

## Booking Conditions of RB ART TOURS LIMITED

Registered Company No. 5444561

### **BOOKING:** All bookings are made under the following conditions:

Your booking is confirmed from the date we send confirmation to you of receipt of your booking form and deposit cheque. The balance of the cost of the holiday is due 8 weeks prior to departure. If a booking is made during this 8 week period then the full amount will be payable.

### **CANCELLATION BY YOU:**

If you wish to cancel your booking you must do so in writing. You will then be subject to the following cancellation charges.

Days before departure date	Amount of cancellation charge
More than 56 days	Deposit only
56-36 days	40%
35-22 days	60%
21 days or less	100%

If you do not pay the balance of the cost of the holiday 8 weeks prior to departure the Company reserves the right to cancel your booking.

### **INSURANCE:**

It is a requirement of the booking that you have comprehensive holiday and travel insurance cover including medical expenses.

### **CHANGES OR CANCELLATION BY US:**

We will make every effort to operate the holiday according to the itinerary but the Company reserves the right to alter any arrangement of the tour where circumstances arise beyond the Company's control.

If there are fewer than 10 passengers booked on any tour with not less than 6 weeks to go before departure the Company reserves the right to cancel any booking with a full refund.

The Company does not accept responsibility for cancellation or changes in the holiday for reasons beyond its control such as (but not limited to) terrorist activities, civil unrest, closure of airports, technical problems with transport, adverse weather conditions, strikes, and all similar events outside its control whether these events are threatened or actual.

The Company reserves the right to change its tour leaders or lecturers should circumstances so require.

### **TOUR COST:**

The Company reserves the right to increase the price of your holiday in the event of any increase in such costs as transportation and fuel, fees, taxes. If this results in an increase of more than 15% of the holiday price you will be entitled to cancel your holiday with a full refund of all monies paid. The Company will not change the price 30 days or less prior to departure.

### **NEGLIGENCE:**

The Company cannot accept any liability arising from negligence by any third party such as (but not limited to) airlines (including ground handlers). The Company is not liable for loss or damage caused by the negligence of its customers.

### **INTERNATIONAL CONVENTIONS/LIABILITY:**

In the case of damage arising from the non-performance or improper performance of the services involved, compensation will be limited in accordance with the international conventions which govern such services.

### **COMPLAINTS:**

Any complaints must be reported immediately and in any event within 24 hours to the tour leader who will do everything possible to resolve the matter.