

BOOKING CONDITIONS

These booking conditions set out what we can expect from each other when you buy a holiday from us.

Key points:

1. You enter into a booking with us when we issue our confirmation invoice. If you then cancel, there may be cancellation charges. Initially this may only be a deposit but can go up to 100%.
2. You can make changes to your booking in certain circumstances. We may make a charge for this. We can change and cancel your booking. We'll pay you compensation in certain circumstances.
3. We are responsible to you for providing your holiday but there are legal limits.
4. We are a Member of ABTA and we provide protection for your money. For flight-based holidays this is through our Air Travel Organiser's Licence. For holidays which don't include a flight, protection is provided by way of a bond held by ABTA.
5. You must ensure that you are aware of, and adequately fit for, the nature and demands of the holiday activities and arrangements.
6. You are responsible for ensuring that you have, and are able to present, a valid and acceptable passport as well as any visas, vaccination certificates, evidence of compliance with necessary public health requirements and other documents required for your holiday arrangements.
7. You must be adequately insured to join and participate in our holidays.
8. All holidays have the protection of the Package Travel and Linked Travel Arrangements Regulations 2018.

NB read the full terms below for more information and for other important rights and obligations.

1. Our details

Your package holiday booking is with RWH Travel Ltd. When you make a booking you enter into a contract with RWH Travel Ltd trading as Adagio. Our registered office is Lemsford Mill, Lemsford Village, Welwyn Garden City, Hertfordshire, AL8 7TR, United Kingdom. Our telephone number is **+44 (0)1707 386700** and our email address is **info@adagio.co.uk**.

2. Your holiday booking

A booking will exist as soon as we issue our confirmation invoice. This booking is made on the terms of these Booking Conditions. 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. We will only deal with you, the lead name, and you must be aged 18 or over at the time you make the booking.

You must ensure that the information you give us is correct. You must also pass on any information we give you to everyone included in the booking.

No employee or representative of RWH Travel Ltd other than a manager or director has authority to vary or omit any of these terms. No promise of a price reduction or refund will be binding on us unless confirmed by us in writing.

3. Holiday price

Prices shown in our brochure are based on two persons sharing a twin room. We reserve the right to alter the prices of any of the holidays shown in our brochure. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

Mistakes or computer errors occasionally occur, so if any price in our brochure, on our website or booking system is obviously wrong then any booking made based on that price won't be valid and we will be entitled to cancel it and give you a full refund unless you wish to pay the correct price.

From time to time we may make offers and other booking incentives to encourage further bookings on individual holidays or categories of holiday to ensure that we have a large enough group size to make a holiday viable to run and enjoyable for the participants. Such offers will be time bounded and bookings made before or after the promotional window will not qualify for the offer.

Please see clause 8(a) on changes to the holiday price.

4. Paying for your holiday

When you make your booking you must pay a deposit of **£100** per person for UK holidays which do not include a flight, **£150** per person for UK flight inclusive holidays, **£250** per person for short haul holidays or **£350** per person for long haul holidays.

The balance of the price of your travel arrangements must be paid not later than **8 weeks** before your departure date for UK holidays without flights, **10 weeks** before departure for UK flight inclusive holidays and short haul holidays or **14 weeks** before departure for long haul holidays. 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 and any travel insurance premium paid will be non-refundable.

Where bookings are made within **8 weeks** of departure for UK holidays without flights, **10 weeks** for UK flight-inclusive holidays and short haul holidays or **14 weeks** for long haul holidays the whole of the holiday charge is payable at the time of booking.

If you book any regional flights with us, any payment made at the time of booking the flight will be in addition to the holiday deposit and non-refundable.

Payments may be made by debit card, credit card, cheque, bank draft or electronic bank transfer. All payments must be in sterling (GBP) unless by prior agreement with us.

Loyalty Points are non-transferable and have no value until used as part payment against a holiday provided by RWH Travel Ltd. Loyalty Points are valid for two years from the date accrued and cannot be used against the cost of a holiday or be revalidated after this time.

5. If you cancel your holiday

You, or any member of your party, may cancel your travel arrangements at any time. If you need to cancel your holiday you must tell us as soon as possible. Written notification from the person who made the booking or your travel agent must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows (see also the exception below):

Period before departure in which you notify us	Cancellation charge
More than 98 days (Long Haul only)	Deposit only
Between 98 and 57 days (Long Haul)	30% of holiday cost
More than 70 days (Short Haul & UK Flight-Inclusive only)	Deposit only
Between 70 and 57 days (Short Haul & UK Flight-Inclusive only)	30% of holiday cost
More than 56 days (UK without flights only)	Deposit only
Between 56 and 43 days	50% of holiday cost
Between 42 and 15 days	80% of holiday cost
Within 14 days or after departure date	100% of holiday cost

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

You can cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign, Commonwealth & Development Office (FCDO).

6. If you change your booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example 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 or your travel agent. You will be asked to pay an administration charge of **£20** per person (or **£40** if less than 98 days before departure), and any further cost we incur in making this alteration.

For changes to our group flight arrangements, a flight administration fee of **£35** per person will apply. 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. 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.

You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing at least **7 days** before departure. Both you and the new traveller are responsible for paying all costs we incur in making the transfer.

7. If we cancel your booking

We reserve the right to cancel your booking. We may cancel your booking if the minimum number required for the package to go ahead hasn't been reached. We will not cancel less than 8 weeks before your departure date for UK holidays, 10 weeks before departure for short haul holidays and 14 weeks before departure for long haul holidays except for unavoidable and extraordinary circumstances, or failure by you to pay the final balance.

Unavoidable and extraordinary circumstances means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. If your holiday is cancelled you can either have a refund of all monies paid or accept an alternative holiday of comparable

standard from us if we offer one (we will refund any price difference if the alternative is of a lower value).

In the event a refund is paid to you, we will:

1. Provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy.
2. Pay compensation as detailed below except where the cancellation is due to unavoidable and extraordinary circumstances (see definition above).

This does not exclude you from claiming more if you are entitled to do so.

Period before departure in which we notify you	Amount you will receive from us
More than 98 days (Long Haul only)	Full refund
Between 98 and 57 days (Long Haul)	Full refund + £10
More than 70 days (Short Haul & UK Flight-Inclusive only)	Full refund
Between 70 and 57 days (Short Haul & UK Flight-Inclusive)	Full refund + £10
More than 56 days (UK without flights only)	Full refund
Between 56 and 43 days	Full refund + £10
Within 42 days	Full refund + £20

8. If we change your booking

(a) Changes to the holiday price

We can change your holiday price after you've booked, only in certain circumstances:

Changes in the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports or exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure.

We will absorb, and you will not be charged for, any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that. If this results in an increase equivalent to more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel:

1. You must do so within the time period shown on your final invoice
2. We will provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy.

You agree that where a surcharge is levied that is 8% or less of the original price, this will not amount to a significant change to your booking.

Should the price of your holiday go down due to the cost changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

NB this entire clause 8(a) does not apply to any corrections of obviously incorrect holiday prices. See also clause 3 on holiday price.

(b) Changes other than the price

It is a term of your booking that we are able to make changes to any aspect of your booking and may do so at any time. Where possible, we will inform you of any changes before your holiday. If the change is insignificant, we will ensure that you are notified about it as soon as practicable. Examples of insignificant changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, changes of London airports (including Gatwick, Heathrow, London City, Stansted and Luton), change of accommodation to another of the same or higher standard, changes of carriers.

In accordance with EU Regulation 2111/2005, as incorporated into UK law, we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by listing carriers to be used or likely to be used on our website at: www.ramblersolidays.co.uk/licensingandbonding#listofairlinesused.

Please note the existence of a 'Community list' detailing air carriers that are subject to an operating ban with the EU Community (available for inspection at https://ec.europa.eu/transport/sites/transport/files/air-safety-list_en.pdf). If a carrier used in connection with your holiday becomes subject to an operating ban we will inform you of this to allow you to make an informed decision regarding your holiday arrangement. Please also see clause 9 on our liability to you.

If we are constrained by circumstances beyond our control to alter significantly any of the main characteristics of the travel services that make up your package you will have the rights set out below.

- We will contact you and you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative holiday, where we offer one (we will refund any price difference if the alternative is of a lower value). We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the timescale given your booking may be cancelled.
- If you choose to accept a refund:
 1. We will provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy.
 2. We will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Period before departure in which we notify you	Amount you will receive from us
More than 98 days (Long Haul only)	£nil
Between 98 and 57 days (Long Haul)	£10
More than 70 days (Short Haul & UK Flight-Inclusive only)	£nil
Between 70 and 57 days (Short Haul & UK Flight-Inclusive only)	£10
More than 56 days (UK without flight only)	£nil
Between 56 and 43 days	£10
Within 42 days	£20

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

9. Our liability to you

You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. If any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to: you or another member of your party; or a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable; or unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Such unavoidable and extraordinary circumstances will include the inability of airlines to operate flights (including the loss or restriction of air traffic or transit rights or the right of airlines to enter any airspace), restricted access to airports, ports and railway stations, and changes to entry or visa requirements for British citizens travelling to or within EU member states or Schengen Area as a result of the United Kingdom's decision to leave the European Union.

Should you wish to make a claim against us, it is your responsibility to show that we or our travel service supplier(s) have been negligent. You will need to show that reasonable care and skill has not been used. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to

- a) The contractual terms of the companies that provide the travel services that make up your package. These terms are incorporated into this booking; and
- b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions.

You can ask for copies of the travel service contractual terms, or the international conventions, from our office at RWH Travel Ltd, Lemsford Mill, Lemsford Village, Welwyn Garden City, AL8 7TR. Under EU law (Regulation 261/2004), as incorporated into UK law, you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details will be publicised at UK and EU airports and available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in these booking conditions. If any payments to you are due from us, any payment made to you by the airline or any other service provider will be deducted.

If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances, we will bear the cost of necessary accommodation, if possible of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them and pregnant women, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your holiday.

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018. Therefore you will benefit from all rights applying to the packages. RWH Travel Ltd will be fully

responsible for the proper performance of the package as a whole. A copy of this legislation may be found at www.legislation.gov.uk/ukdsi/2018/9780111168479/content. Additionally, as required by law, RWH Travel Ltd has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes/they become insolvent.

NB this entire clause 9 does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday. See also clause 18 on Excursions

11. ABTA

We are a Member of ABTA, membership number V5094. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

12. Complaints

If you have a complaint about any of the services included in your holiday, you must inform our tour leader without undue delay who will endeavour to put things right.

If it is not resolved locally, please follow this up within 28 days of your return home by contacting our Customer Services Department by email at info@adagio.co.uk or by writing to at Adagio, Lemsford Mill, Lemsford Village, Welwyn Garden City, AL8 7TR giving your booking reference and all other relevant information. Please keep your letter concise and to the point. If you fail to follow the requirement to report your complaint in resort we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking.

Please also see clause 11 on ABTA.

13. Additional assistance

If you're in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

14. 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 or are denied entry to any country because you have not complied with any passport, visa, public health or immigration requirements. Should we incur any fines or other financial penalties as a result of you not having the necessary travel or other documents you will reimburse us for any such costs.

15. Fitness

Bookings are accepted on condition that participants are physically and mentally fit, and able to cope reasonably with the demands of the holiday without assistance from our tour leader or other party member. It is your responsibility to ensure that you and your party are aware of the nature and demands of the holiday arrangements before booking.

We reserve the right to exclude you from individual walks or activities or from the walking and activity programme as a whole if in the reasonable opinion of our tour leader the demands of the walk would be detrimental to the interests or safety of you or the group as a whole. In the event that our tour leader deems such a decision is necessary we will reasonably endeavour to make alternative arrangements but will not be liable for any additional costs incurred or to provide any refund for missed activities. We also reserve the right to refuse any booking for a holiday where we are not satisfied that the applicant's health, fitness or experience is appropriate to the holiday selected.

Should you suffer from a mobility impairment, disability or medical condition relevant to your participation in the holiday arrangements this must be declared to us (in addition to any declaration made for insurance purposes) at or before the time of booking. You must advise us of any impairment, medical condition or disability which may affect your active participation in the holiday arrangements develops after your booking has been confirmed. If we feel that we cannot meet your needs, we reserve the right to decline or cancel your booking.

In the event of illness or injury relating to you or your party, we may make such arrangements as we see fit and recover the costs thereof from you.

16. Participation and personal responsibility

When you book your holiday with us, you accept responsibility for the proper conduct of all members of your party during your holiday. Bookings can only be accepted from persons under 18 years of age when accompanied by an adult who will be responsible for them and accompany them on all holiday activities. You agree to accept the authority and decisions of our staff, tour leaders and local partners whilst on holiday with us.

If in the reasonable opinion of any such person(s) or any other person in a position of authority (such as, for example, an airline pilot, ship's officer or hotel manager), your health, mobility, level of fitness or conduct at any time before or during a holiday is endangering or appears likely to endanger your health or wellbeing or any third party (including any other clients of the company) or the safe, comfortable or happy progress of the holiday, you may be excluded from all or part of the holiday and we may treat your holiday as cancelled at that moment. In such circumstances full cancellation charges will apply and no refund will be given.

If your conduct is disruptive, you will be responsible for any costs or expenses, including legal expenses, incurred as a result. Such expenses may include the cost of diverting the aircraft or ship in which you are travelling for the purpose of removing you. Furthermore, we shall be under no obligation whatsoever to pay compensation or meet any costs or expenses (including but not limited to alternative accommodation and return travel arrangements) you may incur as a result of your holiday arrangements being terminated.

If you cause damage to the accommodation in which you are staying, the aircraft or vehicle in which you are travelling you must fully reimburse the accommodation, carrier or other transport supplier concerned for the cost of the damage before the end of your stay if the cost has been established by then or as soon as it has been established if later. You must indemnify us for the full amount of any claim (including legal costs) made against us by the accommodation supplier, airline or any other third party as a result. You will also be responsible for meeting any claims subsequently made against us and all costs incurred by us (including our own and the other party's full legal costs) as a result of your actions.

You must comply with a non-smoking policy whilst travelling, when dining as a part of a group, during group meetings and if sharing a room with an independent traveller.

17. Insurance

It is a term of booking that you obtain adequate holiday insurance to undertake the holiday (except for UK residents travelling within the UK mainland) by the date your holiday arrangements commence.

You can purchase insurance through any provider. It is your responsibility to check that your policy is adequate for the nature of the holiday booked. Policies should include, as a minimum, cover for medical expenses, mountain rescue including helicopter rescue, death, repatriation, cancellation and curtailment and not include exclusion clauses limiting cover for the activities included and altitudes reached in the holiday arrangement.

You must carry proof of insurance with you and produce it if reasonably requested to do so by RWH Travel staff, tour leaders or suppliers. UK insurance providers are unable to

arrange insurance cover for you after your holiday has started. No refunds will be made should you be excluded from the walking programme through being uninsured or you being unable to demonstrate that you are insured.

18. Excursions

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

19. Travel Agents

When you buy a flight-based holiday, all monies you pay to the travel agent are held by him on behalf and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to us for so long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by him, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us. When you buy a holiday not including a flight, all monies you pay to the travel agent are held by the agent on our behalf at all times.

20. Law and jurisdiction

This booking is governed by English Law, and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

21. Validity

These booking conditions, published on **9 November 2021**, supersede all previous versions.

Key rights under the Package Travel and Linked Travel Arrangements Regulations 2018

- Travellers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency number or details of a contact point where they can get in touch with the organiser or travel agent.
- Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
- Travellers are also entitled to a price reduction or compensation for damages or both where the travel services are not performed or are improperly performed.
- The organiser has to provide assistance if the traveller is in difficulty.
- If the organiser or the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Adagio has taken out insolvency protection with the CAA (for flight inclusive holidays) and ABTA (for holidays without flights). Travellers may contact these entities if services are denied because of Adagio's insolvency.

CAA (Civil Aviation Authority) www.atol.org.uk (+44) 0333 103 6350
Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR

ABTA – The Travel Association
30 Park Street, London, SE1 9EQ www.abta.com (+44) 020 3117 0597