



PLEASE READ THESE CONDITIONS CAREFULLY BEFORE BOOKING

Your holiday contract is with R&T Tours. The tours featured in this brochure are operated by JJ and KJ Rowley trading as R&T Tours of 29 Saffron Court, Southfields Business Park, Laindon, Essex, SS15 6SS.

1. Your tour is ATOL protected as we hold an air travel organisers licence. ATOL Member no. 5873 - R&T Tours are members of ATOL.

Your Financial Protection - When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any

claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

ABTOT The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under the Package Travel, Package Holidays and Package Tours Regulations 1992 for R&T Tours and in the event of their insolvency, protection is provided for the following:

1. non-flight packages commencing in and returning to the UK;
2. non-flight packages commencing and returning to a country other than the UK; and
3. flight inclusive packages that commence outside of the UK, which are sold to customers outside of the UK.

1, 2 and 3 provides for a refund in the event you have not yet travelled. 1 and 3 provides for repatriation. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with R&T Tours.

HOW TO BOOK - In order to avoid disappointment, we recommend you telephone our office on 01268 564222 to check availability and make a provisional booking. When you have made a provisional booking over the telephone, you will be asked to send us a completed R&T Tours booking form from the centre of our brochure and A non-refundable deposit of £35 per person for UK bookings, £50 per person for Continental bookings and £140 per person in respect of flights. Your signature on the booking form confirms your acceptance of the Terms and Conditions for and on behalf of all the members of your party and the person who



signs the booking form accepts responsibility for payment for all the persons in the group and is responsible for keeping all party members informed as to booking details. On receipt of your deposit, we will issue a confirmation invoice and a contract will then exist between us. Payment of a deposit to R & T Tours commits you to R & T Tours current Terms and Conditions.

DEPOSIT AGAINST DAMAGE - At least 2 weeks prior to departure we require each club to secure an amount of £250 via a nominated Credit Card as a deposit against damage caused by any member of your party during the tour. The nominated Credit Card will only be debited (up to a limit of £250 or £500 for U15's, U16's teams) in the event of damage or loss being reported and substantiated to us by the holiday park or hotel concerned within 3 weeks of your return.

PAYMENT - The balance of the holiday price must be paid no later than eight weeks prior to the departure date for all tours. All bookings made within eight weeks of departure must be paid in full at the time of booking. If you do not pay the full cost within eight weeks of the departure date we reserve the right to treat your booking as a cancellation and the cancellation charges below will apply. On receipt of the full balance from you, we will send you your itinerary and details of your match fixtures.

PRICE - We reserve the right to notify you of any increase in the brochure or advertised price before accepting your booking. After the confirmation invoice has been issued the price of your holiday is subject to the possibility of surcharges in limited circumstances. A surcharge will only be levied for variations in transportation costs, including the cost of fuel, increases in published air fares, taxes or fees chargeable for services such as landing taxes at airports, the exchange rate applied to the particular package or if the UK or Overseas Government or Regulatory Body introduce or increase taxes. Even

then, the company will absorb an amount equal to 2% of your holiday price (excluding insurance premiums and amendment charges) before passing on any surcharge to you. Only amounts in excess of this 2% will be surcharged. Surcharges will be notified by a revised confirmation invoice which will be sent to you. If the surcharge would increase the total holiday price by 10% or more, you may cancel your booking within 14 days of the date of issue of the revised invoice and obtain a full refund of all payments made, except for any premium paid to us for holiday insurance and amendment charges. Should the above mentioned price variations be downward then the price of your holiday will be accordingly reduced and any refund due paid to you. Within 30 days of your departure date the price of your holiday will not be subject to any surcharges at all.

VARIATION & CANCELLATION BY YOU - We will make every effort to assist you if you wish to alter your arrangements. Requests for an amendment must be made in writing via our website or by post. You may have to pay an amendment charge of £50 per booking which may be charged whether or not we succeed in making your requested amendment. If the change to your booking results in the tour price being increased, you are responsible for paying the additional amount due and where you request that the number in your party be reduced, the remaining party members may have to pay additional charges such as room supplements, if applicable.

Our Refund/Cancellation Policies All cancellations must be advised by you in writing, and signed by the signatory of the booking form. Cancellations are effective on the day they are received by us. The following cancellation charges will be payable by you, depending upon the number of days prior to departure we receive your notice of cancellation.



Days prior to departure date

Percentage of cancellation charges

More than 56 days – Deposit only. 55 days or less - 100% of tour cost. Please note: For tours cancelled more than 56 days prior to departure, your full deposit will be charged, regardless of the actual amount paid. (Insurance premiums paid are not refundable but if your cancellation falls within the provisions of your travel insurance policy you may be able to make a claim).

VARIATION BY US - We are occasionally forced to make changes to your tour and reserve the right to do so. Most changes will be minor. A significant change is one which materially alters your tour and would include, for example, a change of pick-up point, departure date or quality of accommodation. If a significant change is to be made, we will endeavour to inform you as soon as is reasonably practicable if there is time before your departure. In the event of a significant change occurring within four weeks of your departure date, we will, if possible, offer alternative arrangements or, if these are not acceptable to you or your party, make a full refund to you. If you cancel and receive a full refund following a significant alteration made for any reason other than force majeure defined below, you will receive the following compensation calculated according to the number of days prior to departure you were notified of the change.

Days prior to Departure Date the Compensation

Notification of Change was sent per person

More than 42 days £0

29-42 days prior £10

15-28 days prior £13 0-14 days prior

£15 Where we offer alternative accommodation, we will endeavour to provide alternative accommodation in the same area as your original tour. If the standard of accommodation is lower than the

accommodation originally booked, we will refund the difference in the brochure price. If the standard of accommodation is higher, you must pay the difference. We retain absolute discretion to re-arrange match fixtures, tournament formats & football venues. In the unlikely event that due to circumstances beyond our control your teams play teams of a different age group and standard, we are not responsible. If after departure we are unable to provide a significant proportion of the services we have agreed to provide as part of your tour, we will do our very best to make suitable alternative arrangements. If we cannot do so, or you refuse to accept these for good reasons, we will arrange to fly you back to your UK departure airport (if your tour included flights) or to transport you to the point where our contract of services commenced as soon as we reasonably can. **FORCE MAJEURE** - We do not accept liability for any loss, damage or expense arising from a change or cancellation to your tour which occurs as a result of unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided with all due care. Such events would include, for example, war, threat of war, riot, terrorist activity, natural or nuclear disaster, technical problems with transport, fire or adverse weather conditions, [decisions of the Football Associations and overseas] or other similar events beyond our control. We do not accept responsibility for you or your party if you contravene any law or regulation of any of the countries visited during your tour. **TICKETS, PASSPORTS AND VISAS** - You will require a passport for all the European tours featured in this brochure. It is your responsibility to ensure that you and all members of your party hold a valid passport and obtain the appropriate visa(s). We recommend that you apply for a passport and/or visa well in advance of the departure date. For further information about passports contact (HM Passport Office, Petty France, London SW1). We do not accept responsibility for any loss



caused by the failure of you or any member of your party to obtain a valid passport. It is important that you check the details on your confirmation invoice when you receive it. In the event of a discrepancy you should contact us (or the travel agent).

HEALTH - At the time of printing no vaccinations are needed for any of the destinations featured in our brochure. We recommend you check with your doctor whether vaccinations are required when you have booked your tour.

PHOTOGRAPHS - By signing our booking form and your acceptance of these Terms and Conditions, you are also agreeing that we may, if appropriate, use any photographs taken by us or our representatives of individual players or teams in any R&T Tours' publicity or advertising documentation, our website and our brochure.

TOUR PARTICIPATION - It is a condition of participation in one of our tours that you agree to accept the authority and decisions of our employees, tour leaders and representatives whilst on tour with us. If in our opinion, the enjoyment or safety of others on your tour is jeopardised by the conduct of you or any member of your group, that person may be required to leave the tour. In these circumstances, we will be entitled to recover compensation for any damage caused by the offending party and/or the person who signed the booking form. We accept no responsibility for making arrangements for the offending party to return home.

HEALTH AND SAFETY - You must ensure that at least one adult over the age of 21 occupies each accommodation unit, sufficient adults attend the tour to supervise your group. We are not responsible for the conduct of other teams whom your group may play against.

COACH TRAVEL - Transport is by standard or luxury coach. You are responsible for meeting the coach at the times specified in your itinerary. In the event that you are late, we are not responsible if the coach has departed. If your lateness results in your

subsequent late arrival at match fixtures, we are not liable to you if the match does not proceed. In the interests of safety, it is the responsibility of you and all your party to ensure that hand luggage is stowed safely and the aisles are kept free from obstruction. Each member of the party may carry one large suitcase and one item of hand luggage per person. It is your responsibility to insure against the risk of loss or damage to all packages and personal effect.

FLIGHTS & OTHER TRANSPORT SUPPLIER - Additions to your group may be accepted subject to availability. The price of your flight may have increased at the time of your booking and in these cases we will contact you to advise the new price. Some airlines will accept changes to passenger names but there will be an administration charge payable by you. As between you and the suppliers of transport the conditions of the supplier will apply. These conditions may be subject to international conventions which limit and/or restrict the suppliers' liability.

OUR RESPONSIBILITY FOR YOUR TOUR - We accept responsibility for ensuring that your tour is as described in our brochure (subject to any significant changes that you are advised of before departure) and the services offered reach a reasonable standard. If a part of your tour is not provided as promised, subject to these booking conditions, we will pay you reasonable compensation if we agree that the standard of service provided was inadequate and has affected the enjoyment of your holiday up to a maximum of three times the cost of your travel arrangements. We accept responsibility for personal injury or death caused by the proven negligence of our employees, agents, suppliers or subcontractors acting within the course of the employment and scope of their authority. We do not accept responsibility where the failure to perform or improper performance was due to: (i) your own acts or omissions or the fault of any member of your party; (ii) acts of a third party not connected with the provision of your tour



and which were unforeseeable or unavoidable or (ii) an event which neither we or the supplier of the service(s) could have foreseen or avoided even with all due care. If you suffer death, injury or illness during your tour arising out of an activity which does not form part of the inclusive arrangements booked with us, we are not liable in any way but we will offer assistance if possible.

COMPLAINTS PROCEDURE - In the event that you experience any problems with your holiday you must advise our representative in resort so that we can attempt to resolve the problem at once. If the problem cannot be resolved in the resort, we will ask your group leader to complete a complaint form, which can be downloaded from our website and we will undertake a full investigation on your return from the resort and report back to you. Your failure to take either of these steps will affect our ability to investigate your complaint and may impact the way your complaint is dealt with. In the event of any dispute arising between us, the dispute will be governed by the laws of England & Wales under the exclusive jurisdiction of the English courts.

Complaints must be made in writing within 28 days of your return.

BROCHURE ACCURACY - We have spent a great deal of time and care ensuring that the details of the tours offered in this brochure are accurate at the time of printing. Unfortunately, there may be times when an advertised facility is modified or not available due to, for example, adverse weather conditions or poor volume of support or other factors beyond our control. We therefore reserve the right to alter or vary the contents of the brochure at any time before we enter into a contract with you. In these circumstances we will notify you of such changes prior to confirmation of your booking. This brochure is valid between September 2019 and September 2020. Photography is correct at time of publication **OFF-SITE PLAYERS** - R&T Tours do not allow off-site players; any player who wishes to participate in our

tournaments will have to pay full brochure price and appear on the accommodation list. Family and friends must be booked with R&T Tours to attend the presentation evening. **INSURANCE** - It is a requirement of booking a European tour that you and all members of your party to obtain adequate travel insurance. (We are able to offer cover with Cambell Irvine Limited registration No517573 if you do require our travel insurance.) You must obtain travel insurance of adequate (at least the same) cover and must provide us with full details of your insurer at time of booking. We do not accept responsibility for any loss or expense arising from your failure to secure adequate insurance cover. **Charges per person** (including Insurance premium tax)
UK Up to 6 days £4.90 per person
Continental Up to 3 days £8.00 per person
Up to 5 days £13.95 per person
Up to 10 days £16.95 per person

INSURANCE DETAILS

Summary of Benefits per insured person
Per Person Upto
SECTION A Medical Expenses £1,000
In Patient Benefit £200
Criminal Injuries Benefit £5,000
Personal Liability £500,000
SECTION B Personal Accident £5,000
SECTION C Cancellation or Curtailment £3,000
SECTION D Delayed Departure of Arrival £100
Cancellation due to Delayed Departure £1,000
SECTION E Personal Effects £750
(limited to £250 for children)
(Valuables limited to £200 in total)
Money £250
Club equipment £300
Passport or Visas £250
Temporary Loss of Baggage £100
SECTION F Legal Expenses £5,000 This Policy Document contains details of the Travel Insurance Scheme underwritten by International Insurance Company of Hannover Limited. (IIICH). Registered in England No. 1453123.



Registered Office: L'Avenir, Opladen Way, Bracknell, Berkshire RG12 0PE is authorised and regulated by the Financial Services Authority. Registration No 202640. This can be checked on the FSA's register by visiting the FSA's website at www.fsa.gov.uk or by contacting them on 0845 606 1234. Cover applies to each Insured Person named on the booking invoice or validation certificate. The cover and limits will apply to each Insured Person who has paid the appropriate premium.

IMPORTANT - Your personal insurance number is the same as your booking invoice number or validation certificate number. Please note your personal insurance number prior to travel. This Policy Document and booking invoice or validation certificate showing the Insurance Premium, inclusive of tax where applicable, is all that we will issue to you. Please ensure that you retain these original documents and carry them with you when traveling as you will need to submit them in the event of a claim arising. For more detailed information please view our website:

www.footballtours.co.uk/bookinginfo/tourinsurance

WRISTBANDS – Every member of your party booked with R&T Tours will be allocated an R&T wristband. Please be aware that persons without an R&T wristband will not be able to participate in the football tournament or attend the presentation ceremony. Wristbands cannot be purchased separately.