

## HOLIDAY BOOKING CONDITIONS.

### PLEASE RETAIN FOR YOUR INFORMATION.

**1: BOOKING FORM.** If you wish to book a holiday you must complete a booking form listing all passengers' names, including title & initials. The booking form must be signed and accompanied by the appropriate **non refundable deposit** (see para: 2 below). Cheques to be made payable to **JG THEATRE CLUB, PLEASE SEND SEPARATE CHEQUES FOR HOLIDAYS AND DO NOT INCLUDE DAY TOUR COSTS WITH HOLIDAY PAYMENTS.**

**2: PAYMENT:** The deposit forms part of the final payment **and will only be refunded under the circumstances described in paragraph 5.** Payment of the balance will be due 8 weeks prior to departure. If you book within 8 weeks of departure the full payment must be sent with the booking form. All prices quoted are based on tariffs, transport costs and exchange rates at the time the holiday is arranged and booked by us and may be subject to alteration. Any surcharge will be shown on your final invoice.

**3: CANCELLATION:** If you decide to cancel your holiday this must be done **in writing**. The time of cancellation is taken as the date written notice is received by JG Theatre Club and the following cancellation charges will apply to coach holidays. **Please note that, if we have had to make payments to suppliers, the amount paid may be claimed from you if your balance payment is not received by the due date and you then cancel..**

More than 42 days prior to departure	Loss of deposit
28 - 42 days prior to departure	35% of holiday cost
14 - 27 days prior to departure	55% of holiday cost
7 - 13 days prior to departure	70% of holiday cost
0 - 6 days prior to departure	100% of holiday cost

Please be sure you are in receipt of your written confirmation of cancellation from JG Theatre Club as you will need this to claim from your travel insurance if applicable. **Please keep your insurance certificate, original invoice and any further invoices as you will need these in the event you make a claim.**

**4: SPECIAL REQUESTS:** Any special requests **MUST** be made at the time of booking this can include parking required or special diets (ie Gluten Free or Vegetarian).

**5: CHANGES TO ADVERTISED HOLIDAYS:** As many of our holidays are planned well in advance it is sometimes necessary to make alterations to holiday details and we reserve the right in our absolute discretion to make such changes as we deem appropriate. If such changes are of great significance we shall advise you as soon as possible. You will then have the following choices:

- a) (In the case of significant change) accepting the change or
- b) Booking any other available holiday. Where the price is less we shall refund the difference or, where the price is more, you will be expected to pay the difference, or
- c) Cancelling your booking and receiving a full refund of monies already paid.

**6: OPTIONAL HOLIDAY TRAVEL INSURANCE.** **It is a condition of Travel with J G theatre Club that all passengers are adequately insured.** Therefore all clients who book on our holidays can be provided with travel insurance but are free to arrange cover with an alternative provider if preferred. All premium prices quoted include Insurance Premium Tax at 20%. If the policy does not meet your requirements or you do not meet the eligibility criteria you must obtain alternative cover before travelling. The travel insurance that we offer has been by arranged by Coach Holiday Travel Insurance Specialists Towergate Chapman Stevens and are underwritten by ERGO Travel Insurance Services Ltd on behalf of Great Lakes Insurance UK Limited. Great Lakes Insurance UK Limited is a company incorporated in England and Wales with company number 13436330 and whose registered office address is 10 Fenchurch Avenue, London, United Kingdom, EC3M 5BN. Great Lakes Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 955859. You can check this on the Financial Services Register by visiting: <https://register.fca.org.uk> ERGO Travel Insurance Services Ltd (ETI) is registered in England and Wales, company number 11091555. Authorised and regulated by the FCA, register number 805870 and registered office: 10 Fenchurch Avenue, London, EC3M 5BN. Should you wish to take out this travel insurance please include the appropriate premium when booking your holiday.

**PLEASE READ THE INSURANCE DOCUMENT CAREFULLY SO YOU ARE AWARE OF THE CONDITIONS.**

**7: FINANCIAL FAILURE** In accordance with "The Package Travel, Package Tours Regulations 1992" customers of J G Theatre Club will be indemnified in respect of their net ascertained financial loss sustained arising from the cancellation or curtailment of the declared trip/travel arrangements arising solely from the event of the financial failure of J G Theatre Club. This insurance has been arranged by Towergate Chapman Stevens through EVO Ltd,

#### 8: Demands and Needs Statement

The travel insurance policy as mentioned in 6: will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded pre-existing medical conditions, are travelling to countries included within the policy terms and who wish to insure themselves against the financial impact of specified unforeseen circumstances/events relating to or occurring during the trip. Full details of these circumstances/events, levels of cover and terms and conditions can be found in the policy booklet. **IMPORTANT** - You may already possess alternative insurance(s) for some or all of the features and benefits provided by this product; it is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs; we will however be happy to provide you with factual information to aid you in making your own informed buying decision. **JG Theatre Club** is an Appointed Representative of ITC Compliance Limited who are Authorised and Regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance contracts.

#### 9: Complaints Procedure.

Should you have a complaint during your tour please contact the tour leader and they will do their best to rectify the problem. If the problem cannot be resolved at the time you should make a written record of your complaint and hand it to the tour leader or send it to us at **JG Theatre Club 11 Millwood Close, Maresfield, E Sussex, TN22 3AT** within 21 days of the end of the tour. We cannot deal with any complaints unless we are informed in this way and by the time limit.