

1. Your booking

a. 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. Bookings will only be accepted for travellers aged 18yrs and over.

b. We recommend that as a condition of booking with us that you and all members of your party are adequately insured..

c. It is your responsibility to let us know, at the time of booking or as soon you become aware, whether extra assistance is required for any disability you or another member of your party may have or if there are any special requests. Please note that we will try to accommodate special requests that are reasonable but cannot guarantee this, especially where it is outside of our control. In particular, special requests such as low floor, sea views etc are not able to be guaranteed unless you have specifically booked the type of room in question.

2 IMPORTANT: What is not included in your trip. This is not an exhaustive list.

a. Event entry – if you have booked to attend an event through us, this will be shown in your individual itinerary.

b. Travel insurance.

c. Insurance cover for any of your possessions – including, but not limited to, any sports equipment you take with you on your holiday.

d. Any flights, baggage, meals, rooms or apartment supplements detailed in your individual tour itinerary.

e. Any items listed as optional extras, such as excursions, which will be subject to the separate booking terms and conditions entered into by you at the time of booking.

f. The cost of any required visas and passports.

g. Local tourist taxes.

3. Payments

a. We reserve the right to alter the prices of any of the holidays shown in our brochure or website. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

b. When you make your booking you must pay a deposit of at least £100 / \$130 per person plus the cost of any non-refundable items such as event entry fees, together with any other items which we require to be paid in advance – these will be clearly stated at the time of booking. The balance of the price of your travel arrangements must be paid at least 12 weeks before your departure date. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit

4. Cancellations & Amendments

Please be aware that we are unable to make any amendments to your booking once it has been confirmed. Your booking is non-refundable and any payments are non-transferrable.

5. If We Change or Cancel Your Holiday

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.

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 travel arrangements of comparable standard from us if available. These options do not apply for minor changes. Examples of minor changes include change of accommodation to another of the same or higher standard. Occasionally some facilities at a hotel or venue may become unavailable at very short notice – we will try and advise you as soon as we possibly can. It is hoped that the hotel in questions will have or make alternative provisions for you to continue to enjoy your trip.

We will not cancel your travel arrangements less than 4 weeks before your departure date, except for events which are beyond our control – see important note below – or failure by you to pay the final balance. We may cancel your holiday before this date if, for example, the size of the party does not reach the minimum number required for a particular travel arrangement or event.

IMPORTANT NOTE: Events beyond our control: This means that we will not 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 (for example, the disruption or closure of airports or other transport systems), terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions.

6. Prompt assistance in resort

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

7. Passport, Visa and Immigration 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.

8. Excursions

Excursions, events or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us.

For any excursion, event or other tour that you book, your contract will be with the operator of the excursion, event or tour and not with us. We are not responsible for the provision of the excursion, event or tour or for anything that happens during the course of its provision by the operator.

OTHER IMPORTANT INFORMATION

9.1 Data Protection The lead person on the booking must have approval from all other members of the party (and any “emergency contacts”, where applicable) to give consent to our processing their personal information to ensure that your holiday runs smoothly (in the case of anyone unable to give consent, from their legal representative). This may include providing your key personal information to specific suppliers involved in the organisation of your holiday, who may be outside of the United Kingdom. Any medical information volunteered will also be passed to the relevant bodies responsible for giving assistance at an event. Please see our Privacy Policy for further information.

9.2 Data Protection – If you have signed up to our newsletters, we will send you the information you have requested by email until such time as you wish to unsubscribe. You may unsubscribe at any time, using the link on our email, and your email address will be removed from our Marketing list. Please note that this may take up to 10 days.

10. Health Regulations

We advise all customers to check what the latest health requirements are for travel to Haiti and to ensure that they are fit enough to participate in any event, excursion or other tour they may take part in.

Several vaccinations are required before you travel to Haiti. Please ensure that you contact your local GP or medical centre for professional advice.

Due to the recent cholera epidemic in Haiti it is vital that you take preventative medicine as prescribed. You will also need to take anti-malarial medication before, during and after your trip. Additional vaccinations include Polio, Tetanus, Typhoid, Hepatitis A & B but your GP will advise in detail.

11. Itinerary

This will be sent to you via email approximately 10-14 days before the start of the event.

12. Events

a. Event entry forms can be found on our website. These must be completed at the time of booking. Entries are subject to the event's conditions of entry, which are outside of our control.

b. All requested medical information must be supplied otherwise the entry may be invalid.

c. In the event of cancellation or postponement of the event, for whatever reason, we cannot be held responsible in any way for any loss (whether monetary (i.e. non-refundable event fees) or otherwise) or inconvenience.

e. Events may change their security and safety arrangements at the last minute and without notice and we have no control over this. Please be prepared for this eventuality and listen to the advice of any security officials and do what they say.

f. Participation or attendance at events may grant the event organiser permission to use your image in any subsequent promotion or communication about the event, whether it be via TV, printed material, online or otherwise. If you do not agree to this, you should not enter the event.

g. We do not permit the resale or swapping of entries. Contravention of this may render the entry void.

13. Hotel Check In/Check Out

The standard international practice is to let rooms from mid afternoon on the day of arrival until mid morning of the day of departure. Occasionally when you arrive at your accommodation, you may have to wait a short while until your room is ready. Similarly, if you are leaving the destination on a flight later in the day, you may be required to check out of your hotel room earlier in the day. In some cases, you may be able to extend your stay in your room or have access to facilities at the accommodation to change and refresh yourself in, but we cannot guarantee this, and this should be arranged with the accommodation management.

14. Room Sharing

If you are travelling alone and do not wish to pay the applicable supplement for a single room, we will, if you wish and subject to availability, match you up with someone of the same sex on a “twin to share” basis wherever possible. If you select a room sold on this “twin to share” basis you will be sharing with another participant on the tour and not have sole use of the room. In such cases we are not allowed to give any details regarding the name, address or phone contact of the parties requesting sharing arrangements. Please note, you must inform us in advance of any medical conditions or personal issues that may negatively impact on someone else’s enjoyment of the trip, for example, snoring – if you do not inform us, then we reserve the right to change your booking to a single room and for you to pay the balance. Note: where a room has been booked for one person only, whether it be a single room or the sole occupancy of a larger room, no other person is permitted to stay in that room, even if there is physically space for that person.

15. Insurance

You must arrange comprehensive insurance for travel and your possessions. Please note, we are unable to insure your possessions, as we do not have an “insurable interest” in these. We are not liable for these possessions should something happen to them.

16. Tours and itineraries

Whilst we try very hard to deliver your tour itinerary as specified at the time of booking, sometimes circumstances beyond our control may prevent us from providing the exact itinerary that is advertised and in such circumstances we do not assume liability for any loss of the advertised elements of the itinerary. Please see the rest of these terms and conditions for further details.

17. Behaviour at hotels or venues

Please note, if your behaviour at any of the hotels or venues that we use leads to damage or costs being levied by suppliers, we will seek redress and recoup these costs from you or direct the supplier to you to take action. This could include damage to property.