

## TERMS OF BUSINESS

### 1. CONTRACT:

These are the terms on which we will make a booking for your travel or holiday requirements. When making your booking we will arrange for you to enter into a contract with the principal(s) or other supplier(s) (e.g. tour operator/airline/cruise company/accommodation company) named on your receipt(s). We can book you a package holiday with one company or we can book the services that make up your holiday with different principals or suppliers, in which case you will have separate contracts with each of them. As agent we accept no responsibility for the acts or omissions of the principal(s) or supplier(s) or for the services provided by them. The principal's(s') or supplier's (s') Terms & Conditions will apply to your booking and we advise you to read these carefully as they do contain important information about your booking. Please ask us for copies of these if you do not have them. *[We may organise our own packages as agent for the various travel service suppliers. In that case these Terms should be read in conjunction with our Package Holiday Booking Conditions and the Terms and Conditions of the travel service suppliers.]* Our Terms of Business are 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. All travel arrangements which we provide or which are sold through us are not an offer by us to sell any travel arrangements, but an invitation to you to make an offer to the suppliers of the arrangements. We are free to accept that offer on behalf of those suppliers or to reject it.

### 2. WHO ARE WE:

Go Travel operates as a managed branch of Advantage Travel Centres Limited ("**Advantage**") and is a member of the Advantage Managed Services Scheme, ABTA number P8343. Advantage is registered under number 04698963, 21 Provost Street, London N1 7NH.

Roberts Worldwide Travel Group Ltd is a member of the Advantage Travel Partnership. Roberts Worldwide Travel Group Ltd is registered in England & Wales, registered office number 13266156, 8-10 High Street, Chislehurst, Kent, BR7 5AN. These Booking Conditions, together with our privacy policy and any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with Roberts Worldwide Travel Group Ltd trading as Go Travel.

### 3. USE OF THIS WEBSITE:

You may only use this web site for your own personal use. You are not allowed to copy or use any material on this web site for any commercial purpose.

### 4. ACCURACY:

Coachholidays.com does not warrant that the information accessible via this web site is accurate. The information that we display is derived from a number of sources including the brochures of operators whose holidays we sell as agents. Whilst tour operators take great care to try to ensure brochure accuracy, services and facilities may change or be withdrawn and brochure information may change from one edition to the next. We make every attempt to keep the content of this website as up-to-date as possible and we will pass on any changes given to us by the tour operator at the time of booking before confirming your holiday and taking payment.

### 5. PRICING:

Prices displayed in the search results are starting guide prices, which may not include room or flight supplements. All flights and holiday details are subject to availability and price changes prior to confirmation of your booking. All bookings are confirmed over the phone, so a final costing will be provided once all customer details have been entered, but before payment is collected. Whilst we regularly update and check the price of all the holidays and flights advertised, we cannot guarantee the availability of any holiday or flight at an advertised price. The prices shown are based on certain occupancy levels for the accommodation. Please check the correct price, which will be made known to you before

you book. The prices of holidays and flights are in sterling usually inclusive of all taxes unless otherwise indicated.

### 6. RATINGS:

Accommodation ratings may be shown as either the official rating, or the tour operator's own rating. There may be a difference between the accommodation's official rating and the tour operator's own rating. Furthermore, ratings may also differ from one operator to another, depending upon their own individual assessment of the accommodation in question. Ratings are provided for illustrative purposes and coachholidays.com accepts no liability for any loss whatsoever or howsoever as a result of any errors or inaccuracies contained on the website.

### 7. BOOKING DETAILS:

When a booking is made all details will be read back to you. Once you have confirmed these details we will proceed to confirm the booking with the principal(s) or supplier(s). Please check that all names, dates and timings are correct on receipt of all documents and advise us of any errors immediately. Any changes to these details will incur the charges stated below. Please ensure that the names given are the same as in the relevant passport. The booking information that you provide to us will be passed on only to the relevant suppliers of your travel arrangements or other persons necessary for the provision of your travel arrangements. The information may be provided to public authorities such as customs or immigration if required by them, or as required by law. This applies to any special category (sensitive) information that you give to us such as details of any disabilities, or dietary and religious requirements. In making this booking, you consent to this information being passed on to the relevant persons. Certain information may also be passed on to security or credit checking companies. If you are travelling to the United States, the US Customs and Border Protection will receive this information for the purposes of preventing and combating terrorism and other transnational serious crimes. If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking.

### 8. SPECIAL REQUESTS:

When you book with us, you may wish to make a special request on your booking, for example if you would like a low floor room or vegetarian meals. We will do our best to pass these on to your tour operator for you, however, please bear in mind that these are subject to availability from the tour operators and are not guaranteed, unless your tour operator lets you know in writing that they are available.

### 9. SPECIAL NEEDS / CUSTOMERS WITH DISABILITIES:

If you or any member of your party have any medical condition or disability that means you need special travel, accommodation or dietary arrangements, please telephone us before you book a holiday. We can then check with the supplier of your travel arrangement to see whether they can meet these needs.

### 10. AGE REGULATIONS:

When entering a child's age, this must be the age that the child will be on the date of return from holiday. Travel may be refused if the date of birth according to the child's passport disagrees with the age on the tickets. Children under two years of age on the date of return may count as infants, and may not be entitled to a separate seat on the aircraft. International airline regulations allow only one infant per adult. Some operators listed may also have a specified age range, however it is at the operator's discretion if they allow passengers who marginally fall outside of these ranges. This will have to be confirmed at the time of enquiry.

### 11. PAYMENT:

You will be required to pay a deposit or make full payment for your booking at the time of booking. Where you only pay a deposit you must pay the full balance by the balance due date notified to you. If full payment is not received by the balance due date, we will notify the principal(s) or supplier(s) who may cancel your booking and charge the cancellation fees set out in their Terms and Conditions.

## 12. CANCELLATION & AMENDMENT:

Any cancellation or amendment request must be sent to us in writing and will not take effect until received by us. If you cancel or amend your booking the principal(s) or supplier(s) may charge the cancellation or amendment charge shown in their Terms and Conditions (which may be 100% of the cost of the travel arrangements) and you must pay us the cancellation or amendment charge stated below.

## 13. INSURANCE:

Many principals/suppliers require you to take out travel insurance as a condition of booking with them. In any event, we strongly advise that you take out a policy of insurance in order to cover you and your party against the cost of cancellation by you; the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; and other expenses. If we have issued your policy please check it carefully to ensure that all the details are correct and that all relevant information has been provided by you (e.g. pre-existing medical conditions). Failure to disclose relevant information will affect your insurance.

## 14. FINANCIAL PROTECTION:

All the package holidays we sell, *[including those that we might organise for you]*, come with protection for your money. If you buy a single travel service then this might not apply. Package holidays are protected by the package organiser and we will provide you with their confirmation. When you buy an ATOL protected flight or flight inclusive holiday 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.

*[If, after selecting and paying for one travel service, you book additional travel services for your trip or holiday via our company, you will NOT benefit from rights applying to packages under the Package Travel and Linked Travel Arrangements Regulations 2018.*

*Therefore, we will not be responsible for the proper performance of the individual travel services. In case of problems please contact the relevant service provider.*

*We have taken out insolvency protection with (the financial protection organisation eg. ABTA – The Travel Association). You can contact (the financial protection entity eg. ABTA – The Travel Association at 30 Park Street, London, SE1 9EQ; [claims@abta.co.uk](mailto:claims@abta.co.uk); 020 3117 0599) if services are denied because of our insolvency.*

*Note: This insolvency protection does not cover contracts with parties other than with us, which can be performed despite our insolvency.*

*A copy of the Package Travel and Linked Travel Arrangements Regulations 2018 can be found at <http://www.legislation.gov.uk/uksi/2018/634/contents/made>.*

## 15. DELIVERY OF DOCUMENTS:

All documents (e.g. invoices/Insurance policies) that require to be posted will be sent to you by Second Class post. Tickets are normally despatched 14 days before date of departure and will be sent to you by First Class post. Once documents leave our offices we will not be responsible for their loss unless such loss is due to our negligence. If tickets or other documents need to be reissued all costs must be paid by you. You can ask for delivery by other means subject to additional charges.

## 16. TICKET ON DEPARTURE:

If you have booked close to the departure date, often tickets cannot be sent out to you by post in time. Instead they can be collected from the appropriate tour operator's ticket desk at the airport or meeting point. Charges may occur for tickets on departure, however this depends upon the tour operator, therefore you will be notified at the time of booking. You will need the tour operator's booking reference as stated on the receipt or given to you when you book to be able to collect your tickets at the airport or meeting point.

## 17. PASSPORTS & VISAS:

We can provide general information about the passport and visa requirements for your trip. 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. Neither we nor the principal(s) or supplier(s) accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Please note that

these requirements may change between booking and departure. Most countries now require passports to be valid for at least 6 months after your return date. Please take special note that for all air travel within the British Isles, airlines require photographic identification of a specific type. You can find out more information about **British Embassies** here: [www.gov.uk/government/world/embassies](http://www.gov.uk/government/world/embassies).

## 18. HEALTH:

Some destinations have particular health requirements. For medical advice regarding your holiday destination or journey, including vaccinations, you should contact your general practitioner. Please do so well in advance of your departure so you can arrange to have any necessary (or recommended) immunisations in good time.

Many tour operators now hand out information leaflets about hygiene and safety abroad as well as covering these points at welcome meetings when you get to your resort. It's wise to follow any advice they provide.



For the latest travel advice from the **Foreign and Commonwealth Office** check [travelaware.campaign.gov.uk](http://travelaware.campaign.gov.uk)

There you will find advice for the country(s) you wish to travel, sign up for emails alerts and check off the things you should do before travelling abroad.

## 19. FINAL TRAVEL ARRANGEMENTS:

Please ensure that all your travel, passport, visa and insurance documents are in order and that you arrive in plenty of time for checking in at the airport. It may be necessary to reconfirm your flight with the airline prior to departure. If you fail to reconfirm you may be refused permission to board the aircraft and you are unlikely to receive any refund.

## 20. COMPLAINTS:

If you have a problem whilst on holiday, this must be reported to the principal/supplier or their local supplier or agent immediately. If you fail to follow this procedure there will be less opportunity to investigate and rectify your complaint. The amount of compensation you may be entitled to may be reduced or you may not receive any at all depending upon the circumstances. If your complaint is not resolved locally, you must follow this up within 28 days of your return home to our Customer Services Department by either email to [admin@GoTravel.uk.com](mailto:admin@GoTravel.uk.com) or in writing to:

Go Travel  
8-10 High Street  
Chislehurst  
Kent BR7 5AN

Giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. It is strongly recommended that you communicate any complaint to the supplier of the services in question without delay.

If the matter cannot be resolved and it involves us or another ABTA Member then you have the option to use ABTA's ADR scheme, approved by the Chartered Trading Standards Institute, see [www.abta.com](http://www.abta.com). You can also access the European Commission Online Dispute Resolution (ODR) platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of notifying us of your complaint; it will not determine how your complaint should be resolved

## 21. SERVICE CHARGES:

In certain circumstances we apply a service charge for the services we provide.

SERVICE	CHARGE
Cancellation or amendment	Principal's charge + £25 per person
Special requests after booking has been confirmed	Principal's charge + £25 per request

FROM 1 DECEMBER 2021

