

TOUR INFORMATION & BOOKING CONDITIONS

Booking & Paying: When you wish to confirm a place on one of our tours you should sign a booking form and pay a deposit of 25% of the total tour cost. When you make a booking you are confirming that you understand and have accepted our booking conditions.

Our commitment to you: Your contract is with Remote Golf Travel Limited. We will arrange to provide you with the various services which form part of the holiday you book with us. A booking is not accepted until we issue an invoice. The date shown on the invoice, which will be sent to you, is the date of the booking.

Payment: After your booking is taken and a deposit received, a balance invoice will be sent to you detailing the total cost due. Full payment is due not less than 60 days before departure. If you do not pay in full 60 days before departure, we reserve the right to cancel your booking, and cancellation charges will apply. If you make a tour booking within 60 days of the departure date then you must pay the full cost of the tour at the booking stage.

Insurance: It is important that you have insurance cover that is adequate for your needs. Remote Golf Travel strongly recommends that all customers take out travel insurance which gives protection against the majority of incidents that can spoil a holiday. Special golfers travel insurance should be considered.

Documents: Approximately 21 days before departure you will receive your flight tickets together with an itinerary. However in the case of late payment and/or late bookings, tickets may be handed to you at the airport on departure.

Cancellations: If you decide to cancel your tour you must notify us as soon as possible. Any notification by telephone must also be confirmed by email or by letter within 24 hours. Cancellation will take effect from the day we are notified provided that written confirmation is received by us within 24 hours of the original notification.

A cancellation invoice will be sent to you within 7 days. Should you be in receipt of your airline tickets please also return these to us along with your cancellation request. The following scale of charges will be payable depending on when the notification of cancellation is received.

Prior to 60 days:	deposit forfeited
59 – 42 days:	30% of total tour cost
41 – 28 days:	60% of total tour cost
27 – 7 days:	90% of total tour cost
Less than 7 days:	100% of total tour cost

We strongly recommend that you take out full insurance, which will in most cases include cover, under certain circumstances, against loss of deposit or cancellation fees.

Changes to your tour: We hope and expect to be able to provide you with all the services we have confirmed to you at the time of booking. We plan arrangements a long time in advance of our tours using independent suppliers such as airlines, hotels etc., over whom we have no

direct control. On occasions changes do have to be made, and we reserve the right to make these. Most of these changes will be minor. However, if we consider them a significant change we will endeavour to advise you as soon as possible. A significant change includes a change of accommodation to that of a lower category, a change of flight time of more than 12 hours or a significant change in our itinerary. In the case of a significant change we will offer you the chance to cancel your booking with a refund of all monies paid. Unless the change significantly alters the holiday, compensation will not be payable

Changes due to circumstances beyond our control: We will not be liable to pay any compensation if we are forced to cancel or in any way change your holiday as a result of unusual or unforeseeable circumstances outside our control, the consequences of which could not have been avoided even with all due care. These include unavoidable technical problems with transport, changes imposed by rescheduling or cancellations of flights by airline or main charterer, war or threat of war, civil strife, industrial disputes, natural disaster, bad weather, epidemic or terrorist activity.

Minimum numbers: Our tours are subject to a minimum number of participants for its operation. We will advise you at least 45 days before departure if minimum numbers have not been reached. You will then have the choice of booking an alternative tour with us departing on an alternative date, or having a refund of monies paid.

Passports/Visas/Health: You will need a full 10 year passport to travel to the destinations visited on our tours. This must be valid for at least six months after the final date of your planned travel. Some destinations also require visas. You should contact your GP or a specialist vaccination centre for details of the measures you will need to take prior to departure.

Public Holidays: Virtually all countries have public holidays, religious or otherwise. The festivities may temporarily disrupt your holiday. Some may result in a reduction of facilities and entertainment whilst otherwise may be somewhat chaotic but enjoyable to be part of. We suggest that you take this into consideration when selecting your departure date.

Other hotel guests: Many hotels, especially in cities and major resorts, accommodate conventions and conferences. Also, at certain times of the year, some destinations have an influx of groups such as students, associations or clubs. The hotels we feature are shared with guests from many countries with different cultures and customs. We have no control over the acceptance of bookings at the hotels we feature other than our own. We are therefore unable to accept any responsibility for any inconvenience caused by such groups or their activities.

Special requests: Where special requests eg. Diet, room location, twin or double bedded room, or a particular facility at a hotel, flight

seat request and/or particular meals etc. are an important factor in the choice of holiday, you must advise us when the booking is made. We are happy to pass your request on to the hotel or airline but cannot guarantee that it will be accommodated. We will also pass on any dietary requests to airlines but we recommend that you check directly with the airline once your tickets have been issued. The provision of any special request does not constitute a term of contract with us.

Cancellation by us: We reserve the right to cancel your holiday arrangements though this is an extremely rare occurrence. Should this happen, we will give you as early notification as possible and you will be entitled to book any other tour, or to receive a full refund.

For the avoidance of doubt we will not be liable to pay you any additional travel or other costs, expenses or losses which you incur as a result of any change or cancellation by us (such as for connecting flights or other travel arrangements), if those travel reservations were not made through us.

Weather: World weather is becoming more erratic and unpredictable and we cannot be held responsible for disruption to your holiday due to bad or unusual weather conditions.

Baggage and golf clubs: We cannot guarantee the free carriage of golf clubs outside the airline's baggage allowance. Many airlines will require a pre-payment for golf bags and we will inform you of the charge at the time of booking. Airlines not requiring pre-payment will allow the carriage of clubs if they are within the stated baggage allowance, and any excess weight will be charged at check-in. Airlines cannot guarantee the carriage of golf bags and if the departing plane has loading excess, golf bags will be carried on the next available plane.

Liability: We promise to make sure that the holiday arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of us, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements.

Financial Protection: Remote Golf Travel is a member of the Travel Trust Association (number U4865) which ensures that members adhere to a strict code of conduct on how customer funds may be handled. Client monies are held in a trust account and only released once your holiday is completed or funds have been transferred to another supplier (eg ATOL holder) which has 100% financial protection