

Booking Conditions

Please read the following terms conditions before making your booking.

Reservations

On receipt of your £100 deposit signed booking form and insurance premium we will send you a provisional invoice showing the cost of your holiday. A further invoice will be forwarded approximately 10 weeks prior to departure detailing any additional increases / or surcharges.

If, however, you pay the total cost in full at the time of booking no further costs or invoices would be forwarded.

Cancellation

Cancellations must be made to our office in writing and will be charged on the following scale:

up to 8 weeks prior to departure
loss of deposit
up to 4 weeks prior to departure
30% of total costs
up to 3 weeks prior to departure
50% of total costs
up to 1 week prior to departure
75% of total costs
less than 24 hours prior to departure
100% of total costs

No refund will be made for holidays after commencement. Note: No refund can be made on insurance premiums.

Alterations

Alterations refer to amendments to confirmed bookings, i.e. alter receipt or invoice or after our printing an invoice. Any booking / itinerary altered after invoicing will have a £10 fee per passenger. Not alterations referring to altered itinerary or changing pre-said arrangements.

Subject to availability

The **Plantsman's Garden Tours** reserves the right to refuse the sale of any holiday to any customer without having to give a reason. We reserve the right to update prices on any holiday package in this brochure or to make any necessary modification. We reserve the right to cancel any holiday, flights, itinerary or accommodation at any time. Updated prices will be advised before confirmation of your booking (N.B this applies to basic prices not surcharges if deposit only option taken at time of booking).

Special Requests

Any special request cannot be guaranteed and must be made in writing to us at this office together with booking form. Ancillary information is given to help our customers in selecting and booking the best holiday for them. It is understood by the clients signing of our booking form that all such information is taken in good faith. A contract comes into existence when the booking form has been received and you have received our invoice.

Hotels

The **Plantsman's Garden Tours** will endeavour to obtain hotels / accommodation in properties as preferred. However if not available alternatives can usually be offered or suggested. Clients have the option of altering travel arrangements / dates, accepting suggested alternative or refusing. If alternative is accepted it is understood that they are of similar standard and the passenger is aware of alteration.

Due to brochure space photographs of buildings or rooms are not always possible. Further details are usually available on request, subject to the hotels co-operation. Plantsman Garden Tours can only advise in selection of such for your itinerary. The final decision

and judgement of suitability is the client's responsibility.

The **Plantsman's Garden Tours** does not exercise control over the day to day running of hotels, coach companies or other parties in resort.

Rooms are generally made available to passengers from 3.00pm and generally must be vacated by 12.00 noon.

Hotels contracted in this programme will endeavour to advise us of any building work, renovations or alteration to contracted facilities as soon as they are aware of them. This information in turn will be forwarded to clients as soon as made known to us. Passengers not happy with serious alterations will be offered options of free cancellation / alternative date or alternative hotel. Customers should check approximately 10 weeks before departure of any alteration unless otherwise updated by this office.

Any holiday not available on date chosen or any part thereof shall be requested through our representatives (or airlines or hotels direct) and normally we will have an answer within 24 hours. However, sometimes due to local conditions / busy periods / local holiday periods etc, this may be delayed. However, we review this on a regular basis (normally daily).

We accept responsibility for services, acts or omissions of employee's agents and suppliers save respect of illness injury or death.

The **Plantsman's Garden Tours** is not responsible for any provider of services outside of its organisation in Belfast: tours, excursions and optional trips taken in the resort either booked directly (or personally at resort) are taken under conditions of carriage of local party and of free choice of passenger.

Passengers travel on conditions of carriage of all airlines concerned. It is the client's responsibility to check on vaccination and visa requirements and to ensure they carry a valid passport.

Single Rooms:

Despite supplements single rooms very often are not of the same standard as doubles - location and outlook can be different to those offered from doubles.

Complaints:

Any complaints must be made known to our representative in resort. If it cannot be resolved you should notify us in writing within 28 days of your return. No refund or claim can be made against **The Plantsman's Garden Tours** if written notification is not received within 28 days. Any complaint not made known to our agent in resort will not be considered sufficiently serious enough to effect your enjoyment of our services.

Arbitration

Disputes arising out of, or in connection with this contract, which cannot be amicably settled, may (if the customer so wishes) be referred to arbitration under a special scheme, which, though devised by arrangement with the Association of British Travel Agents, is administered quite independently by the Chartered Institute of Arbitrators.

The scheme, details of which will be supplied on request, provides for a simple and inexpensive method of arbitration on documents along with restricted liability on the customer in respect of costs. The scheme does not apply to claims for any amount greater than £1,500 per person. There is also a limit of £7,500 per booking form. Neither does it apply

to claims, which are solely, or mainly in respect of physical injury or illness or the consequences of such injury or illness. The rules of the scheme provide that the application for arbitration must be made within nine months of the date of return from the holiday but in special circumstances it may still be offered outside this period.

Surcharges

The price of your holiday is subject to surcharges on the following items: Governmental action, currency, fuel, over flying charges, airport charges, scheduled airfares, accommodation costs and transfers.

In this case we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged. Where a surcharge is payable there will be an administration charge of 50 pence together with an amount to cover agents commission. For increases of more than 10% you may cancel with a full refund (less premium for holiday insurance and amendment charges).

Substitution

Should factors result in our having to alter key elements of your holiday on tour, e.g. substitute airline or tour arrangements 8 weeks prior to your departure you will be entitled to free cancellation or an alternative holiday of comparable standard. In the unlikely event of a change having to be made within 8 weeks compensation will be paid as follows:-

More than 56 days	-
43-56 days	£10
29-42 days	£15
15-28 days	£20
0-14 days	£30

Disabled

Many of the hotels featured are equipped for passengers who are disabled.

Car Rentals

All car rentals are subject to the legal terms, conditions and pricing procedures of our car rental firms and are available on request. Drivers must be between 21 and 65 with a full, clean driving licence.

Insurance

A fully Comprehensive Worldwide Insurance Cover is available from Plantsman Garden Tours.

Full details available from your travel agent

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