

The following booking conditions form the basis of your agreement with Stewart Travel Ltd.

In these booking conditions “you” and “your” include the first named person on the booking and all persons on whose behalf a booking is made or any other person(s) to whom a booking is added or transferred.

#### **1. Our details**

We are Stewart Travel Ltd of 3<sup>rd</sup> Floor, 20 Renfield Street Glasgow G2 5AP. We are members of ABTA with membership number P8130. We are acting as a disclosed agent on behalf of the Tour Operator or other supplier identified and their booking conditions will apply. Copies of those terms can be found in the tour operators or other suppliers’ brochures and websites or are available from us.

#### **2. Your holiday booking**

This booking is made on the terms of these booking conditions. When you make a booking, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. As soon as we have received your deposit and confirmation is issued by your tour operator or other supplier, a binding contract will exist between you and the Tour Operator or other supplier identified. Please check the documentation you receive and advise us immediately of any errors.

#### **3. Paying for Your Holiday**

When you make your booking, you must pay a deposit to the value required by the tour operator or other supplier. You will be advised of the date by which the final payment must be received by us. The balance of the price of your travel arrangements must be paid in accordance with the terms agreed at the time of booking and will be at least twelve weeks before your departure date. If the balance is not paid in time, the tour operator or supplier may cancel your travel arrangements and you may be subject to cancellation charges.

#### **4. If You Cancel Your Holiday**

You, or any member of your party, may cancel your travel arrangements at any time. Written notification of any cancellation from the person who made the booking must be received at our offices. You will be subject to the cancellation charges according to your tour operator or suppliers’ terms and conditions, we may collect this on their behalf and you must also pay our administration fee of £50pp. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

#### **5. If You Change Your Booking**

If, after the confirmation invoice has been issued, 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 person who made the booking. You will be asked to pay an administration charge of £50pp together with any further costs imposed by the tour operator or supplier. These costs will increase the closer to departure date that the changes are made and so you should contact us as soon as possible. Note: 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.

#### **6. If the tour operator or supplier changes or cancels your booking**

If your tour operator or other supplier advises us of a change to, or cancellation of your booking we will pass those details together with any offer of compensation to you as soon as we are made aware of the change. As agent, we have no control over the situation and can accept no liability for these rare events.

## **7. Our Liability to You**

Where we act only as an agent, we regret we cannot accept responsibility for any complaints you may have in respect of the services provided by the tour operator or other supplier, but we are happy to assist you in making a complaint if necessary, to the relevant business. In all cases we strongly advise you to complain on the spot so that action can be taken immediately to resolve an issue that may arise.

## **8. Protecting your money**

As we are a member of ABTA, we are obliged by ABTA's Code of Conduct to maintain a high standard of service to you. We ensure that all package holidays that we sell are financially protected by the package organiser and we will provide you with their confirmation. When you buy an ATOL protected flight, or flight inclusive holidays 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 you book a hotel or flights on their own, they may not be protected, and you should ask us what protection may be available

## **9. Passport, Visa 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.

## **10. Law and jurisdiction**

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

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