

REGENT TOURS IMPORTANT INFORMATION

Your confirmation invoice details your holiday booking and full costs incurred. Please ensure that all details are correct and advise us of any alterations required. If changes need to be made closer to your date of departure, amendment fees may be incurred.

Final balance payments, including any optional extras, must be received by us no later than the date stated on your invoice. Payment for any additional optional excursions is due as detailed in the relevant excursion invite letter, if applicable. Regent do not send balance reminders.

Regent accept payment by cash, cheque, debit cards and credit card (a 2.25% transaction charge applies to credit card payments). Regent do not accept American Express or Diners.

Due to new EU regulations, Regent are unable to accept any credit cards as payment, as of 1st January 2018.

SPECIAL REQUESTS/AIRLINES REQUESTS – We endeavour to meet all requests made but these cannot be guaranteed. If your special request relates to a medical or dietary need then please notify us at the time of booking. Should your specific needs change, please advise Groups Administration immediately and we will try our utmost to accommodate your request.

HOTEL FACILITIES – Regent use a wide variety of hotel types, all of which excellent accommodation, service and cuisine. Facilities may vary and smaller individual hotels may not have a lift. Please enquire for further details. All room requests will be noted but cannot be guaranteed.

COACH SEATING – Most of our UK tours have a coach seating plan. At time of booking we will allocate the best seats available. Requests for particular seats should be made at this time. Due to operational reasons it may be necessary to make changes to the seating plan. We therefore reserve the right to make changes to allocated seat numbers. Generally on transfer journeys to and from airports and ports we do not allocate specific seat numbers. On some tour departures we may operate a seat rotation system. Generally coaches with a toilet on board are used, however if passenger numbers are low then we may use a smaller coach which does not have a toilet. This will be detailed in your ticket letter documentation.

TICKET DOCUMENTATION - Luggage labels and final itinerary details with departure times will be included with your ticket pack, which will be issued approximately 7- 10 days prior to your departure date.

PICKUP POINTS – Regent regret that we can only pickup and drop off at the departure points advertised. You are responsible for ensuring that you are at the correct departure point at the correct time, and Regent cannot be held liable for any loss or expense suffered by you or your party because of a late arrival at a designated departure point.

PRE TOUR MEETING – Group meetings are held for departures over 9 days in duration. These are an ideal opportunity to meet your fellow travellers and receive further information about your tour and your holiday destination.

REGENT TOUR MANAGERS - Our Tour Managers will accompany our group for the entire duration of your tour, and are on hand to assist and ensure you get maximum satisfaction from your holiday. They will advise the group of exact itinerary timings and itinerary information locally. It is our intention to always provide a Tour Manager, but occasionally we do not meet minimum passenger numbers required to secure an escort place. In this instance we will advise you as soon as possible.

FIT TO TRAVEL ALONE – Regent welcome individual travellers who are competent to travel independently. Any traveller with sight or mobility difficulties **must** have an able-bodied travelling companion. Tour Managers cannot provide specialist care.

EXTRAS NOT INCLUDED – Travel insurance, meals not indicated in itinerary, additional optional excursions, beverages, gratuities (unless stated), visas (unless stated), costs of health certificates and immunisations and expenditures of a personal nature are not included within your tour costs and will not be organised by Regent unless otherwise stated.

PASSPORTS – If you are a British Citizen travelling outside the United Kingdom, most countries require that you have a full UK passport valid for a minimum of 6 months after your scheduled date of your return. The name on the passport must match the name on your travel ticket. It is your responsibility to seek passport and visa advice from the consulates of countries you are planning on visiting. Regent is not liable for your failure to be holding current passports.

ALTERATIONS MADE BY YOU – Any alteration will incur additional charges, subject to the individual tour departure. Cancellations made by you are subject to Tour Operator Booking Conditions.

ALTERATIONS BY US - Escorted tours are arranged many months in advance, therefore Regent reserve the right to make any changes required. Most changes are minor but if a significant change is required, due to unforeseen events, we will advise you immediately. Prices advertised are accurate at the time of publishing, but we reserve the right to make changes and prices may fluctuate.

TOUR OPERATOR BOOKING CONDITIONS – If an escorted tour has been organised in conjunction with a major Tour Operators, their booking conditions apply. Copies are available upon request. Full copies of Regent Tour booking conditions are also available on request.

INSURANCE – Comprehensive travel insurance is required to cover the duration of your holiday. We require the following details prior to departure; Insurance company, policy number and Emergency Medical Assistance Number. Providing this information late may delay ticket issue.

IPP – UK Holiday Financial Protection Cover: IPP insurance, as detailed on your booking confirmation invoice, protects against the failure of Regent Travel only. You must ensure that you have sufficient individual Travel Insurance for your holiday. For full details, see www.ipplondon.co.uk.

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