

TASOS TOURS: BOOKING CONDITIONS

Booking Conditions

1. "Tasos Tours" is the trading name of Tasos Tours Limited and from herein will be referred to as "The Company". The terms "You" and "The Client" refer to any person that completes a Booking with The Company.

Bookings

2. Full payment is required at the time of booking, and provisional bookings will not be accepted.
3. Requests for particular seats can be made on most trips when booking but because allocations are made on a first come, first served basis you are recommended to book early. When your booking is confirmed you will be offered the best seats that are available at that time. If you know someone who may want to book later but sit near you please discuss this with the booking clerk at the time you make your booking.
4. You confirm that you will notify us before you book if you or any member of your party has a disability so that we may consider what reasonable adjustments we or any relevant supplier should consider in the context of the trip.
5. A person making bookings for others including party bookings warrants and confirms that he/she has the authority of all individuals concerned to accept these conditions on their behalf and that all individuals concerned accept that they are bound by the conditions.

Cancellations

6. The company reserves the right to cancel any tour through insufficient bookings or unforeseen circumstances that would make it impossible to operate to an acceptable standard.
7. If you are unable to travel and/or wish to cancel your booking, this must be done in writing 14 days prior to departure. A cancellation fee of £5 will apply. Cancellations made less than 14 days prior to departure will not be refunded, unless the company is notified within 48 hours of the booking being made.

Substitutions/Amendments

8. We will always use our reasonable endeavours to provide a coach to the specification as described in our brochure or advertisement but reserve the right to substitute an alternative vehicle should unforeseen circumstances arise.
9. The Company's aim is to operate all tours as advertised but by entering into the Contract the Client accepts that it may prove necessary or advisable to vary or modify a tour itinerary or its contents due to prevailing local conditions or any other reason. The Company reserves the right at any time to cancel or change any of the facilities or services described in our itinerary and to substitute alternative arrangements of comparable monetary value or charge a supplement locally if alternative arrangements cannot be made, without compensation to the Client and accepts no liability to the Client whatsoever for costs or loss of enjoyment as a result of these changes. Where a major change is made prior to departure the Client will have the choice of either: (i) accepting another tour of equivalent or superior standard; or (ii) a choice of specified travel arrangements of a lower standard to those previously booked together with a refund of the difference in price; or (iii) cancelling the tour and obtaining a full refund. 'The definition of "major change" is a change that is reasonably required but will depend on the individual tour and circumstances.'
10. Provided that the major change, prior to departure is because of "Force Majeure" or "Low Bookings" full refunds will be issued. "Force Majeure" includes war, threat of war, riot, civil strife, terrorist activity, natural or nuclear disaster, fire, technical or maintenance problems with transport, closures or congestion of travel routes, or other similar events beyond the control of the Company. "Low Bookings" is where the minimum number of passengers to run a tour and make it viable, as set out in the Company's documentation, is not achieved.

11. Clients agree to accept the authority and decisions of the Company's employees, tour leaders, and agents whilst on tour with the Company. If in the opinion of such person, the health or conduct of a Client before or after the departure appears likely to endanger the safe, comfortable or happy progress of the tour, the Client may be excluded from all or part of the tour, in which case all monies paid will be forfeited and the Company will not be liable to pay any compensation whatsoever to such Client.

Limitations

12. We want all our customers to have a happy and carefree tour. But you must remember that you are responsible for your behaviour and the effect it may have on others. If you or any member of your party is abusive or disruptive or behaves in a way which, in our reasonable opinion, could cause damage or injury to others or affect their enjoyment of their trip, or which could damage property, we have the right, after reasonable consideration, to terminate your contract with us. If this happens we will have no further obligations or liability to you. The coach driver/representative, or authorised official of other means of transport is entitled to refuse you boarding if in their reasonable opinion you are unacceptably under the influence of drink or drugs or you are being violent or disruptive. If you are refused boarding on the outward journey we will regard it as a cancellation by you and we will apply cancellation charges according to the scale set out above. If the refusal is on the return journey we have the right to terminate the contract and will have no further obligations or liability to you.
13. We do not allow pets to be taken on our packages. Registered Assistance Dogs will normally be accommodated.
14. You are responsible for ensuring that you are at the correct departure point, at the correct time, with the correct documents and we cannot be held liable for any loss or expense suffered by you or your party because of incorrect documentation or late arrival at the departure point.
15. If a Client participates in an activity not specifically detailed as included in the tour operated by the Company, the Client (i) accepts all responsibility for taking part in such an activity, (ii) accepts that no further services will be provided by the company and (iii) indemnifies the Company against any and all claims related to such an activity. Where the Client suffers death, personal injury or any other loss whatsoever as a result of an activity forming part of the tour arrangements booked with the Company, the Company shall only accept responsibility if the death, personal injury or loss was caused by the negligent acts and/or omissions of the Company's employees, officers, agents, suppliers or sub-contractors. For the avoidance of doubt, the Company shall not be liable for such death, personal injury or any other loss suffered whatsoever if there has been no fault on the part of the Company or its partners, or if the cause was the fault of the Client (including without limiting the generality of foregoing the Client's participation in any activity/option not specifically detailed as included on the tour or operated directly by the Company) or due to the actions of someone unconnected with the tour arrangements or due to circumstances which neither the Company nor its partners could have reasonably anticipated or avoided.

Complaints

16. If the Client has a complaint about any of the tour arrangements, the Client must bring it to the attention of the tour leader or other representative of the Company at the time so that they may use their reasonable endeavours to rectify the situation. Failure to complain at the time will affect the Client's ability to claim compensation from the Company. Should the problem remain unsolved a complaint must be made in writing to the Company within a reasonable period of not more than 28 days after the completion of the tour.

Privacy Policy

17. In order to process your booking, The Company will need to collect certain personal details from you. These details will usually include the names and addresses of party members, credit/debit or other payment details and special requirements such as those relating to any disability or medical condition that may affect the tour arrangements. We take full responsibility for ensuring that proper security measures are in place to protect your information.

18. Except where expressly permitted by the Data Protection Act 1998, The Company will only deal with the personal details you give as set out above unless you agree otherwise. We may make contact with you or members of your party by post, e-mail, or telephone for the purposes set out. We will also use your information to inform you of offers in the future or to send you brochures. If you do not wish to receive such approaches in the future then please let us know as soon as possible by telephone, letter or e-mail us at tasostours@gmail.com. If we do contact you by e-mail about our new brochures or special offers, you will also be able to unsubscribe yourself from our database at this time.

Entire Agreement

19. The Contract constituted by the Company's acceptance of the Client's booking subject to these Booking Conditions shall constitute the entire agreement between the Client and the Company in relation to the relevant booking, and shall exclude all other terms and conditions (except for the relevant suppliers' conditions and any applicable international conventions) and shall supersede all prior or contemporaneous communication or information provided.



For more details or to book your tour contact:
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