

# BOOKING CONDITIONS

**STATUS:** CONFIRMED indicated overleaf means the airline, hotel, vehicle rental or tour operator has accepted your reservation from Trailfinders, subject to the usual reservation conditions. REQUEST means your arrangements have been requested although not yet confirmed. WAITLIST means that your flight, hotel or tour arrangements are currently full and your name has been placed on a waiting list. CANCELLED means your flight, hotel, vehicle rental or tour arrangements are cancelled. UNABLE means the airline, hotel or tour operator cannot meet your request.

**PAYMENTS:** We require an initial non-returnable deposit normally £100 per person for the air travel element of your itinerary, or in some cases full payment will be required dependent upon the airline used. Additional deposits may also be required to hold "other facilities" arrangements such as hotels, car-hire, cruises and tours - all payment details will be advised at the time of booking. Any final payment is not usually due until 2 months before departure. Bookings made within 2 months of travel require full payment upon confirmation. If you have booked hotel accommodation, vehicle rental, tours or any 'Other Facilities' you should refer to the booking conditions in the Trailfinders brochure or where Trailfinders is acting as the agent for the Tour Operator you should refer to the booking conditions contained in Tour Operator's brochure (a copy of these conditions will be given or sent to you at the time of booking).

**Please note that all airfares and taxes are subject to increase until full payment is received and tickets issued it is therefore to your advantage to finalise payment as soon as you can after booking. However Government taxes additional to the fare may be imposed or increased without notice at any time up until departure date.**

**PROVISIONAL FARES:** If a fare is shown on an itinerary as being 'PROVISIONAL', this means that the airline, hotel or tour/ground operator has not confirmed the exact fare at the time of booking and any increases in cost must be met by the client.

**TICKETING:** Unless you notify us otherwise, your travel documents will be posted to you at the address shown overleaf, except E-tickets where your boarding pass is issued at check in on production of your passport and this Trailfinders client confirmation form if requested. Air tickets cannot be posted overseas. **Tickets are only valid for a maximum of one year. Any lesser periods of validity will be detailed on your booking confirmation.**

**REROUTING:** As a general rule, airline tickets cannot be rerouted or transferred to another airline. All flights must be used in sequence, as booked. Failure to do so may result in cancellation of all remaining sectors and restrict any possible refund.

**PASSPORT & VISA REQUIREMENTS:** Please ensure that you are fully aware of all passport and visa requirements and that you allow adequate time to obtain them. We recommend that you travel with a passport that has a minimum validity of 6 months remaining at all times. This is an immigration requirement for many countries and airlines. Please check with your travel consultant if you will not have the recommended validity whilst travelling. Passports should be Machine Readable for travel to/via the USA. Please call our visa service if you are unsure if your passport is Machine Readable. Trailfinders offers a UK passport renewal service along with a visa service for many countries. Please call 0845 05 05 905 for more details.

Visa requirements are only noted for those countries listed on your itinerary. If you intend visiting or transiting through other countries, please ensure you are fully aware of all relevant visa and passport requirements.

**AIRLINE PASSENGER INFORMATION:** Please note that airlines are now required by laws introduced in the United States and other countries to give border control agencies access to passenger data. Accordingly any information that the airline holds about you and your travel arrangements may be disclosed to the customs and immigration authorities of any country on your itinerary. Please contact your travel consultant if you require further information.

**PRE-TRAVEL ADVICE:** The Foreign & Commonwealth Travel Advice Unit may have issued information about your holiday destination. You are advised to check this information, shortly before departure on the internet at [www.fco.gov.uk](http://www.fco.gov.uk). Alternatively, you can contact the Foreign Office Travel Advice Line on 0845 850 2829.

**HEALTH REQUIREMENTS:** Health facilities, hygiene and disease risks vary worldwide, you should obtain health advice on your specific needs as early as possible. It is your responsibility to ensure that you have fully complied with all health and immunisation requirements of the countries you may be visiting. Trailfinders Travel Clinic can give advice and immunisation in person or you can contact your GP. Information can be found on the internet at [www.fifortravel.scot.nhs.uk](http://www.fifortravel.scot.nhs.uk). The Department of Health offers a free leaflet, "Health Advice for Travellers" (available from 0800 555 777).

**INSURANCE:** Trailfinders strongly recommends insurance cover whenever you travel abroad. The comprehensive insurance scheme we offer has been developed over 36 years to best meet the needs of our clients.

**CANCELLATIONS/AMENDMENTS/REFUNDS:** It is important that you are fully aware of the cancellation and administrative charges relating to your contract with Trailfinders.

The circumstances surrounding cancellations and refunds vary greatly. The following general conditions are as simple as the complex problem permits and makes allowance for the work carried out by Trailfinders on behalf of clients. Should you for any reason have to cancel your booking, the person making the original arrangements must give us written notice of cancellation.

**In certain cases cancellation charges, if incurred involuntarily, will be covered by insurance taken out at the time of booking. This is strongly recommended.**

**AMENDMENTS:** Any change of itinerary before receipt of full payment on any particular ticket(s) will be termed an amendment. An amendment fee of up to £75 per change will be levied according to the amount of work involved. Changes to hotel accommodation, vehicle rental, tours and other travel arrangements will incur extra charges. Please refer to the relevant Trailfinders brochure or, where Trailfinders is acting as the agent for the tour operator, you should refer to the booking conditions contained in the tour operator's brochure. Any change of itinerary after receipt of full payment on any tickets(s) will be subject to applicable cancellation conditions.

Please note that it will not be possible for our Travel Centres in Australia to assist with changes to the routing of your airline ticket. All such enquiries must always be made directly with the relevant airline. Trailfinders may be able to assist in changing your dates, subject to the conditions of your ticket and flight availability; however, fees from AUS\$30 per change apply, over and above any airline fees detailed on your booking form. These date changes may also be made directly with the airline. Amendments to hotel and tour bookings made in the UK and Ireland may be made through our Travel Centres in Australia. However, at least 7 days notice is required and all amendments are subject to availability. Cancellations or amendments made within 30 days will incur two night's cancellation fee per hotel as per the conditions detailed in our Tailormade Worldwide and North America Brochures. A minimum fee of AUS\$25 per hotel or tour booking will apply to amendments made outside 28 days. Our Travel Centres in Australia will be delighted to assist with additional flights and selected hotels together with local tours whilst travelling Downunder. Please call in telephone.

**AIRLINE RESERVATION & TICKET CANCELLATION:** For all confirmed bookings cancelled before receipt of full payment on any particular ticket(s), the booking deposit is forfeit. For cancellation after receipt of full payment, cancellation charges as stated overleaf will apply. Please note cancellation charges of 10% per ticket or £100 per ticket, whichever is the greater, will apply to any cancelled tickets not specifically covered under the cancellation conditions overleaf. On any fixed dated ticket there is a 100% cancellation charge if part used, or if the reservation is not cancelled prior to the first flight. Please note that it is your responsibility to advise airlines if you do not wish to travel on a flight booked. Failure to do so can result in the cancellation of onward flights and the forfeit of any ticket refund.

**Please note all flight cancellations must be notified in writing to Trailfinders prior to the day of departure.**

**HOTEL/VEHICLE RENTAL/TOUR/OTHER TRAVEL ARRANGEMENTS: CANCELLATION** If you have booked hotel accommodation, vehicle rental, tours or any other travel arrangements and you cancel your reservation, you should refer to the booking conditions in the Trailfinders brochure or, where Trailfinders is acting as the agent for the tour operator, you should refer to the booking conditions contained in the tour operator's brochure. Reservations are non-transferable.

**AIRLINE TICKET REFUNDS:** Tickets returned will be presented to the airline for assessment. As soon as we receive a refund from the issuing airline, we will forward it to you less any cancellation or administration charge. Please note that refunds for part-used/return halves of tickets are always less than the pro-rata rate and may have no refund value whatsoever. Refunds usually take 8-12 weeks but in isolated cases may take longer. Refunds will be processed via the original method of payment, except for cash transactions where refunds will be provided by cheque.

Tickets returned more than one year from date of issue are classed as expired by the airline and generally have no refund value at all.

If tickets are lost or stolen, certain airlines will not issue duplicates. New tickets may then have to be purchased locally, at the local fare. **Even if replacement tickets are purchased, certain airlines will not issue refunds for lost/stolen tickets.** A delay of up to 18 months is possible before we receive authority from the airline to make any refund. Trailfinders applies a further £25 per ticket administration fee over and above cancellation charges in such cases.

**Please ensure that any tickets returned to Trailfinders are sent by Special Delivery post.**

**HOTEL/VEHICLE RENTAL/TOUR/OTHER TRAVEL ARRANGEMENTS REFUNDS:** No refunds are given for partly used vouchers. In all circumstances please refer to the booking conditions in the Trailfinders brochure or, where Trailfinders is acting as the agent for the tour operator, please refer to the booking conditions contained in the tour operator's brochure

guaranteed upon payment of an extra fee determined by the value of the cheque. Foreign currency cheques are not acceptable.

**2. BANK AND BUILDING SOCIETY DRAFTS:** These are treated as cash if received at a time when the relevant bank or building society is open and able to verify the cheque.

**3. CASH:** Please note we advise clients not to post cash to us.

**4. CARDS:**

a) Maestro, Switch or Visa Delta debit cards are welcomed.

b) We also accept Visa, MasterCard and American Express. We may require written authorisation for the debit from the card holder before tickets can be released. We may also require to see the actual card.

**AIRLINE RESERVATIONS:** All flight reservations are subject to seat availability of the relevant booking class, which at certain times may be limited. **Any alterations you may wish to make to a confirmed itinerary after departure from the UK should be addressed to the airline as soon as possible.** Airline reservations are non-transferable.

**CARRIAGE BY AIR:** Carriage by air is subject to the terms and conditions of the carrier with whom you travel and to international conventions, which may limit liability. Transport timings and routings are provided by the airlines and other carriers concerned. They are subject to change as a result of air traffic control restrictions, weather conditions, operational/maintenance requirements and the requirement for passengers to check in on time, over which Trailfinders has no control.

We cannot make any special arrangements for you if you are delayed since such matters are at the sole discretion of the airline concerned.

**FLIGHT RECONFIRMATIONS: Please reconfirm all onward flight reservations with the relevant airline at least 72 hours prior to departure. In addition, it is important to establish if there have been any changes to your flight timings since leaving the UK. Failure to do so may result in cancellation of your reservation.** Unless Trailfinders advises you to reconfirm the first flight out of the UK there is no need to do so.

**TAXES:** Trailfinders will advise of all mandatory pre-paid taxes. Most countries also charge departure taxes that may only be paid locally. It is therefore recommended that clients retain sufficient local currency to meet such charges. For further details please enquire directly with the airline.

**SEAT REQUEST (AIRLINES) SPECIAL REQUEST (HOTELS):** Where airline policy allows, Trailfinders is happy to request pre-allocated seating and other special service requests. We are also happy to make any special requests in respect of your hotel accommodation. Please note however that unless specifically confirmed by Trailfinders all such requests will never be guaranteed and form no part of your contract with Trailfinders.

**BAGGAGE ALLOWANCE:** If you are unsure of the baggage allowance on the flights you have booked please contact your consultant or the relevant airline.

**PHOTOGRAPHIC IDENTIFICATION:** Some countries require that photographic ID be carried at all times. Trailfinders recommends that passports be carried whenever flying.

**COMPLAINTS:** If you have a problem during your holiday, please inform the relevant airline, hotel, tour operator or other supplier immediately so that they can endeavour to put things right. If they cannot resolve the problem, you must contact one of Trailfinders' UK Travel Centres immediately by telephone or fax so that we are given an opportunity to help. Trailfinders will not hold themselves responsible for the non-performance of an itinerary through causes beyond their control or when they are not notified of a problem at the point when remedial action can be taken. In the unlikely event that a complaint cannot be resolved at the time, you should write to us within 90 days of returning home, giving your original booking reference number and all other relevant information. If you fail to take any of these steps this will hinder our ability to put any problem right and/or investigate it fully and any right you may have to receive compensation will be reduced or completely invalidated.

**TRAVELLING IN AUSTRALIA:** If you have a problem whilst travelling in Australia please follow our complaints procedure as detailed above, rather than in the first instance contacting one of our Travel Centres in Australia. This will enable us to attend to your complaint in the most effective manner. The Trailfinders UK 24 hour emergency fax number is +44 20 7376 1733.

**YOUR HOLIDAY CONTRACT:** These booking conditions form part of your contract with Trailfinders. This contract and matters arising from it are subject to the exclusive jurisdiction of the Courts of the United Kingdom. Please note differing terms and conditions may apply between you and the vehicle rental company/tour operator or airline involved in providing these travel arrangements. A copy of the applicable terms can be requested by contacting Trailfinders in writing.

**YOUR PEACE OF MIND:** Trailfinders are a member of ABTA, membership number V0989 (principal) and 69701 (retail). We are obliged to maintain a high standard of service to you by ABTA's code of conduct. Calls may be recorded for accuracy and training purposes.

We hold an Air Travel Organiser's Licence (ATOL number 1458) granted by the Civil Aviation Authority. This ensures that in the very unlikely event of our insolvency you will be able to continue with your arrangements as planned (if already abroad) or refunded in full if travel has not already commenced.

For single unit arrangements not sold in conjunction with Air Travel, all monies paid to Trailfinders will be legally safeguarded by being held in Trust in a Trailfinders Trust account, thus ensuring that in the very unlikely event of our insolvency money paid in respect of advance bookings (future travel) will be refunded in full.

**EMERGENCY CONTACT:** In the event that you experience a real emergency outside of Trailfinders' normal opening hours, please fax details to us on +44 20 7376 1733 or email [priority@trailfinders.com](mailto:priority@trailfinders.com) for a priority response.

**5. DIRECT CREDIT/BANK TRANSFER:** Payment may be made from your bank directly to our bank account at:

Barclays Bank PLC, Business Banking, Level 27, 1 Churchill Place, London E14 5HP.

Account Name:	Trailfinders Trust Account
Account Number:	00907928
Sort Code:	20 06 05

**Trailfinders must be notified of all direct bank payments. All payments must be identified by the passenger's name and booking number.**

## METHODS OF PAYMENT:

**PLEASE NOTE:** If you intend to mail payment details or are arranging a bank transfer you should confirm the exact amount due with your consultant.

**1. PERSONAL (AND COMPANY) CHEQUES:** Payment for travel arrangements may be made by personal or company cheque. Cheques should be made payable to **TRAILFINDERS LTD.** Please note, however, that we require **SIX WORKING DAYS FOR CHEQUE CLEARANCE** before tickets can be issued. It is therefore advisable to confirm with Trailfinders that there is sufficient time between cheque payment and any ticketing deadline. For urgent ticketing we can usually arrange to have cheques up to £3,000

