

YOU INVENT LIMITED – BOOKING CONDITIONS

1. THE TOUR CONTRACT

Your contract will be with **You Invent Limited**, Registration Number 05208979.

Completion of a You Invent booking acts as an acceptance of these Booking Conditions. Any alteration to the contract must be made in writing. No contract will exist until the Booking Form is received at You Invent offices, together with any required deposit as stipulated in any final quotation.

2. FINANCIAL PROTECTION

We comply with the requirements of the Civil Aviation Authority (CAA) and all our air holidays and flights are **ATOL protected**, since we hold an Air Travel Organisers Licence granted by the CAA. Our **ATOL** number is **6645**. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For more information, visit the ATOL website at www.atol.org.uk.

3. PAYMENT

To secure your booking you must send the required deposit stipulated in the estimate quote for the tour or tournament. Any further payment must be completed within the timescale laid down in the estimate quote with final, full, payment to the total outstanding balance to be received at an office of You Invent Ltd no later than 10 weeks prior to departure.

If payment is not received by the stipulated date You Invent Ltd reserves the right to assume the booking has been cancelled and therefore cancellation charges may apply.

Payment can be in the form of cash, cheque, bank transfer or banker's draft.

4. PRICES AND SURCHARGES

At no time is You Invent Ltd required to provide a breakdown of individual costs of the services being provided for a tour or tournament.

You Invent Ltd reserve the right to apply surcharges if required. These may be imposed to cover increases in, but not limited to, transportation costs, government levies/taxes, and currency fluctuations. You Invent Ltd will absorb up to the first 2% of any surcharge.

Where any increase is more than 10% of the total tour price you will be entitled to cancel your tour with a full refund of monies paid except for insurance premiums and amendment charges. Should you decide to do this you must exercise your right within 14 days of the date of the revised invoice.

5. CANCELLATION CHARGES

Cancellations must be made in writing by the person who completed/signed the Booking Form and sent by recorded delivery to a You Invent Ltd office. A cancellation is not effective until You Invent Ltd receives the letter.

Period prior to departure date when cancellation received	% of holiday payable
more than 100 days	deposit
31 – 100 days	50%
30 or less days	100%

6. CHANGES BY YOU

If you wish to change your booking and we can accept the changes there will be an administration fee charged of £15 per passenger plus any additional costs incurred. Any major change, such as change to travel dates, destinations or numbers, may result in cancellation charges being applied.

7. CHANGES BY US

Although uncommon, amendments to touring itineraries are sometimes required as arrangements are often made many months in advance. You Invent Ltd reserves the right to make changes where required.

In the event of a major change, such as change of departure airport (not including changes between London airports), destination resort or time of departure / return by more than 24 hours, you have the following options: -

- Accept the changed arrangements
- Choose another tour from us if one is available
- Cancel your holiday and obtain a full refund

Should a major change be necessary to your booking due to one of the following: -

- You have not paid in full
- Your holiday is influenced by events beyond our control ("Force Majeure") such as, but not limited to, war, riots, civil unrest, terrorist activity, inclement weather, or natural disasters

Then, in such circumstances you have the choice of accepting the change or treating the contract as terminated. If you treat the contract as terminated then You Invent Ltd will refund to you monies not already committed to your tour, after deducting costs already incurred by You Invent Ltd.

8. BEHAVIOUR

In signing the Booking Form the Tour Leader accepts the responsibility for the behaviour of the tour party members throughout the tour. If in our reasonable opinion or in the opinion of any airline pilot, hotel manager, coach driver, You Invent Ltd agent, or any other person of authority, the behaviour of the group is causing danger, damage to property or affecting the enjoyment of others, You Invent Ltd reserves the right to terminate your tour with no refund due.

9. OUR LIABILITY TO YOU

You Invent Ltd accept responsibility for the acts and/or omissions of its employees and agents for ensuring we provide the services supplied to you as described in the quotation and/or brochure. You Invent Ltd does not accept liability for death or bodily injury, caused to the signatory of the Booking Form and/or any other person in the group, unless caused by the neglect and/or omissions of our employees or agents, whilst acting within the scope of their employment.

10. COMPLAINTS

We try to ensure your tour is as enjoyable as possible and that it passes without incident. However, occasionally, things do go wrong. If something does go wrong you should immediately bring it to the attention of our supplier (i.e. hotel manager) or agent, who will make every effort to satisfy your needs. If this is not possible then you should contact our 24 hour support number supplied to you with your final details. Any complaint that cannot be completely resolved immediately should be made in writing and received at a You Invent Ltd office no later than 14 days of your return. Your complaint will be fully responded to within 31 days.

11. PASSPORTS, VISAS, AND INSURANCE

Various visa and health requirements are applicable to the various countries we offer tours for. Whilst we will endeavour to assist where possible You Invent Ltd will not be liable for failure to arrange these requirements.

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