



Tours4 Ltd, 15 Coach House Mews, Bicester, OXON, OX26 6HJ  
T: 0800 0433887 E: info@Tours4.com W: www.Tours4.com

## Terms & Conditions

Here at Tours 4 Ltd, we aim to make all your group travel arrangements as simple and hassle-free as possible. We don't like confusing small print either so take your time to read through these simple terms and conditions before you make your booking with us. All of our tours comply fully with government travel regulations and EC package travel directives. Tours 4 Sport, Tours 4 Students, Tours 4 Schools, Tours 4 Stags, Tours 4 Hens and Ice Cricket are all divisions of Tours 4 Ltd.

### Booking & Deposits

If you wish to accept a tour from Tours 4 Ltd then contact your tour manager as soon as possible. We will then send you a booking form with these terms and conditions to be completed, signed and returned as early as possible. The booking form should be returned to Tours 4 together with the deposit as stated on the final quote. The quote price takes into account a minimum number of people travelling, please be aware that surcharges may be applied in cases of under-occupancy. Please be aware that until a booking is received and payment has cleared Tours 4 Ltd cannot make any reservations for your tour unless specified in writing by a member of staff. Once a booking form and deposit has been received, your tour manager will check availability. If price or availability has changed since your original quote, a new quote will be issued.

### Your Contract

Once you have signed and returned the booking form, you (the tour organiser) and your group enter into a contract with Tours4 Ltd so please check that you have the authority to act on behalf of the touring party. In signing the booking form, you are accepting these terms and conditions yourself, and on behalf of persons using the services of Tours4 Ltd so make sure that all involved understand these terms and conditions.

Please ensure that all information on the booking form is complete and accurate, Tours4 Ltd cannot be held responsible for inaccurate booking information. Any changes to your tour within 4 weeks of the departure date must be made in writing to the Tours4 office and cannot be guaranteed.

### Payment

With your final quote Tours4 Ltd will inform you of payment dates for deposits and final payments. Total payment is normally due no later than six weeks before tour departure, however if the tour is booked at short notice then Tours4 will inform you in writing of your payment terms once agreed. If payment is not received on time, a

member of the Tours4 team will get in contact with you, the tour organiser to resolve the issue and avoid cancellation. If paying for a ticketed event such as a football match, theme park or theatre show, tickets will need to be paid for upfront and are not refundable.

Payment can be made by cheque (made payable to Tours4 Ltd) Bank transfer or Cash.

### Insurance

For your own protection, Tours 4 Ltd recommends that all clients are fully insured for every tour. If you have arranged your own insurance you can send policy details to Tours 4 Ltd. However we also offer highly competitive comprehensive insurance that is designed for each tour. Details of insurance options will be sent to you with your booking form. Travel insurance is for your own protection so please ensure that your policy is up to date and will cover your sporting activity. Travel insurance is especially important if you are booking your own flights as we cannot refund any tours due to flight delays or cancellations.

### Financial Security

Tours 4 complies with all government travel regulations and EC Package travel directives. In accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with Tours 4 Ltd are fully Insured for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Tours 4 Ltd. A certificate detailing this cover will be given to each and every passenger as evidence of cover. Please ensure that you have been given the appropriate certificate(s) at the time of booking. This insurance has been arranged by Towergate Chapman Stevens through IGI Insurance Company Limited.

### Sports fixtures and tournaments

Tours 4 arranges matches through a huge network of contacts and international match and tournament agents. Every effort will be made to match the standard of your team with the standard of your opposition but this cannot be guaranteed. Tours4 Ltd cannot be held liable for the cancellation of matches due to circumstances outside of our control including weather conditions, league commitments or any other factor. If any match or tournament is cancelled for any reason, as a gesture of goodwill, Tours 4 will pay £50 per match cancelled to each team. As a matter of league policy, please contact the necessary sporting bodies before touring to ensure that



Registered Company No.: 5264579  
Registered Office – Tours 4 Ltd – 25 Earlsmead Crescent, Cliffsend, Kent, CT12 5LQ.  
Retail Agents for STA Travel – ATOL No 3206



your fixtures are approved. Please ensure that you and your team respect local rules and regulations and are prompt for all matches. Teams entered into a tournament or festival must adhere to the rules of the tournament organisers. Tours 4 Ltd cannot be held responsible for failure to comply with these regulations.

### **Cancellation Charges**

All cancellations of group or individual tour member must be made in writing by the tour organiser and sent to Tours4 Ltd at the address below. Cancellation charges are as follows:

Period before departure	% of tour payable
42 days +	Deposit
28 days	50%
Under 14 days	100%

### **Prices and Surcharges**

Prices in the Tours 4 brochure, on the website or quoted to you are correct at the time of publication. Tours 4 Ltd reserves the right to change these prices due to increases in costs of products or services. We will however absorb up to 2% of any increase in price of the tour and will not impose surcharges less than 2 weeks before tour departure.

### **Complaints**

At Tours 4 Ltd, we try to ensure that we exceed your expectations in every area of your tour arrangements, however if you have any suggestions or even a complaint please do inform us in writing at the end of your tour. If your problem is whilst you are on tour then please bring it up with the Tours 4 representative or directly with the agent or supplier (coach company, hotel manager etc.) Tours 4 also has a 24-hour emergency phone number and a dedicated advisor can help you resolve the problem.

### **Passports, Visa's, Insurance and Health Requirements**

As a tour organiser it is your responsibility to ensure that all members of your touring party have the appropriate documentation. This includes passports, Visa's (if required), EHIC (E111 equivalent) plus any insurance documentation amongst others. Please leave at least 10 weeks to obtain all these documents. Please mention at time of enquiry whether any members of your group have any special needs or requirements including physical, dietary or any other. You should contact a doctor if you are in doubt about your fitness to travel. For more advice visit [www.fco.gov.uk](http://www.fco.gov.uk) and visit your local Post Office to obtain a copy of 'Health Advice for Travellers'.

### **Behaviour**

In signing the booking form you, the tour organiser, accept responsibility for the behaviour of yourself and your touring party for the duration of the tour. If the behaviour of any of your tour party is deemed unacceptable by Tours 4 staff, suppliers or agents we reserve the right to terminate your tour without refund. Tours 4 Ltd will be entitled to recover from the touring party the costs of any damage or loss to Tours 4 Ltd or our suppliers and agents, caused by the group.

### **Tour Organiser's Responsibilities**

As a group organiser it is your responsibility to:

- Complete booking form on behalf of the group
- Make deposit and final payment on time.
- Ensure that your group have up to date passports, all Visa requirements are met and EHICs have been obtained in time.
- Keep your group well-informed with information given to you by Tours 4 Ltd
- Arrive promptly for transfers, matches, events or departures.
- Inform us of any changes
- Ensure that you and your group adhere to local laws and regulations of Tours 4 Ltd and our suppliers.

### **Tours 4 Ltd: Our Liabilities**

Tours 4 Ltd do not accept liability for death or bodily injury to you or any member of your group unless it is the proven fault of a member of Tours 4 staff, representative, agent or supplier. We can accept no liability for unforeseen circumstances beyond the control of the company or its members of staff including flight delays/cancellations or force majeure. Tours 4 staff will however be available for advice and information 24 hours a day whilst you are on your tour from our UK offices.

Thank you for taking the time to read these terms and conditions. Rest assured now the admin part is over, the fun can really begin so simply complete your booking form and return it with your deposits as advised on your provisional quote.

We look forward to giving you a tour you'll never forget!