Please ensure that the insurance you purchase covers you for walking in the mountains, overnight camping, and leading ponies.

## **5. Passports and Health Documents**

All participants must be in possession of a valid passport.

The lead passenger must ensure that all participants are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If you are not a British citizen or hold a non British passport, you must check passport and visa requirements with the embassy or consulate of the country(ies) to or through which you are intending to travel. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us or costs incurred by us, you will be responsible for reimbursing us accordingly.

## **6. Minimum numbers of group size.**

If the group size drops below the minimum number, we reserve the right either to cancel or to run the trip. There is therefore no guarantee that the holiday will have more than one family participating. We promise to advise you no later than 6 weeks prior to departure if we have to cancel your holiday due to lack of numbers. If this should occur; you will receive a full and quick refund of all monies you have paid to us.

## **7. Changes to the Itinerary**

The outline itinerary as shown on our website must be taken as an indication of what may be accomplished, and not as a contractual obligation on our part. The final decision on the itinerary and conduct of any holiday will be taken by us in the interests of the group as a whole. It is understood that the route schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events which may include sickness, accident, mechanical breakdown, flight cancellations, strikes, events emanating from political disputes, entry or border difficulties, climate and other unpredictable or unforeseeable circumstances.

## **8. Cancellation charges**

- More than 56 days before departure: deposit
- 45 - 56 days before departure: 50%
- 31 - 44 days before departure: 75%
- 30 days or less before departure: 100%