

# Sandy Row Travel Management Terms & Conditions

Your booking is made on the basis of these terms and conditions and any other information supplied to you from us prior to booking. Please read these booking conditions carefully. If there is anything you do not understand please do not hesitate to get in touch with us on 020 7650 3123 or by e-mail at [legal@sandyrowtravel.com](mailto:legal@sandyrowtravel.com).

In these conditions any reference to 'you' or 'your party' means all persons named on the booking including any added or substituted at a later date and/or the company, firm or organisation you represent. References to 'we' 'us' or 'our' are references to Sandy Row Travel Management Ltd (SRTM). 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.

This contract is governed by English Law and we both agree to submit to the exclusive jurisdiction of the English Courts at all times. We reserve the right to alter, adapt or otherwise change these terms and conditions without notice or liability from time to time. Any such variations will be notified to you via our website at [www.sandyrowtravel.com](http://www.sandyrowtravel.com) and are also available from our offices.

## 1. YOUR FINANCIAL PROTECTION

Sandy Row Travel Management Ltd only works with suppliers who are bonded members of IATA, ABTA and/or ATOL. This means your money will be refunded or you and your party repatriated if already overseas in the unlikely event of our insolvency whilst travelling with us.

## 2. YOUR AGREEMENT WITH US

Your contract with us shall come into existence when we issue our confirmation invoice following your confirmation of your booking to us. Our invoice will be sent within 48 hours of bookings being made except in the case of bookings made within 8 weeks of departure in which case late booking conditions apply (see below). When making a booking with us you must pay a non-refundable deposit of 10% of your total booking value (or £25 whichever is more) to guarantee availability of your requirements. The balance must be paid 8 weeks before departure. In the case of late bookings the full balance must be paid or invoiced at the time of booking. If the deposit and/or the balance are not paid in time we may cancel your booking. If the balance is not paid in time we shall retain your deposit as per the cancellation charges below.

## 3. PAYMENT, TICKETS AND DELIVERIES

We accept Visa, MasterCard, American Express, Diners Club credit & charge cards, Switch and Delta debit cards and payment by cheque, BACS or Standing Order. A 2% charge is levied on credit and charge card payments – a rate which may be amended from time to time. Cheques should be made payable to Sandy Row Travel Management Ltd. Clients may also apply for a credit facility (see Section 5 below). In order to take advantage of some special fares we may be required to issue tickets well before departure. Cancellation charges up to 100% of the flight cost may be levied if you have to cancel or make changes after tickets have been issued.

Once we have received payment your travel documents will be forwarded to you. Please note all documentation is usually sent to your work address unless you request otherwise.

In the event of late bookings it may be necessary for your travel documents to be sent to you by special delivery or issued on departure. This is usually the case for bookings made within 3 working days of your departure date. In these circumstances, we will give you our opinion as to the best way to get the necessary travel documentation to you, but can accept no responsibility whatsoever for failure of your travel documentation to reach you in time. Please be aware that extra charges are made to you by us, and sometimes also by our suppliers (e.g. airlines), for special delivery and ticket on departure services.

## 4. PRICE

Price Guarantee: You will be quoted a fare & taxes for your selected itinerary at the time of booking and advised of any special conditions including the date by which the booking must be confirmed to obtain this price. Only once you have confirmed your acceptance of the booking and all travel documentation has been issued will the invoice price of your fare be guaranteed. If you confirm your booking later than the advised date your fare will be re-priced and you will be advised accordingly. Should any of the additional government or travel provider taxes & charges change after ticketing SRTM will advise you as soon as possible of any extra payment required.

## 5. CREDIT FACILITIES

You may make an application for a credit facility with us using the form available from our offices or by e-mail at [finance@sandyrowtravel.com](mailto:finance@sandyrowtravel.com). We will assess your application and may seek references from 3<sup>rd</sup> parties including credit reference agencies. We will inform you of our decision in writing including any special conditions we may require you to accept, such your depositing with us a cash bond equivalent to approximately one month of your travel expenditure. No bookings can be made on account until we have agreed in writing to your credit facility and you have accepted in writing any special conditions we require. In any case we reserve the right to decline any credit facility application without explanation.

Maintenance of any credit facility with us is conditional upon your acceptance & strict adherence to the following rules:

- Each booking/transaction you make is invoiced separately at the time you confirm your booking.
- All invoices except those for rail travel, foreign currency or travellers cheques must be paid within 14 days of issue. Invoices for rail travel, foreign currency and traveller's cheques must be paid immediately upon receipt of invoice.
- All payments are made by cheque, cash, BACS or standing order.
- Refunds for travel services (where available and subject to the conditions of your booking) that are cancelled or not used will only be issued in the form of a credit note as soon as the full amount due has been refunded to us by the relevant supplier (airline, hotelier, etc.). Since we have to pay suppliers whilst they process any available refund application, our invoice to you must be paid in accordance with these terms and conditions whilst we wait. Please be aware that sometimes refunds are not available. Where refunds are available we charge a £25 fee per person for this service. All relevant travel documentation must be returned to our offices within 14 days of your return for any refund application to be made. If you do not do so you will not be able to claim any available refund.

If you do not pay the full amount due on your credit facility account within the timeframe detailed in clause 4b above, we reserve the right to take all necessary steps, including any or all of the following actions,

until we receive the full amount owed to us:

- Charge interest on the overdue amount at 0.07% per day.
- Suspend payment of further bookings using your credit facility.
- Suspend all further bookings for you.
- Suspend or cancel any Annual Service Agreement we may have.
- Refer your account to a third party for collection, upon which you will be liable for all costs, fees & expenses we incur in doing this.

At all times we reserve the right to withdraw any credit facility you may have, in which case all monies owed become immediately payable.

## 6. CHANGES MADE BY YOU

If, after your travel documentation and our confirmation invoice have been issued, you wish to alter your travel arrangements in any way we will do our best to help, but it may not always be possible. An amendment fee of £25 per person (excluding infants) will be charged in addition to any charges passed on by our suppliers (e.g. airlines, hotels, etc.). All changes are subject to the booking conditions of the supplier for that particular booking, which are available to you upon request at the time of booking. Please note some bookings are not changeable. Please ask for detailed booking conditions if you are concerned about the possibility of needing to change your booking.

Please be aware that these costs normally increase the closer changes are made to the departure date and that certain travel arrangements (e.g. Apex Tickets) cannot be changed at all after confirmation.

## 7. CANCELLATION BY YOU

You, or any of your party, may cancel your travel arrangements at any time. Written notification from the lead person on the booking must be received at our offices. Since we incur costs in cancelling your travel arrangements you will be required to pay the applicable cancellation charges shown below in addition to any charges passed on by our suppliers (e.g. airlines, hotels, etc.). All refunds are subject to the booking conditions of the supplier for that particular booking, which are available on to you upon request at the time of booking. Please note that some bookings are not refundable. Please ask for detailed booking conditions if you are concerned about the risk of cancellation.

For cancellation before tickets have been issued the £25 non-refundable deposit per person is forfeited and must be paid. For cancellation after tickets have been issued a £25 per person cancellation fee will be charged in addition to any charges passed on by our suppliers (e.g. airlines, hotels, etc.).

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

## 8. CHANGES MADE BY US

It is extremely unlikely we will have to make changes to your travel arrangements. Regrettably amendments may sometimes be necessary and errors occasionally occur. Upon receipt of your travel documents please check the details of the travel arrangements SRTM has made for you and notify us immediately of any errors. We reserve the right to make changes or correct errors at any time both before and after our confirmation. The vast majority of these changes will be minor and we will do our best to try to advise you of these before you depart if there is time. Flight timings, aircraft types and operators advertised may be subject to change for operational reasons and these are deemed to be minor changes. Your flight is subject to international conventions and the conditions of carriage can be found on the reverse side of your airline ticket. SRTM accepts no liability for any change or amendment subject to international convention or general conditions of carriage.

A major change involves change of scheduled UK airport or destination airport (except where the change is between 2 airports serving the same destination) or change of scheduled departure time by more than 12 hours. In these circumstances you have the following options:-

- Accept the altered travel arrangements.
- Accept alternative travel arrangements we may be able to offer.
- Cancel your travel arrangements with us without charge.

If you choose c) we will refund all your monies to you and if you choose we will pay compensation to you on the scale set out below. If you choose a) or b) we will refund any difference in cost of the new arrangements to you if the new cost is lower but if the new cost is higher than the original booking you will have to pay the difference except where the change arises due to reasons of Force Majeure. If you choose we will pay you compensation on the scale set out below:-

Hours/days before departure notice of change is given	Option a) or b)	Option c)
0 - 48 hours	£50	£25
2 - 14 days	£20	£10
More than 14 days	£0	£0

Our liability in all cases involving a major change or cancellation is limited to the options and compensation set out above. Compensation is not payable if we have to make changes for unusual or unforeseeable circumstances, which we could not have avoided even with due care. Compensation will not be payable for changes or cancellation due to your failure to pay any balance or because of Force Majeure i.e. reasons or threat of war, riot, civil strife, industrial dispute, fire, terrorist activity, natural or nuclear disaster, adverse weather conditions or other circumstances over which we have no control.

## 9. CANCELLATION BY US

It is extremely unlikely we have to cancel your travel arrangements; however we reserve the right to do so in any circumstances. Examples of instances where this may be necessary include Force Majeure; if you have not paid the final balance; or if the minimum number of clients required for a particular travel arrangement is not reached. If we are unable to provide the booked travel arrangements and we have received payment for the booking, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available. In these circumstances if you wish we will pay compensation as per Clause 8 above.

## 10. IF YOU HAVE A COMPLAINT

If you have a problem during your travel programme, we strongly advise you to bring it to the attention of the relevant supplier (e.g. hotelier, airline) as soon as possible and complete any official complaint report/documentation they may have available. (If you fail to do so it may jeopardise your rights to make a claim afterwards). Most complaints however, can be resolved quickly & efficiently by speaking to the relevant supplier at the time. If you are unable to resolve your complaint locally, please do let us know in writing within 28 days of your return either by writing to our Customer Services Manager at

Sandy Row Travel Management, 11 Artillery Lane, London, E1 7LP or by e-mail to [feedback@sandyrowtravel.com](mailto:feedback@sandyrowtravel.com). Please include your booking reference, a copy of any complaint report/document you have completed and all other relevant information.

## 11. WHAT HAPPENS TO COMPLAINTS

We hope that any complaint you may have can be settled amicably between us. However, disputes arising out of, or in connection with this contract which cannot be settled amicably, may (if you wish) be referred to Arbitration under a special scheme, which is arranged by the Association of British Travel Agents, but is administered quite 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 £1,500 per person or £7,500 per booking form. Nor does it apply to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness. If you choose to proceed to Arbitration under this scheme, you must send a written notice of your decision to ABTA within 9 months after your scheduled date of return. Full details of the scheme are available from the Association of British Travel Agents (See ABTA's website for contact details).

## 12. OUR LIABILITY TO YOU

We accept responsibility for the acts and/or omissions of our employees, agents and suppliers providing they were acting in accordance with our instructions to carry out work authorised by us. We do not accept responsibility for the acts and/or omissions of our employees, agents and suppliers where they lead to death, personal injury or illness. We do not accept responsibility for the acts and/or omissions of our employees, agents and suppliers where the failure to perform or the improper performance was due to:-

- Your own acts, omissions or lack of clarity.
- Those of a third party not connected with the provision of your trip and which were unforeseeable or unavoidable.
- An event which could not have been foreseen or avoided even with due care.

Our liability in all cases (except death, personal injury or illness) shall be limited to a maximum of twice the costs of your travel arrangements excluding insurance premiums and amendment fees. However, our liability in respect of carriage by air, sea and rail, and the provision of accommodation is limited in the manner provided by the relevant international conventions and conditions of carriage. You can ask for copies of these international conventions from our offices.

It is a condition of the acceptance of liability that you notify us of any claim in accordance with the conditions relating to complaints. Where any payment is made to you or any members of your party that person must assign to us or our insurers any rights they may have to pursue any third party. They must furthermore agree to fully co-operate should our insurers or we wish to enforce those rights.

## 13. TRAVEL INSURANCE

Please ensure you have adequate travel insurance for your trip. SRTM will in no circumstances be liable for any personal injuries or losses suffered by you which are not directly as a result of any act and/or omission by SRTM in making your travel arrangements.

## 14. PASSPORTS & VISAS

Please ensure you have a valid passport & all necessary visas for all destinations involved your trip, including any flight stopovers. SRTM will supply upon request the most up to date information available to us about the passport & visa requirements for your trip, but can accept no responsibility for their accuracy or completeness at the time you travel or liability for any losses or inconvenience you may suffer by you not having the necessary documents.

It is essential if you do not hold a British Citizens passport but you hold another type of British passport that you check visa requirements with the relevant Embassy of the countries you are intending to visit. If you hold a non-British passport then you must also check with your own Embassy as well as the Embassies of the countries you intend visiting including any flight stopover that you have the correct visas.

## 15. CONDITIONS OF CARRIAGE

When you travel with a carrier, the conditions of carriage of that carrier will apply, some of which may limit liability. The conditions of carriage of that carrier are incorporated into this contract. You may ask for copies of the relevant conditions of carriage from our offices. Please note that in accordance with Air Navigation Orders in order to qualify for infant status an infant must be under 2 years of age on the date of the return flight.

## 16. OUR DATA PROTECTION POLICY

Calls may be recorded or monitored for training & quality purposes. To process your booking and ensure that your travel plans run smoothly we need to use the information you provide such as name, address, any special needs, etc. We must pass the information to the relevant suppliers of your travel arrangements such as airlines, hotels, etc.

We take full responsibility for ensuring that proper security measures are in place to protect your information. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them or as required by law. Additionally, where your travel is outside the European Economic Area (EEA), controls on data protection may not be as strong as the legal requirements in this country. We will not however pass information onto any person not responsible for part of your travel arrangements. If we cannot pass this information to the relevant suppliers, whether in the EEA or not we cannot provide your booking. In making this booking, you consent to this information being passed onto the relevant persons. Travel principals may pass your information onto their suppliers and use it subject to their policy, both in respect of your booking and any future marketing, and is their responsibility. Please ask them for a copy of this if you would like to see it.

Sandy Row Travel Management has an appointed Data Protection Manager. You are entitled to a copy of your information held by us. If you would like to see this please get in touch. We will hold your information where collected by us during the course of any contact with you and unless otherwise instructed by you, may use it to inform you of information and offers in the future. We may also share it with selected third parties for similar purposes again unless you instruct us not to.