

Important notes regarding complaints and accommodation issues

We find that many of the accommodation issues we are faced with after the event are based on a misunderstanding of typical layouts of sleeping accommodation allocated to groups, or about general accommodation expectations. In order to avoid unnecessary correspondence, please read the notes below about your accommodation, prior to making a complaint. **We cannot accept complaints which relate to these issues, which are explained in full in our brochure. All complaints MUST be made within 28 days of the tournament end date, at which point we are unable to enter into correspondence.**

Our UK tournaments are based at holiday parks at popular locations throughout the UK. The facilities and attractions vary from park to park, but generally include:

A varied range of day and evening entertainment – A range of optional sport, leisure, entertainment attractions and facilities – Catering facilities including bar area – Self catering accommodation including:

Lounge area with colour TV and gas or electric fire (nb: heating is NOT guaranteed in bedrooms).

A fully equipped kitchen with cooker and fridge. Bed linen and duvets. Bath or shower room.

Accommodation on offer ranges in both standard and style from basic caravans and chalets, to luxurious lodges and bungalows.

With some of the parks, R & T Tours have negotiated a single unit price, based on the berth size and NOT the standard or specification of the individual unit, therefore we have passed on this 'across the board saving' to our clients.

It is necessary therefore for us to retain the flexibility to allocate a variety of units to each party, which may differ in terms of their style, age, facilities, and standard, within the same park, and could result in differing standards within your group.

It is not always possible to keep groups together on a park and therefore, whilst we will always do our best to assist, we do not offer any guarantees in this respect.

Most of the holiday parks featured offer standard or superior accommodation. The rates will vary dependant upon the style selected. This is reflected in our pricing, with the superior grade accommodation offered at a premium to the standard grade. However, style and standard can vary within the superior accommodation provided, and thus in one team, clients staying in superior accommodation can experience differences in the standard of their accommodation, which could include 4 star, silver and gold type units.

Typical Layout of Sleeping Accommodation at UK Tournaments:

Typical 4 Berth Accommodation:

- 1 room with double bed plus 1 room with twin beds **OR** 1 room with double bed plus 2 foldaway single beds **OR** 1 double foldaway bed in the lounge area

Typical 6 Berth Accommodation:

- 1 room with double bed plus 2 rooms each with twin beds **OR** 1 room with double bed plus 1 room with twin beds and 2 foldaway single beds or 1 double foldaway bed in the lounge area

Typical 8 Berth Accommodation:

- 1 room with double bed plus 2 rooms each with twin beds and 2 foldaway single beds or 1 double foldaway bed in the lounge area

I confirm that I have read the complaint overleaf, and understand that all replies will be made in writing to me.

Signed:

(Group Leader)

Print Name:

Date: