

JAC Travel has over 30 years experience in the travel industry and we are now recognised as one of the leading Incoming tour Operators and Receptive Agents in Europe. Thank you for giving JAC Travel the opportunity of working with you. We look forward to a long and successful partnership between our two companies. Whilst working closely with you, we will endeavour to provide your clients with excellent standards of service throughout.

In this regard and in order to ensure the success of your group travel requirements, we would like to draw your attention to the following Terms and Conditions

### **Booking Conditions 2010**

**N.B. If you confirm and proceed with your booking you are automatically accepting these terms and conditions.**

#### **1- CHANGE IN NUMBERS**

Any changes in the number of travelling passengers must be advised to JAC Travel Ltd in writing.

If the actual number of participants is less than specified in the final quotation, a price increase may occur. We will ask you to pay the extra pro-rata charges.

In the case of major changes to the programme and numbers made after the final invoice has been raised (i.e. at 6 weeks prior to arrival), JAC Travel reserves the right to charge an administration fee over and above the cost of any extra services.

#### **2- CANCELLATION POLICY**

All cancellations must be made in writing to JAC Travel and must be acknowledged by JAC Travel. We will try to be as flexible as possible with regard to option dates / cancellation deadlines. However, unless advised differently the following cancellation schedule will apply in the event of the whole / part of the group cancelling:

Up to 31 days prior to arrival:	NO CHARGE - unless non-refundable deposits or pre-payments (i.e. theatre tickets, train tickets, hotel deposits) have been paid out on your behalf
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Within 31 days prior to arrival:	up to 100% Where applicable we will endeavour to recoup any payments made to suppliers and to negotiate the maximum refund possible.
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No-shows:	No-shows will be charged in full, as it is normal practice for suppliers to charge for services under these circumstances.
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**In the event that we confirm a supplier with different cancellation/deposit terms from those stated above we will advise you accordingly.**

### **3- PRICING**

The prices quoted are net and based on tariffs and taxes currently in force. JAC Travel reserves the right to make any adjustments to these prices arising from any change in VAT and tax rates and tariffs, currency exchange rate fluctuations or seasonal supplements at any time until the services are fully paid for.

### **4- INVOICING/PAYMENT TERMS**

Unless you have agreed credit terms with JAC Travel Ltd and if there are no prepayments or deposits required to hotels, or other suppliers (see point i below), we will send a final invoice for each group 6 weeks prior to arrival based on your projected passengers numbers. This invoice must be settled in full no later than 35 days before the group's arrival. Failure to make timely payment could result in cancellation of services.

- i. Should we need to prepay suppliers for any reason we will advise you accordingly and **this amount will be invoiced accordingly**. Should any of these prepayments be non-refundable, you will be advised by your Operations contact accordingly.
- ii. Where tickets (rail, theatre, special events etc) or another similar service requiring prepayment is requested, this amount will also be invoiced at time of booking these services and prior to the final invoice issued at 6 weeks before arrival. We will hold tickets provisionally on your behalf for as long as possible, allowing you to ascertain final numbers. However, tickets can only be purchased on your behalf once payment is made, and please note once paid they are non-refundable and non-transferrable.
- iii. Unless you have agreed credit terms with JAC Travel, any changes made after the final invoice has been issued will be taken into account in a supplementary invoice or credit note that will be sent to you by fax or e-mail. Payment of any supplementary invoices or outstanding balance must be made by return or received at the latest 7 working days prior to arrival. In this case a payment by company credit card is preferable (subject to a commission fee).
- iv. Any groups confirmed within 6 weeks of arrival will be invoiced immediately, unless you have agreed credit terms with JAC Travel. The above terms will also apply.

## **5- PAYMENT METHODS**

All payments should be sent in Pounds Sterling. Euro invoices can be arranged on request at the time of confirmation of the booking. Payments should be made by bank transfer directly to our account. Details of our bank account will be shown on the invoices

We can also accept cheques / drafts payable to "JAC Travel Ltd", drawn on a UK bank only. JAC Travel Ltd regrets that we are unable to accept sterling or euro amounts drawn on a non UK bank account.

For payment up to £ 5000 (or equivalent in Euros) JAC can also accept the following credit cards: SWITCH-VISA-ACCESS-MASTERCARD. There will however be an additional administrative charge of 2.0%\*. For AMERICAN EXPRESS, charges are 2.5%\*.

\*These charges are correct at time of issue however they are subject to change at any time during the period of this contract. Any subsequent changes to the rates quoted above will be advised at the time of payment

**Please ensure your payment is directed to the correct account as any charges for misdirected payment will be passed to yourselves.**

All payments made to JAC TRAVEL Ltd must be accompanied by remittance advice, clearly listing the JAC Travel Ltd invoice number (s) and the amount (s) being paid. If you do not pay an invoice in full for any reason, you must state the reason why and provide documentary evidence supporting this reason

**Invoice Disputes** - Should the client have a dispute with a particular invoice this is not sufficient reason to delay payment of any undisputed invoices.

**Overdue Payments** – clients with whom credit facilities have been agreed will pay interest charges on overdue payments at the rate of 1.5% per month

## **6- SPECIAL CLAUSE**

JAC Travel Ltd reserves the right to cancel all arrangements and bookings if the payment schedule is not met. If a deposit has been paid, this will be forfeited.

## **7- TRAVEL INSURANCE**

JAC Travel Ltd recommends that all clients take out travel insurance at time of booking which should provide adequate protection against any cancellation charges.

## **8- FORCE MAJEURE**

JAC Travel Ltd will not be liable for any loss or damage arising out of or in connection with the holiday where performance and/or prompt performance of the contract is prevented by reason of war or threat of war, riot, civil strike, industrial dispute (affecting employees or any person other than those of the company), terrorist activity, natural and nuclear disasters, fire, adverse weather conditions,

hostilities or political unrest and other similar conditions beyond the control of the company.

### **9- ALTERATIONS AFTER ARRIVAL MADE BY CLIENT**

Any alteration or abandonment of travel or hotel accommodation after the client has commenced the tour will be in breach of the contract and will not be accepted as any basis of claim against the company and no refunds will be made.

### **10- COMPLAINTS**

Please ensure that your client communicates any problems with the services provided during the group's stay as soon as they occur.

Operators can be contacted during office hours on: **020 7870 8557**

A 24-hour emergency service operates outside normal office hours: **07968 267241**

If you do not follow this procedure we cannot accept responsibility for any complaint, as we will have been deprived of the opportunity to investigate and rectify the problem.

JAC Travel will not accept any liability in respect of any query, which is not reported to us in writing within the next 7 working days of the group returning home.

In the unlikely event of a service change which is beyond our control, JAC Travel will endeavour to provide a similar service of equal standing.

**Booking conditions valid for all groups booked from 1 January 2009 to 31 December 2010.**

**PLEASE SIGN AND RETURN AT YOUR EARLIEST CONVENIENCE ON FAX + 44 20 8563 9141.**

**Name:**

**Company:**

**Position:**

**Date:**