**Cancellation**

**If You Cancel**

If you or any member of your party decides to cancel your confirmed booking you must notify us in writing. Your notice of cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. We recommend that you use recorded delivery.

Since we incur costs in cancelling your arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below. The cancellation charge detailed is calculated on the basis of the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges which are not refundable in the event of the person(s) to whom they apply cancelling:

|  |  |
| --- | --- |
| Period before departure within which notice of Cancellation by you is received | Amount of cancellation charge |
| 6 months prior to departure | Full refund minus admin charge |
| 3-6 months prior to departure | 50% refund minus admin charge |
| Any time after 3 months prior to departure | Refund will only be given at a managers discretion including an admin charge |

Administration charges vary according to the type of event

We will deduct the cancellation charge(s) from any monies you have already paid to us.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a cancellation charge of up to 100% of that part of the arrangements in addition to the charge above.

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 deduct the cancellation charge(s) from any monies you have already paid to us.

**If We Change or Cancel**

As we plan your arrangements many months in advance we may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time.

Changes: If we make a major change to your programme, we will inform you as soon as reasonably possible if there is time before your departure. Examples of minor changes include a change of accommodation to another of the same or higher standard.

Occasionally we may have to make a major change to your confirmed arrangements. ”Examples of “major changes” include the following, when made before departure:

* A change of accommodation area for the whole or a significant part of your time away.
* A change of accommodation to that of a lower standard or classification for the whole or a significant part of your time away.
* A change of outward departure time or overall length of your arrangements of twelve or more hours.
* A significant change to your itinerary, missing out one or more destination entirely.

Cancellation: We will not cancel your travel arrangements less than 62 days before your departure date, except for reasons of force majeure or failure by you to pay the final balance. We may cancel your programme before this date if, e.g., the minimum number of clients required for a particular travel arrangement is not reached.

If we have to make a major change or cancel, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of:

* (for major changes) accepting the changed arrangements;
* having a refund of all monies paid; or
* Accepting an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value).

You must notify us of your choice within 7 days of our offer. If you fail to do so we will assume that you have chosen to accept the change or alternative booking arrangements.