

TERMS & CONDITIONS

1. Booking confirmation: Written confirmation will be made upon receipt of the booking form and appropriate deposit. Telephone bookings should also be confirmed in writing.

2. Balance of payments: Unless otherwise stated, this will be required eight weeks before the commencement of the Tour.

3. Client cancellations: Any cancellation must be made in writing and becomes effective from the date of receipt. Cancellations made 56 days or more before the commencement of the Tour will involve loss of deposit. Thereafter the following scale of charges will be levied:

29-55 days	75 % of holiday price
0-28 days	100% of holiday price

4. Holiday Insurance: You are strongly advised to take out personal travel insurance, since refunds cannot be given for any cancellations due to weather or industrial action, general weather conditions in England, petrol shortages, national/international crises, or your own cancellations due to medical reasons, illness etc. Please supply full details of the Travel Insurance Policy prior to commencement of your holiday.

5. Party size: The minimum number of persons required for the Tour to operate will normally be eight. If the number is not attained the client will be informed in writing eight weeks before the start of the Tour.

6. Hotel Accommodation: Wherever possible we endeavour to use very good quality hotel accommodation. This will inevitably vary somewhat in standard dependant upon the particular location. Single rooms are sometimes available on a Tour. Where a single room supplement is levied, this will be indicated alongside the Tour Price.

7. Tour Cancellation: Should a Tour be cancelled because the number of persons who have actually booked is less than the minimum number required, you will be informed within eight weeks of the departure date and a full refund of deposits paid will be made. Alternatively you may wish to book another Tour from the brochure.

8. Flora and Fauna: For each Tour we have outlined a list of the various birds, flowers, mammals and cetaceans, a very high percentage of which should be seen. The list is however, only a guide. Inevitably some species listed will not be observed, whilst others not mentioned will be seen.

9. Complaints: Should you have a complaint please bring the matter to your leader's attention immediately, when hopefully the complaint will be immediately rectified. Should this not be satisfactorily resolved, then the complaint should be put in writing within 28 days of completion of the Tour. The laws of England shall govern this Agreement and the English courts shall have jurisdiction over any dispute arising out of it.

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