

Summary Terms and Conditions



1 BOOKING YOUR HOLIDAY

In order for this contract to be binding, anyone making a booking with us must be at least 18 years old.

If any member of your party is under 18, they will be served a non-alcoholic drink at the wineries and must be accompanied by a parent or guardian over the age of 18.

2 YOUR CONTRACT

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our booking confirmation. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts.

3 FINANCIAL PROTECTION

We provide full financial protection for our package holidays. Protection is provided by way of a bond held by ABTA number Y5416. For further information please see www.abta.com.

4 SERVICE AVAILABILITY

All accommodation, transport and activities have restricted availability and are offered on a first-come first-served basis. It is possible that services are fully booked in one class but have availability in another class. In the event that your travel cannot be satisfied due to lack of availability or service on the requested dates, we reserve the right to offer similar services on alternative dates with the same or an alternative supplier.

5 SPECIAL REQUESTS AND MEDICAL PROBLEMS

If you have any special requests, you must advise us at the time of booking. For the avoidance of doubt, you should confirm any special request in writing to us as soon as possible. We will do our best to accommodate your requests but we cannot guarantee to do so. Some of the Champagne and wine cellars are not accessible to wheelchairs and you should check at the time of booking whether the tour will suit your particular needs. We are unable to accept any conditional bookings based on special needs being met and reserve the right to not accept your booking if we are unable to meet your request.

6 ALTERING YOUR HOLIDAY BOOKING

If, after our booking confirmation has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking. You will be asked to pay an administration charge of at least £30, and any further cost we incur in making this alteration. You should be aware that these costs could increase as the departure dates gets nearer and you should contact us as soon as possible. Note: Certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements. Chargeable changes include but are not limited to: change in number of guests; changes in names of those travelling;. If we are unable to make any requested change and you do not wish to continue with the booking then our cancellation charges, as detailed, will apply

7 CANCELLING YOUR HOLIDAY BOOKING

If you need to cancel your booking once we have received your booking form, you must contact us as soon as possible, initially by phone when we will advise you of any cancellation charges and then you should confirm your intention in writing. We will not treat a

Summary Terms and Conditions



booking as cancelled until we receive your written confirmation. Costs are incurred by us from the time we confirm your booking and thus we cannot give full refunds of payments made. If some members of your group cancel, those cancelling are subject to these charges

8 INSURANCE

We require all people booking to have adequate travel insurance before travelling with us. A suitable insurance policy should provide adequate cover for medical expenses arising through illness or accident prior to or during the holiday and loss of holiday monies through cancellation and curtailment of the holiday for insurable reasons.

9 IF WE ALTER OR CANCEL YOUR HOLIDAY BOOKING

As we plan your holiday arrangements many months in advance we may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time.

Changes If we make a major change to your holiday, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your holiday and receiving a full refund of all monies paid. In some cases we will also pay compensation (see below). These options don't apply for minor changes. Examples of minor changes change of accommodation to another of the same or higher standard, changes to specific wine makers and restaurants.

Cancellation We will not cancel your travel arrangements less than 2 weeks before your departure date, except for reasons of *force majeure*.

Force Majeure We will not accept liability or pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport. Where these occur, we will attempt to provide you with an alternative on the same date or will offer you an alternative date. No refunds will be made in these circumstances and if the service provided is of greater value, you will have to pay the difference where applicable. Any additional charge may be covered by your insurance policy.

10 IF YOU HAVE A COMPLAINT

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) **and** contact our duty manager immediately so that they can endeavour to put things right. If your issue occurs during our UK office hours of 8.30 to 17.30 UK time, please call the office. Otherwise, you can contact the duty manager on the number included in your travel pack. If your complaint is not resolved locally, please follow this up within 7 days of your return home by writing to us giving your booking reference and all other relevant information.

11 OUR LIABILITY TO YOU

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements.

12 SAFETY

All countries have their own safety requirements and laws. You are required to adhere to these local standards even if they differ from those in your country of origin. As a general rule, these requirements and standards will not be the same as in your home country and may sometimes be lower. You must take adequate steps to ensure that you protect yourself

Summary Terms and Conditions



whilst on your holiday. In particular you should familiarise yourself with fire procedures, drink / drive limits and swimming pool areas. You should also familiarise yourselves with any safety notices in your accommodation and ensure that you comply with all specifications for their use. We will not be responsible for any loss and/or damage which occurs as a result of your failure to comply with this condition.

13 PASSPORTS, VISAS AND HEALTH REQUIREMENTS

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

14 PRIVACY STATEMENT

Grape Escapes Ltd is committed to respecting your privacy. Once you opt to provide personally identifiable information (any information by which you can be identified), it will only be used to support your customer relationship with us. We take full responsibility for ensuring that proper security measures are in place to protect your information.

We must pass some information on to the relevant suppliers of your travel arrangements (hotels, restaurants, transport companies etc.).

Except where expressly permitted by the Data Protection Act 1998, Grape Escapes will only deal with the personal details you give to Grape Escapes as set out above unless you agree otherwise. We may make contact with you or members of your holiday party by post, e-mail, or telephone for the purposes set out.

15 ENTIRE AGREEMENT:

The full terms and conditions will be provided with your booking confirmation or can be found on our website <http://www.grapeescapes.net/terms-and-conditions/>.