



Terms and Conditions

1. Booking Arrangements

You are asked to book direct with us on the booking form enclosed. Heritage Touring reserves the right to increase or decrease the tour cost prior to final contracts with the client. When confirming your reservation, you are asked to pay a deposit. When a confirmation is dispatched it is at this time that a binding contract with Heritage Touring comes into existence. Payment of the balance is due no later than 8 weeks prior to departure. Bookings made within 8 weeks of departure require full payment. Any balance due that is not received by us within the timescale may result in the travel arrangements being liable to cancellation by Heritage Touring.

2. Cancellation by the Client

A cancellation charge is applicable as follows

Tours cancelled 56 days or more before departure – Deposit

55 to 28 days before departure – 30% of tour costs but not less than the deposit:

27 to 14 days before departure – 50% of tour costs:

13 to 7 days before departure – 75% of tour costs:

0 to 7 days before departure 100% of tour costs:

3. Amendment and Cancellation by Heritage Touring

(a) Holidays and tours featured in this publication are subject to availability at the time of booking. A minimum number of guests is required for all tours and, in the event of insufficient bookings being made and a holiday or tour being cancelled as a result, you will be notified at least 14 days beforehand and all monies refunded to you. No further liability will arise for Heritage Touring once the monies have been refunded.

(b) Our holidays and tours are planned many months in advance and details are often unclear at the planning stage; further, tours may be changed, or not able to be conducted, due in whole or part to circumstances beyond our control. For example, and without limitation, such circumstances include war or threat of war, riots, civil strife, terrorist activity, industrial disputes, transportation difficulties, natural or nuclear disaster, fire or adverse weather conditions, insolvency of suppliers or other unusual or unanticipated circumstances which neither Heritage Touring nor our suppliers can control. Should this happen you will be notified as soon as reasonably practicable and Heritage Touring will, at our discretion, endeavour to offer you an alternative within the spirit of the tour's theme where possible. However, should this not prove possible for any reason you will not be entitled to any refund of monies you had paid. In no circumstances will Heritage Touring have any liability for any losses suffered by you as a result of this. We strongly recommend that you have holiday insurance to cover cancellation charges and other eventualities. Details available on request.

4. Conditions of Carriage

This offer is the sole responsibility of the tour operator. It is not issued on behalf of, and does not commit any independent organisation/carriers whose services are used.

5. Complaints

You must take up any complaints with the relevant supplier and our local representative at the time. Problems should be able to be rectified there and then. If you still remain dissatisfied, any complaint must be made in writing to us within 28 days of your return.

6. Packages

Under the terms of the Package Travel, Package Holidays and Package Tours Regulations 1992, a package exists if you book two or more different components with us, e.g. travel plus accommodation. Heritage Touring have, in accordance with the legislation, made provision where appropriate, to provide financial security. Heritage Touring operates a client trust account. **Please note that, in compliance with the 1992 EC Package Travel Regulations we now issue Financial Failure Insurance Certificates which protects your payments to us until tour completion.**

7. Our liability

Subject to Clauses 1 to 6 of these Terms and Conditions

(a) We accept responsibility, other than for personal injury, should any part of the holiday arrangement which you book with us not be supplied as described and not be of a reasonable standard.

(b) We accept responsibility where you suffer death or personal injuries as the result of an activity forming part of the holiday arrangements you book with us only to the extent that Heritage Touring is legally liable for such death or injury.

(c) Our acceptances of liability and obligation to pay compensation pursuant of clauses

(a) and (b) above are strictly limited pursuant to all applicable laws.

(d) If any client suffers death, injury or illness arising out of activity which does not form part of the inclusive holiday arrangements or excursion arranged through us, and providing we are legally liable, we may at our discretion offer advice and guidance to help you in resolving any claim you may have against a third party, providing we are advised of the incident within 90 days of the occurrence. Where legal action is contemplated our authority must be obtained prior to commencement of proceedings and be subject to you undertaking to assign costs recovered or any benefits received to ourselves. Our costs in respect of the above on behalf of you and your party shall not exceed £500 in total. The contract and all matters arising from it are governed by English Law and subject to the exclusive jurisdiction of the courts of England and Wales. Heritage Touring is the Trading Name of Heritage Touring Ltd.

8. Delays

We cannot accept any liability for any delays in travel arrangements in the UK or to and from the UK where cancellation or delay is caused by adverse weather conditions, the action of port authorities, mechanical breakdown, strike, industrial action or otherwise. In certain cases you may be able to claim from your travel insurance policy.

We always advise clients to take the appropriate holiday insurance to cover cancellation charges and any other eventualities should for any reason you have to cancel your booking

**To make a booking please telephone 01794 342249 or fax 01794 340495 –
email: tours@heritagetouring.co.uk - www.heritagetouring.co.uk**