



## Booking Conditions for Accommodation-Only holidays

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

These Booking Conditions apply to Ramble Worldwide **accommodation-only** holidays **only**.

If booking a Ramble Worldwide **Classic, Discover, Adagio & Self-Guided** holidays except for Cruise & Walk holidays, please refer to our main Ramble Worldwide Booking Conditions. If booking a **Cruise & Walk** holiday, please refer to our Ramble Worldwide Cruise & Walk Booking Conditions.

We strongly recommend that you check the latest travel advice from the Foreign, Commonwealth & Development Office (FCDO) at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) for up-to-date information on the countries you will be visiting. The advice can change so, please check regularly for updates.

### Key points:

- You enter into a booking with us when we issue our confirmation invoice. If you then cancel, there will be cancellation charges. Initially this may only be a deposit, but can go up to 100%.
- You can make changes to your booking in certain circumstances. We make a charge for this. We can change and cancel your booking. We'll pay you compensation in certain circumstances.
- We are responsible to you for providing your accommodation-only holiday but there are legal limits.
- 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.
- We recommend that you adequately insured when booking an accommodation-only holiday arrangement.
- Accommodation-Only bookings do not constitute a package holiday or Linked Travel Arrangement and do not have the protection of the Package Travel and Linked Travel Arrangements Regulations 2018. Accommodation-Only holidays are not protected in the event that we become insolvent.

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

### 1 Our details

Your Accommodation-Only booking is with RWH Travel Ltd. When you make a booking you enter into a contract with **RWH Travel Ltd** trading as **Ramble Worldwide**.

Our registered office is Lemsford Mill, Lemsford Village, Welwyn Garden City, Hertfordshire, AL8 7TR, United Kingdom.

Our telephone number is **+44 (0)1707 331133**, our website address is [rambleworldwide.co.uk](http://rambleworldwide.co.uk) and our email address is [info@rambleworldwide.co.uk](mailto:info@rambleworldwide.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.

If you have booked any other Ramble Worldwide Classic, Discover, Adagio or Self-Guided holiday, please refer to our main Ramble Worldwide or Cruise & Walk 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.

Accommodation-Only bookings do not constitute a package holiday or Linked Travel Arrangement and do not have the protection of the Package Travel and Linked Travel Arrangements Regulations 2018.

### 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 or website. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

If you are booking on your own and request to share in a twin room with another group member of the same sex, we will do our best to find you a suitable person to share with. In the event that we fail to find you a room-sharer by the balance due date, we reserve the right to allocate you a single occupancy room and charge you the full single room price. In such circumstances we will send you a revised confirmation invoice. You have the option to:

- Pay the full price for a single occupancy room
- Cancel your holiday without penalty and receive a refund of your deposit.

Should you not respond by the time shown on your revised confirmation invoice, we reserve the right to consider this a cancellation by you and apply cancellation charges indicated in paragraph 5.

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, £250 per person for short haul holidays or £350 per person for long haul holidays. Long haul holidays are those having five-digit tour codes beginning with a 4.

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 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.

Where bookings are made within **8 weeks** of departure for UK holidays, **10 weeks** for short haul holidays or **14 weeks** for long haul holidays the whole of the holiday charge is payable at the time of booking.

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

Loyalty Points are non-transferrable 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 holiday 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.

A failure to check-in (no show) at the start of your booked stay or a failure to notify us of your late arrival will be considered a cancellation by you.

Since we incur costs in cancelling your travel arrangements and the risk that we will not be able to resell your holiday, 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 only)	Deposit only
Between 70 and 57 days (Short Haul)	30% of holiday cost
More than 56 days (UK 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.

We will observe advice provided by the UK Foreign, Commonwealth & Development Office (FCDO). For non-UK customers, you can cancel your booking without penalty if, at the time of travel, the travel advice issued by the government of your home country advises against travel to your holiday destination.

## 6. If you change your booking

If, after our confirmation invoice has been issued, you wish to change your booked arrangements in any way, for example your chosen holiday, departure date or standard of accommodation, we will do our utmost to make these changes but it may not always be possible. Such changes are limited to one change during the lifetime of your booking, any subsequent change will be considered a cancellation and subject to our standard cancellation terms. Any request for changes to be made must be in writing from the person who made the booking or your travel agent.

Should a change be possible, 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. We will be unable to refund or credit you with any non-refundable or non-recoverable costs relating to the original booking. Should the rebooked holiday be lower in price, we will issue a credit note for the difference that will remain valid for the period of **12 months** after the date of issue.

Non-refundable costs include your deposit payment. Non-recoverable costs include services to which we need to commit to secure your holiday arrangements such as accommodation with very limited availability or accommodation during peak travel periods.

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.

## 7. If we cancel your booking

We reserve the right to cancel your booking. 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).

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 only)	Full refund
Between 70 and 57 days (Short Haul)	Full refund + £10
More than 56 days (UK only)	Full refund
Between 56 and 43 days	Full refund + £10
Between 42 and 15 days	Full refund + £20
Within 14 days	Full refund + £20

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

## 8. If we change your booking

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 (an insignificant change would include a change of accommodation to another of the same or higher standard, the temporary withdrawal of facilities or the seasonal unavailability of amenities).

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 holiday 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. In the event of a change due to unavoidable and extraordinary circumstances, no

compensation, costs, expenses or any other sums, including the cost of securing alternative accommodation will be paid by us.

<b>Period before departure in which we notify you</b>	<b>Amount you will receive from us</b>
More than 98 days (Long Haul only)	£nil
Between 98 and 57 days (Long Haul)	£10
More than 70 days (Short Haul only)	£nil
Between 70 and 57 days (Short Haul)	£10
More than 56 days (UK only)	£nil
Between 56 and 43 days	£10
Between 42 and 15 days	£20
Within 14 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

We have a duty to use reasonable skill and care when selecting accommodation providers.

We will not be liable where any failure to provide the accommodation services is due to: you or another member of your party; or a third party unconnected with the provision of the holiday services to you 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 outbreak of disease including the ongoing effects of Covid-19, natural disasters preventing the safe delivery of the holiday arrangements 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 accommodation 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 or appointment (for employees and tour leaders) 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 included in your booking. These terms are incorporated into this booking; and
- b) Any relevant international convention, for example 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, and loss or damage 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.

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 any service provider will be deducted.

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.

## 10. Protecting your money

Accommodation-Only bookings do not constitute a Package holiday or Linked Travel Arrangement as defined within The Package Travel and Linked Travel Arrangements Regulations 2018 and are not protected in the event that we become insolvent. You should ensure that you obtain adequate travel insurance to protect you against such losses.

## 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](http://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](http://www.abta.com).

## 12. Complaints

If you have a complaint about any of the services included in your holiday, you must inform us without undue delay and we 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@rambleworldwide.co.uk](mailto:info@rambleworldwide.co.uk) or by writing to at **Ramble Worldwide**, 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 sole 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 costs on your behalf, 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. Provision of essential personal information

It is essential that you provide us in good time with the personal details necessary to provide the holiday arrangements for you and those travelling with you. Should you decline or fail to provide us with the necessary information we will consider this a cancellation by you.

## 16. Fitness

Some properties or locations may not be suitable if you have a disability or have reduced mobility. Some holiday locations may also require substantial transfer times. Bookings are accepted on condition that you are physically and mentally fit, and able to cope reasonably with the demands of travel and moving around the accommodation without assistance or alternatively you must be accompanied by an able bodied travelling companion to assist you. It is your responsibility to ensure that you and your party are aware of the nature and demands of the holiday arrangements before 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.

### **17. 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. You also confirm that you appreciate and accept the risks involved in participating in your chosen holiday arrangements.

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) 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 also be responsible for any costs or expenses, including legal expenses, incurred as a result. Furthermore, we shall be under no obligation whatsoever to make any refund, pay compensation or meet any costs or expenses (including but not limited to alternative accommodation) you may incur as a result of your holiday arrangements being terminated.

If you cause damage to the accommodation in which you are staying, or complimentary transfer vehicle in which you are travelling you must fully reimburse the accommodation or 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 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.

Please note that we may not have a tour leader at your holiday destination during your stay so you may not be met on arrival or have access to a local company representative. Should you need assistance during your holiday, please refer to your holiday information for the appropriate contact details.

### **18. Insurance**

It is a term of booking that you obtain adequate travel insurance, from a reputable provider, to undertake the holiday including UK holidays, chiefly due to the cancellation element of cover.

It is your responsibility to check that your policy is adequate for the nature of the holiday booked.

The policy must cover the period from the date of booking to the last day of your trip and should include, as a minimum, cover for medical expenses, mountain rescue including helicopter rescue, death, repatriation, cancellation and curtailment and shall not have exclusion clauses limiting cover for the activities you will partake in on your trip including 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. 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.

If travelling to an EU country or Switzerland you should ensure that you hold a valid UK Global Health Insurance Card (GHIC) or EU European Health Insurance Card (EHIC).

In the event that you fail to obtain suitable Travel Insurance we shall not be liable for any costs incurred or claims made against us due to your failure to comply with this term.

Our house broker MPI should be considered for whom we are an affiliate and contact information is available on our website and will be referred to in your booking confirmation.

### **19. Excursions**

For any excursion or other activity that you may choose to book or pay for whilst you are on holiday, 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.

### **20. Travel Agents**

When you buy an accommodation-only holiday, all monies you pay to the travel agent are held by him on our behalf at all times.

### **21. Accuracy**

The information contained in this brochure is believed to be accurate at the time of publication. However, errors may occur and holiday descriptions and other essential information may change. Should there be any discrepancy between the information provided in this brochure and our website, the information on our website will be considered the most up to date.

### **22. 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.

### **23. Validity**

These booking conditions, published on 21 November 2023, supersede all previous versions.