

# WALKING PLUS ...

## BOOKING CONDITIONS

### Confirmation of Booking

As soon as Walking Plus Limited (referred to in these booking conditions as 'we' or 'Walking Plus') receive your booking form and non-refundable deposit (£80 per person), we will send you confirmation of the Walking Plus holiday you have selected. From this point on, a firm contract exists between you and Walking Plus on the basis of these booking conditions and the brochure, and any amendments given to you in writing. We reserve the right to refuse to accept a booking without necessarily giving a reason. Final payment of the balance of the holiday is payable 8 weeks prior to departure. If you are booking within 8 weeks of the date of departure, full payment is to be made at the time of booking.

### Passports and Visas

British citizens must have valid, up-to-date passports before they travel. Nationals of other countries will need to ascertain whether visas are required in their case and obtain them if they are.

### Travel Insurance

It is a condition of your acceptance on a Walking Plus holiday that you are covered by adequate travel insurance. This needs to cover you against illness, personal accident, medical expenses and repatriation, as well as theft, loss of, or damage to your luggage. Your insurance must also cover the possibility of you or Walking Plus having to cancel your holiday for whatever reason (see conditions below) and any direct or consequential loss you may suffer. It is your responsibility to satisfy yourself that your levels of insurance are adequate. You are advised to take out a policy particular to walking and its associated risks.

### Safety and Liability

Walking Plus will take reasonable precautions to ensure your safety but your booking is accepted on the basis that you understand the risks associated with a walking holiday. It is your responsibility to ensure that you are sufficiently fit to undertake the holiday, that you inform us of any relevant medical conditions and that you follow the advice of the Walking Plus representatives. Walking Plus is not responsible for any risks involved in the holiday, including injury or death (other than personal injury or death caused by the negligence of Walking Plus) and loss of or damage to property. Otherwise Walking Plus will be liable to you for the proper performance of the contract. Where we are held liable for damages in respect of our failure to carry out the contract, the maximum amount of damages or compensation we will pay will be limited to your uninsured losses in respect of your substantiated holiday cost (excluding any amendment charges and insurance premiums) and a refund of any expenses which have arisen directly as a result of our negligent acts, errors or omissions. For the purpose of this clause "substantiated" shall mean production by you of relevant receipts and/or travel documents.

### Cancellation

Should a holiday booking have to be cancelled, the person who made the booking must notify Walking Plus in writing and will be liable to cancellation charges in accordance with the following scale. This is calculated according to the period of notice as below:

<b>Notice of cancellation</b>	<b>Cancellation charges (as % of full price)</b>
More than 42 days	Deposit only
Between 42 and 29 days	30%
Between 28 and 15 days	50%
Between 14 and 8 days	75%
Between 7 days and 1 day	100%

We take the day of cancellation as the one on which we receive written confirmation of cancellation, and the date of departure is excluded for these purposes. If you have to cancel your booking you may, given reasonable notice, transfer your booking to a third party who satisfies all the conditions of a person taking that holiday.

#### **If you want to change the dates of your holiday**

If, after we have issued confirmation, you want to move from the dates you have booked, we will do our best to accommodate you. This will however be subject to availability, and an alteration fee of £10 per person will be made.

#### **If Walking Plus cancels or alters your booking**

We will do everything possible to provide arrangements as confirmed, but we reserve the right to modify or cancel any holiday or part of the holiday if unforeseen circumstances arise including a change to the accommodation specified (in these circumstances we will make every effort to accommodate you in suitable equivalent accommodation subject to local availability). See **Travel Insurance** above.

If we have to cancel a holiday on which you are booked, we will offer you the choice of an alternative holiday or a full refund of all payments you have made to Walking Plus.

In case of hostilities, political unrest or circumstances amounting to force majeure, our decision whether or not to run a particular holiday will be in accordance with advice issued by the Foreign and Commonwealth Office and may be made at any time prior to departure.

We reserve the right to cancel the participation on a holiday of any client whose behaviour is, in the opinion of a representative of Walking Plus, causing excessive distress, damage or annoyance. Our responsibility for that client will cease immediately and no compensation will be paid for any loss.

#### **Payment and Consumer Protection**

Payment must be made in Pounds Sterling, with cheques payable to Walking Plus Limited. In accordance with the requirements of the Package Travel, Package Holiday and Package Tours Regulations 1992 and in order to protect you in the event of the insolvency of Walking Plus, all payments made by you are held in a trust account and are only released to us on completion of your holiday.

#### **Refunds**

No refunds will be made for any services that are unused (e.g., walking days).

#### **Complaints**

Should you have any complaint or difficulty while on holiday, please notify your Walking Plus representative in Greece immediately. If the matter cannot be rectified at the time, please notify us in writing about it as soon as possible after you get back, and certainly within 30 days. As our aim is for you to enjoy your holiday, we welcome all comments and take all complaints seriously.

#### **Alterations to Routes**

We reserve the right to make alterations to routes to take account of local conditions and circumstances.