

Chris Cooper Travel Booking Conditions & Fair Trading Charter

These conditions should be read very carefully as they form the basis of a legally binding contract between the person signing the booking form, all other persons listed and Chris Cooper Travel Ltd.

1. A deposit of £40.00 per person (non refundable) is required at the time of booking. The balance becomes due 6 weeks prior to departure. A booking form must be completed and signed accepting these booking conditions for all persons included on the form. Preferred payment is by bank transfer or cheque, although if necessary, cash and debit cards can be accepted. Cheques should be made payable to **Chris Cooper Travel Ltd**. Please indicate on the booking form if you wish to make a card payment. When your form is received a member of staff will contact you for your card details.
2. A holiday can be put "on option" but is **not confirmed** until a deposit is received. This will be held for 4 weeks, and if no deposit is received within this period the option will be removed and the holiday re-let.
3. On receipt of your deposit a **booking confirmation** (invoice) will be issued which is the "**contract**" with us.
4. If you change your booking details after your invoice is issued, you will incur an administration fee of £10.00.
5. Balances of holidays are due 6 weeks prior to departure. If balances are not received by 5 weeks of departure, we reserve the right to offer the places to others requesting the respective tour. Receipt of full payment and luggage labels will then be issued. Departure times are issued within 5 days of departure.
6. Special requests must be notified at the time of booking. Every effort will be made to fulfill these requests but no guarantees can be made.
7. We do not specifically cater for disabled clients but will try to provide a holiday for all passengers if possible. Clients with WHEELCHAIRS and WALKERS must tell us at the time of booking, as the space in the luggage hold is limited. Sorry no scooters.
8. In the event of cancellation you must inform us in writing. Charges will be as follows

Prior to 42 days before departure	Deposit only
29 to 42 days before departure	30% of holiday cost
15 to 28 days before departure	45% of holiday cost
8 to 14 days before departure	60% of holiday cost
0 to 7 days before departure	100% of holiday cost

If we cancel your holiday due to lack of numbers or circumstances beyond our control we will refund all money paid or offer you a suitable alternative.

9. Passengers are allowed to take **one medium suitcase each 18" x 26" max weight 15kg or 33 lbs** plus one item of hand luggage. We reserve the right to refuse luggage that is too heavy for us to handle. Hand luggage should be stored under your seat. Overhead racks are for coats and hats only. Any damages or loss must be reported immediately.
10. Single rooms get booked very quickly and it is advisable to book early if you are travelling alone. **Most hotels offer a limited number of single rooms and we would respectfully request that friends travelling together show consideration for the single traveller and share twin rooms.**
11. A minimum of 20 passengers is needed for a tour to proceed. 6 weeks notice will be given if a tour is to cancel.
12. We reserve the right to alter hotel rooms, coach seats or the hotel itself if circumstances make this necessary.
13. All excursions and ferry fares are included in the cost of the holiday excluding entrance fees to venues etc. unless stated on the individual tour. Changes to itineraries and excursions are sometimes unavoidable. We reserve the right to make any necessary alterations. No refunds will be given if you choose not to take part in an excursion or visitor attraction. Evening entertainment is arranged by the individual hotels. All tours are half board, unless otherwise stated. Any and all hotel facilities are subject to breakdown, servicing and weather conditions.
14. We aim to provide the best possible service, but in the event of a problem arising please consult your driver or hotelier so that it can be resolved without delay.
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16. Should there be an increase in VAT by government order the price of your holiday will increase accordingly.

GDPR. If you make a booking with Chris Cooper Travel we will hold on our records your name, address, telephone number and email address if you have one. We use this information to accept you as a new or returning customer to communicate with you and provide you with the products and services you have requested in accordance with our terms and conditions. We retain this data for no longer than is necessary for the purpose for which it was provided. We securely erase your data from our system when it is no longer needed. We do not share this information with any third parties. You can withdraw your consent at any time by contacting us on 0191 4211894

Travel Insurance. Since 1st January 2009, the sale of travel insurance connected to holidays or related to travel has been regulated by the Financial Conduct Authority. As we do not now hold the necessary authorisation, we are unable to offer or advise on travel insurance related matters. We can however send you a leaflet from our preferred Insurance Brokers, Towergate Chapman Stevens, which will give you information on how to purchase Travel Insurance from them. Alternatively you can phone them on 0344 8921478. **We strongly advise all clients to take out Travel Insurance. Chris Cooper Travel Ltd will not accept responsibility or any liability for any person who does not take out adequate cover.** Prior to travel we will request that you provide us with details of your insurers, your policy number and the emergency contact number stated on your policy.



In accordance with "The Package Travel, Package Holidays and Package Tours Regulations 1992" all passengers booking with Chris Cooper Travel Limited are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of Chris Cooper Travel Limited.

Consumer aware: Your booking is insured by IPP Ltd and its panel of insurers. This insurance is only valid for passengers who book and pay directly with/to Chris Cooper Travel Limited.

This Insurance has been arranged by Wrightsure Services Hampshire Limited with International Passenger Protection Limited and is underwritten by certain Underwriters at Lloyd's.