

Booking Terms & conditions

Our agreement:

On booking your holiday a contract is made between Supported Holidays 4 U and yourself, this begins once we have confirmed your place to you. When you make a booking and we accept it, it is a legally binding contract. You must sign the booking form, which is your commitment to pay for the whole holiday.

These are the conditions of your agreement, please read them carefully before you book.

We will send you an invoice when you have made your booking. You must check this carefully to confirm that it matches what you have booked, and that all names are spelt correctly.

You must pay a deposit when you have confirmed your booking (this could be upto 100%, depending on the date of travel) and you must pay the remainder of your holiday price (if any) to us TEN weeks before your date of travel. If you do not, we reserve the right to cancel your holiday and ask you to pay cancellation charges.

Our obligation to you:

If we change or cancel your holiday before you leave

In the unlikely event that we have to cancel or change your holiday we will give you the following options to choose from:

- I) Accept the alternative arrangements offered to you
- II) Choose another holiday break advertised by ourselves

III) Cancel your holiday with a full refund

However if the change or cancellation is due to circumstances beyond our control, such as war, threat of war, terrorist activity, industrial disputes, nuclear disasters, fire, flood, or other similar events beyond our control then no compensation will be given.

If we make changes to your holiday during your stay

In the unlikely event that we have to make changes to your holiday once you have arrived at your destination we will offer you accommodation to the same or higher standard, in the same resort. You will have the right to cancel your holiday if the alternative is not, for good reason suitable for you.

Limitation of liability

We accept responsibility for any arrangements on your holiday that are within our control, however we cannot accept liability for any injury, loss or damage suffered by you unless one of the following applies:

- I) There was wilful default by us, or our employees
- II) Death or personal injury was caused by the negligence of us, or our employees.

Your obligation to us:

If you cancel your booking you must send signed instructions to us. If you cancel we will not refund any insurance premiums you may have paid. We will ask you to

pay cancellation charges on the scale shown below:

No. of days	Cancellation charge
Over 56	Deposit only
29 - 56	50%
22 - 28	70%
8 - 21	90%
0 - 7	100%

You maybe able to make a claim under your own travel insurance policy, if your cancellation falls within the conditions of the policy.

If you want to change your booking

If you want to change your holiday booking details in any way, we endeavour to help you, however we cannot always guarantee that we will be able to do this as changes are subject to availability at the time.

Behaviour

If your behaviour in our opinion is causing distress, damage or danger to other customers, employees or accommodation providers, or anyone else, we may end your holiday. If your holiday is cancelled due to your behaviour we will not be liable to complete your holiday arrangements and will not be liable for any refund, compensation, or any other costs you may have to pay.

Travel Documents & Health advice

It is your responsibility to have valid travel documents. For upto date UK Government advice on vaccines, travelling and health protection please visit www.fco.gov.uk, www.hpa.org.uk and www.nathnac.org.

If you have a problem

If you have a problem while you are on holiday you must report it straight away to a team member who will endeavour to prevent your holiday being spoilt, and resolve the issue.

Travel Insurance

Travel Insurance is compulsory on all our holidays, it is there to cover you financially.

If insurance was not provided by our chosen providers then a copy of your policy

details will be required at least one month prior to your departure.

Please note that all points covered in the 'Information about your holiday' section of this brochure also form these terms and conditions of booking.