

General Booking Conditions

1. Tour Prices and Surcharges.

Prices are based on costs, taxes and exchange rates as stated in our brochures. Due to continuing variation of air fares, tour prices will be confirmed when bookings are made. Once a cost has been confirmed, we will guarantee the price of your holiday will not be subject to any surcharges except those resulting from Governmental action, air fare increases and exchange rate variations. Even in these cases we will absorb an amount equivalent to 2% of the holiday price, which excludes insurance premiums and any amendment charges. Only an amount in excess of this 2% will be surcharged and if this means payment of more than 10% of the holiday price you will be entitled to cancel the holiday with a full refund of all the money paid except for insurance premiums. Should you decide to cancel because of this you must exercise your right to do so in writing within 14 days from the issue date printed on the invoice. Because we are making certain financial commitments, as above we regret that we are unable to make reductions in the price should the value of the pound strengthen.

2. Tour reservations, deposits and balances.

To make a reservation, a deposit of £100.00 is required (unless stated otherwise). Upon receipt of these we will then forward confirmation, and the payment of the balance is due no later than 8 weeks before the departure date. Non-receipt of the balance on the date due will result in the holiday being liable to cancellation. Tickets and other documents will normally be forwarded 10 to 14 days before the date of departure.

3. Change of booking by you.

Should you wish to change your holiday arrangements in any way after we have accepted your booking we will endeavour to meet your wishes to the best of our ability. A handling fee for any change of £30 (plus communication charges) per alteration will be charged to cover administration costs. If you make any change to your booking after the balance due date, then the change will be treated as a cancellation and the cancellation charges indicated in the paragraph dealing with 'Cancellation by you' will apply.

4. Cancellation by you.

All cancellations must be confirmed in writing. If you find it necessary to cancel your booking the following cancellation charges will apply:

Notified 56 or more days before departure - loss of deposit.

Notified 31 - 55 days before departure - 40%

Notified 16 - 30 days before departure - 60%

Notified 1 - 15 days before departure - 100%

5. Alteration to travel arrangements whilst abroad by you.

We regret that no credit or refund is possible for any unused services provided in the cost of the holiday. If you decide to alter your travel arrangements whilst abroad this is your own responsibility and Agricultural Travel Bureau/Barfield Travel & Tours or the companies agents are not responsible for any extra costs that are involved or for any difficulties that may arise with onward travel as a result of such alterations. No credit or refund is possible for any lost, mislaid or destroyed travel documents, which should be a claim on your own insurance.

6. Alteration to confirmed booking by us.

It is unlikely that we will have to make any change to your holiday but we do plan the arrangements many months in advance. Occasionally we need to make changes, which we reserve the right to do at any time. Most of these changes are minor and we advise you at the earliest possible date. If a major change becomes necessary we will advise you as soon as is reasonably possible if there is time before your departure. When a major change occurs (such as the alteration of your outward/return flights by more than 12 hours, changes of resort or reduction in the standard of accommodation), you will have the choice of either accepting the change of arrangements, taking another available holiday from us, or cancelling your holiday and receiving a full refund.

7. Cancellation of confirmed booking by us.

In the event of the company having to cancel the holiday on or before the date when payment of the balance of the price becomes due you will be offered the choice of an alternative holiday of at least comparable standard if available and if this is not acceptable a full refund of all monies will be paid. In the unlikely event that we have to cancel after the date when payment of the balance of the price becomes due (always providing that the balance has been paid) but more than 14 days before the intended date of departure, compensation will be made as detailed below: In the event that a holiday has to be cancelled or amended for reasons of force majeure i.e. the occasion of war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, all monies paid will be refunded but it is regretted that there will be no compensation payable.

8. Compensation.

For cancellation and alteration within 56 days of departure.

43 - 56 days £30

29 - 42 days £40

15 - 28 days £50

0 - 14 days £60

9. Your holiday insurance.

We require that you are adequately insured for your holiday and we strongly recommend our insurance policy which provides adequate cover for normal requirements. Should you have a suitable insurance policy already in place, we will require details of your cover and the completion of our Insurance Indemnity Form that will be issued upon receipt of your booking.

10. Passports, Visas and health.

It is your responsibility to check that all members of your party hold the necessary documentation. We regret that we can accept no liability if you or any member of your party is refused entry onto any transport or into any country due to failure to carry the correct documentation. If in doubt, please contact our office for clarification.

11. Special needs or requests.

If you have any specific needs or requests it is essential that these are made known to us at the time of booking and are entered onto your booking form. Should you or any member of your party have a disability or medical problem please check with us prior to booking so that we can advise you whether your chosen holiday is suitable.

We will do everything possible to meet all reasonable special requests but cannot guarantee their provision. Failure to meet such requests cannot be considered a breach of contract on our part and we are unable to accept any bookings that are conditional on a special request being fulfilled.

12. Missed or delayed flight and transfers.

We do not accept responsibility for any clients who miss their flight owing to late check in at the UK airport for whatever reason. If the return flight is missed due to a delayed transfer we will make every effort to return you to your airport of departure as soon as practicable. We accept no liability in such circumstances for any client who makes individual arrangements to return home separately from the group, since the airlines, ferries and hydrofoils we use are not under our control and we do not accept liability for delays.

13. Special Interest holidays.

We reserve the right to change the itinerary of any special interest holidays if we feel that for any reason beyond our control the original destination is not suitable.

We also reserve the right to change the leader should it become necessary for any reason. These holidays operate subject to a minimum number of participants. Such changes will not constitute major changes under the terms of these booking conditions. In the event that insufficient numbers are reached to enable the holiday to take place, we will inform you at least eight weeks before the departure date and no compensation will be payable.

14. Personal Injury (unconnected with arrangements made by us).

Should you or any member of your party suffer illness, personal injury or death through any misadventure during your holiday arising out of an activity which does not form part of your holiday arrangements, nor part of any excursion sold through us we shall offer you assistance in pursuing any claim you intend making against the offending party. This includes advice and guidance and may include a contribution towards legal costs and expenses which in our opinion are reasonable and appropriate in the circumstances up to a limit of £5,000 per booking form, provided that you request such assistance within 90 days from the date of the misadventure.

15. Arbitration.

In the case of any complaint we will do all in our power to resolve this to the satisfaction of our client. However, in the unlikely event this proves impossible, the matter may (if the customer so wishes) be referred to Arbitration under a special scheme, which though devised by arrangement with the association of British Travel Agents, is administered quite independently by the Chartered Institute of Arbitrators. The Scheme (details of which will be supplied on request) provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The scheme does not apply to claims for an amount greater than £1,500 per person. There is also a limit of £7,500 per booking form. Neither does it apply to claims, which are solely or mainly in respect of physical injury or illness. The rules of the scheme provide that the application for arbitration must be made within 9 months of the date of return from the holiday but in special circumstances it may still be offered outside this period.

16. Tour Operators Liability

i) We accept responsibility for ensuring the holiday which you book with us is supplied as described in our itineraries and the services offered reach a reasonable standard. If any part is not provided as promised, we will pay you an appropriate compensation if this has adversely affected the employment of your holiday. We accept responsibility for the acts and/or omissions of our employees, agents and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of two times the value of the original holiday cost.

ii) We accept responsibility for death, injury or illness cause by negligent acts and/or omissions of our employees or agents together with our suppliers or sub-contractors, servants and/or agents of the same whilst acting within the scope of, or in the course of their employment in the provision of your holiday. We will accordingly pay to our clients such damages as might have been awarded in such circumstances under English Law.

iii) In respect of carriage by air, sea and rail and the provision of accommodation our liability in all cases will be limited in the manner provided by the relevant international convention. (Please see 'Conditions of Carriage' below).

17. Conditions of Carriage.

Air travel is by the services of International Air Transport Association member airlines. The responsibility of IATA airlines in connection with our tour itineraries is limited to the carriage of passengers and their baggage in accordance with conditions of carriage of the participating airlines. Passengers conveyed by other carriers under the terms and conditions set out in the passage tickets and the companies are exempt from liability for loss/damage or personal injury.

18. Delay at Airports.

All travel is by scheduled airlines and in the event of departure delays such airlines will advise clients of these details, and in the great majority of cases will arrange extra meals and overnight accommodation as necessary (at the airlines expense). If for any reason the airline concerned does not provide the extra meals and accommodation, we as the tour operator will make whatever arrangements we possibly can at our own expense. As we advise both on our booking form and in these conditions, you should ensure that you take out comprehensive travel insurance which includes financial compensation in most cases for delays of 12 hours or more.

19. If you have a complaint.

We do our best to give you an enjoyable, trouble free holiday but occasionally even the best-laid plans can go wrong. If you have a problem during your holiday, please inform the relevant authority (e.g. hotel, tour manager etc) immediately who will endeavour to put things right. If your complaint cannot be completely resolved locally, please follow this up within 28 days of your return home by writing to us giving all relevant information. It is therefore a condition of this contract that you communicate any problem to the authority in question whilst on tour. If you fail to follow this simple procedure we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem.

20. Bonding.

Agricultural Travel Bureau Ltd/ Barfield Travel & Tours, are established tour operators and our air holidays and flights are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is 2230. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad, and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk. Bookings not involving air holidays and flights are separately protected with the Association of British Travel Agents (ABTA no 42709).

Publication date of these booking conditions is 15th December 2009 and is valid for tours booked until 31st December 2010



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