

HANSON EXCLUSIVE BOOKING CONDITIONS

Your contract is with Denise Hanson & Paul Hanson trading as Hanson Travel Worldchoice & Hanson Exclusives, a member of ABTA

YOUR HOLIDAY 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 confirmation invoice. This contract is made on the terms of these bookings, which are governed by English Law and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or N. Ireland if you wish to do so.

YOUR FINANCIAL PROTECTION

We are a member of ABTA, (88083/W2242) which provides for your protection in the event of our insolvency.

YOUR HOLIDAY PRICE

When you make your booking, you must pay a deposit per person. The balance of the price of your travel arrangements must be paid at least 8 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. All monies paid to your travel agent are held by him on your behalf until we issue our confirmation invoice. Thereafter your travel agent holds the monies on our behalf. The price of your travel arrangements is subject to surcharges for increases in transportation costs such as fuel or Government action such as increases in VAT or any other Government imposed increases. Even in this case, we will absorb an amount equivalent to 2% of the price of your travel arrangements which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged, but where a surcharge is payable there will be an administration charge of £1 together with an amount to cover agents' commission.

IF YOU CHANGE YOUR BOOKING

If after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, e.g. your chosen departure date or accommodation, 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 £10 per change, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. N.B. Certain travel arrangements (e.g. Apex Tickets, Theatre Tickets) cannot be changed after a reservation has been made and any alteration request will incur a 100% cancellation charge.

IF YOU CANCEL YOUR HOLIDAY

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking, or your travel agent on your behalf, must be received at our offices. Since we incur administrative costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below.

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

Period before departure within which written cancellation is received	Amount of cancellation charge shown as a percentage of the price for the travel arrangements
More than 56 Days	Deposit only
More than 42 days	30% or Deposit whichever is greater
More than 28 days	45%
More than 15 days	60%
0 to 14 days	100%

IF WE CHANGE YOUR HOLIDAY

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally changes may be made and we reserve the right to do so at any time. Most of these changes are minor and we will advise you of these at the earliest possible date. Departure times and carriers used in the brochure are subject to change and these details are given for guidance only and final details will be shown on your itinerary. If a major change becomes necessary, we will inform you as soon as reasonably possible if there is time before your departure. When a major change occurs, such as a change of resort or a reduction in the standard of your accommodation, you will have the choice of either accepting the change or arrangements or cancelling your holiday and receiving a full refund of all monies paid.

IF WE CANCEL YOUR HOLIDAY

We reserve the right in any circumstances to cancel your travel arrangements. E.g. If the minimum number of clients required for a particular tour is not reached, we may have to cancel it. However, we will not cancel your holiday less than 4 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked holiday, you can either have a full refund or accept an offer of an alternative holiday of comparable standard from us if available.

IF YOU HAVE A COMPLAINT

If you have a problem during your holiday, you must inform the relevant supplier and our representative immediately who will endeavour to put things right. If you fail to do this, we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were on holiday and this may effect your right under this contract.

If your complaint cannot be completely resolved locally, you must follow this up in writing within 28 days of your return home.

WHAT HAPPENS TO COMPLAINTS

It is unlikely that you will have a complaint that cannot be settled amicably between us. However, disputes arising out of this contract may be referred to arbitration under a special scheme arranged by the Association of British Travel Agents and administered independently by the Chartered Institute of Arbitrators. The scheme provides for a simple and inexpensive method of Arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for any amount greater than £5000 per person or £25,000 per booking form. It does not apply to claims which relate to physical injury or illness. The application for arbitration and Statement of Claim must be received by the Chartered Institute of Arbitrators within 9 months of the date of return from the holiday.

OUR LIABILITY TO YOU

We accept responsibility for ensuring that the tour which you book with us is supplied as described in the brochure and that the services offered reach a reasonable standard. It may be necessary to amend our advertised itinerary routing in order to avoid known traffic congestion, diversions and adverse weather conditions. If any part of your travel arrangements is not provided as promised, we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees, agents and suppliers whilst acting within the scope of, or in the course of their employment in the provision of your travel arrangements. Our liability in all cases shall be limited to a maximum of twice the cost of your travel arrangements.

We are unable to accept responsibility for loss or expense caused by abnormal events during your holiday which are outside our control. By this we mean such circumstances as (but not limited to) cancellation of a show, concert or event, adverse weather conditions, traffic congestion, strikes, civil commotion, road traffic diversions, railway delays, technical fault or mechanical breakdown, the closure of airports or ports, war, threat of war, riot, industrial disputes, terrorist activity (actual or threatened), natural and nuclear disaster.

If a concert is cancelled immediately prior to departure, the ticket value only will be refunded. There will be no additional compensation and no other refund. No compensation will be payable if any of the advertised songs are not played.

CONDITIONS OF CARRIAGE

The Contractual terms of the companies that provide the transportation for your travel arrangements will apply to this contract. These may contain terms which affect your rights to compensation. You may ask for copies of the relevant conditions of carriage from our office.