



BOOKING CONDITIONS

Please read these booking conditions carefully, which are applicable to your holiday. They outline Regent's obligations to you and your commitments to us when you book a holiday with Regent. It is important that you are aware of these conditions, which apply to all UK holidays organised under the Regent name. Regent also act as agents for a number of tours, and as such the booking terms

and conditions of that tour operator apply. Certain sections within this document appertain to all bookings with Regent (sections 1, 2 and 6 to 14). The name of your tour operator can be found on your confirmation invoice and details of your contract can be found in their current brochure, copies available from our office on request.

CONDITIONS OF BOOKING

1) Making your booking

When booking a holiday you must accept these conditions on behalf of all members of your party. You must complete and sign the appropriate booking form, as confirmation that you agree to these terms and that all information you provided is correct. You must pay the relevant deposit due for your holiday at the time of booking. For bookings made after the balance due date, the full amount is required immediately. The person making the booking accepts responsibility for the payment for all the people on the booking.

Regent accept payment by cheque, cash and debit or credit card. Cheques must be made payable to 'Regent Travel'. Payment by credit card is subject to a 2.25% transaction fee. Regent do not accept American Express or Diners. Due to new EU regulations, from 1st January 2018 we are unable to accept credit cards as payment.

On receipt of the completed and signed booking form, Regent will send a confirmation invoice detailing your holiday booking. Invoices are normally sent within 3 weeks of receipt. You must immediately and carefully check all documents received. We cannot accept liability for inaccuracies if we have not been notified upon receipt. By payment of your deposit, it is deemed that you accept Regent booking conditions. No liability is accepted by Regent if you fail to return your signed booking form.

2) Holiday Payment

The balance payment for your holiday must be made prior to departure date, and before the balance due date shown on your confirmation invoice. Generally balances are due as described below, with some exceptions:-

For UK holidays – 12 weeks prior to departure

For cruise holidays – 15 weeks prior to departure

For all other holidays – 14 weeks prior to departure

Payment in full will be required for bookings made within the above time scales. If the balance is not paid on time we reserve the right to cancel your holiday, retain the deposit and apply cancellation charges as set out in section 3.

3) Cancellation by you

In the event that you need to cancel your holiday, you must pay cancellation charges based on the scale shown below:

| Date of Receipt of Cancellation Notification | Cancellation Charges |
|--|----------------------|
| More than 56 days before departure | Loss of Deposit |
| 56 – 36 days before departure | 50% of Total Cost |
| 35 – 22 days before departure | 70% of Total Cost |
| 21 – 11 days before departure | 90% of Total Cost |
| 10 – 0 days before departure | 100% of Total Cost |

Notification of cancellation must be received by Regent in writing, in order for us to process your cancellation invoice detailing your booking and any charges incurred. Cancellation fees apply from the date that written notification is received.

4) Changes by you

Should you wish to make amendments to your booking, please advise us as soon as possible. Whilst we cannot guarantee that changes can be made to your booking, we will endeavour to meet all requests. Amendment fees are detailed below:

£10.00 per person will be charged to change cruise dining, once booking has been confirmed and invoiced.

£10.00 per person will be charged to change departure/pick-up point within 4 weeks of departure date.

£25.00 per person will be charged for a name change on any Regent Tour, plus charges levied by the tour operator.

Changes made after balance due date may incur charges as detailed within our cancellation scale shown in section 3.

5) Changes or alterations by us

As tours are planned many months in advance, we reserve the right to make any changes required. Most changes are minor, therefore compensation will not be paid. If significant changes occur you will be notified immediately, and if such changes are not acceptable to you, Regent will offer a full refund of all monies paid to us. Tours require a minimum number of travellers to operate. If this number is not achieved we may cancel the holiday and will refund all monies paid by you.

6) Your Itinerary

We endeavour to operate the itinerary as advertised, although there are occasions when changes to the order in which the itinerary operates are required, due to circumstances beyond our control. On the rare occasion this may happen, your Tour Manager will keep you fully informed and, where possible, provide suitable alternatives.

7) Our responsibility for your holiday

All hotels, coach companies and venues/attractions used by Regent in the UK have full liability insurance. In the event of an injury or accident caused whilst on a tour with our sub-contractors, Regent will assist with the appropriate claim. However, Regent accept no liability and will pay no compensation.

Walking Holidays - Our walks are planned to ensure client enjoyment. Participation in our walking programme is entirely optional. In joining a walk you are confirming your fitness to complete the day's activity. Guides reserve the right to refuse a guest who, in their opinion, is inadequately equipped or has insufficient fitness to participate. The safety of the group is of paramount importance. Walking schedules and final route decisions are determined by our local guides, who have detailed knowledge of local areas.

Additional Excursions - Whilst in the UK or abroad, we may organise additional excursions to enhance your holiday, via a third party supplier. Liability during these excursions will be covered under the terms and conditions of the principal or supplier of the excursion. In the event that an excursion or excursions are cancelled due to circumstances beyond our control, Regent regret that no refunds will be issued. Regent accept no liability for participation in such events.

8) Passports and Health

It is your responsibility to check and fulfil the required documentation for your itinerary, such as passport, visa, immigration and health requirements. Most countries require that you hold a passport valid for at least 6 months after the date of return. Regent will assume that all members within your party are British Citizens and will advise of visa requirements based on this. If you or any member of your party is not a British Citizen or if you hold a non-British passport, you must check passport and visa requirements with the Embassy or Consulate of the country or countries that you intend to visit, according to your passport place of issue. It is also a condition of travel that you consult your doctor to ensure that you comply with any medical requirements needed for your trip. Regent do not accept responsibility if travel is denied due to your non-compliance with any passport, visa, immigration and health requirements.

9) Insurance

All member of your party must hold adequate travel insurance for your holiday. Although travel insurance is not mandatory for UK holidays, Regent strongly recommend it. Insurance for holidays outside of the UK is a requirement of your booking. Insurance details must be given to Regent before ticket documents will be issued. It is your responsibility to ensure the insurance cover purchased is adequate and appropriate for the particular needs of you and all members of your party. If you travel without suitable insurance, you agree to indemnify Regent for any loss or costs incurred as a result. Ask a member of our team for a Travel Insurance quote.

10) Special Requests and Airline Requests

All special requests including medical and dietary needs MUST be clarified to Regent at the time of booking. Regent will ensure that all relevant suppliers are notified of your requirements, although suppliers may not have the facilities suitable to your specific needs. Under no circumstances will these requests be guaranteed. Failure to meet any special requests will not be a breach of contract on our part, and we cannot be held liable for the suppliers' failure to meet these requests.

11) Special Needs

Passengers who require one-to-one assistance in any way must be accompanied by an able bodied companion. Tour Managers are unable to offer help of a personal nature, and if this is required Regent holds no responsibility. Please advise of any specific travel assistance requirements needed at the time of booking. In particular, any assistance required boarding coaches, trains, boats, vehicles or aircraft, and participation in activities described within tour itineraries must be detailed.

12) Mobility Aids – Regent UK Tours

Regent and our partner coach operators advise that we should be able to accommodate the following number of mobility aids on each departures. If you require any of these services, you must advise Regent at the time of booking :-

1 MOTORISED SCOOTER (LIGHTWEIGHT) (*compact unit able to fit easily under coach and easily handled by travelling companion*)

1 WHEELCHAIR (*must be collapsible and traveller must have a companion fit enough to push them*)

2 WALKING AIDS (*on occasion it may be necessary to stow the item under the coach*)

Drivers and Tour Managers are there to offer assistance. However, we regret that due to liability legalities, they cannot assist in pushing or handling scooters or wheelchairs, other than as described above. Individual travellers must be able to access the coach independently. Any travellers with sight/hearing or mobility difficulties must have an able bodied travel companion.

13) Passenger Behaviour

You are responsible for your behaviour and the effect it may have on others. If in the opinion of a Driver, Tour Manager, or any other person in authority, you or any member of your party is abusive, disruptive, causes harm or behaves in a way which could cause damage or injury to others or affects the enjoyment of their holiday, or causes damage to property or suchlike, the right to terminate your contract with Regent may be applied. In this instance Regent have no further obligation or liability to you or any member of your party, and no refunds or costs incurred as a result will be met by Regent. Furthermore, if Regent incur costs as a result of your behaviour then you must meet these in full.

14) Complaints

If you have cause to make a complaint during your tour, please inform your Tour Manager immediately. If you fail to raise concerns whilst on tour, we will have been deprived of the opportunity to investigate and to try to rectify the situation immediately. If your complaint is not resolved to your satisfaction whilst on tour, please notify us in writing within 14 days of your return home. Regent will endeavour to provide a full response to your comments within 28 days of receipt.

15) Keeping in Contact

Regent may use your email address for booking purposes and also to keep you informed with future Regent tours. If you have provided an email address as part of your booking, we will send your invoice and booking confirmation to that email address. Please advise Regent if you do not want to be contacted by email. Please also note that Regent will no longer automatically be posting receipts once you have made a booking payment. All receipts are printed on paper and if you require a copy for reference, please request this.

16) ABTA

We are a member of ABTA, membership number 89283, and we are obliged to maintain a high standard of service to you.

