

2024 UPDATED 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 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:

- (In the case of significant change) accepting the change or
- 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
- Cancelling your booking and receiving a full refund of monies already paid.

6: **TRAVEL INSURANCE** . **We do not supply travel insurance. An insurance disclaimer will be sent out to you on receipt of your booking and this must be completed and returned to me prior to the FINAL BALANCE PAYMENT DUE DATE.**

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 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.

9 Force Majeure

Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by "**Force Majeure**". For the purposes of these Booking Conditions, Force Majeure means any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, changes as a result of the UK's decision to leave the EU (if travelling to Ireland), significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier(s) control.