

## **Bookings**

These terms constitute the entire agreement and understanding between you and Premium Tours Limited. Your booking once accepted and confirmed in writing to you represents a contract between all persons named on the booking form and Premium Tours Limited. In circumstances where Premium Tours Limited act as an agent for a tour operator, carrier or hotel, bookings will be subject to that tour operator's, carrier's or hotel's terms and conditions.

## **2. Price and Payment**

Prices are valid as published in our current brochure. When payment is made you will receive confirmation of your reservation. If applicable you will also receive confirmation of any final balance owing. The outstanding amount must be paid by the due date specified. Should we not receive payment by that date we reserve the right to treat your booking as cancelled and you may have to pay cancellation charges. Details of cancellation charges that apply are outlined below. You may not seek to rely on system errors with a view to obtaining a booking at less than the correct price. Any contract entered into upon a mistake, such as wrong costing due to a system error will not be valid or binding. Amendments we can make are changes in transportation costs (including the cost of fuel, duties, taxes or fees chargeable for services and exchange rates) mean that the price of your travel arrangements may change after you have booked. Premium Tours Limited reserves the right to charge for any increase if there is a change within 30 days of your departure. We will endeavour to notify you of any change in advance. You may at that time cancel your booking and you will be entitled to a full refund if Premium Tours Limited is notified at least 24 hours before departure.

## **3. Cancellation**

You or any member of your party may cancel your booking or part of it once it has been confirmed but the cancellation will, unless otherwise agreed, only be valid if made in writing to Premium Tours Limited via email to [bookings@premiumtours.co.uk](mailto:bookings@premiumtours.co.uk) or sent to 2A Brackley Road, Chiswick, London, W4 2HN, UK.

The following cancellation charges apply:

- Coach Tours (except below) - A full refund will be made if Premium Tours is informed at least 72 hours before departure. -
- Harry Potter Warner Bros. Studio Tour & Stonehenge Private Viewing Tours - A full refund will be made if Premium Tours is informed at least 8 days before departure.-
- Highclere Castle Tour – Once booked there are no refunds made unless Premium Tours manages to re-sell the tour ticket.-
- All Other Tours, Cruises and all Train Tours - We operate a no refund policy. Once booked we can not offer you a refund.
  - Hotel and theatre packages can not be cancelled within 35 days of the package date.

If you fail to inform Premium Tours of your cancellation before the tour departs, you will be charged 100% of the price of the tour.

Our Cancellation Rights: We reserve the right in any circumstances (including failure to reach sufficient numbers) to cancel your booking. In this event we will return to you all money you have paid to us, or if possible we will offer you an alternative tour product of a similar value.

#### **4. Alterations**

If you want to change any of the details of your booking we reserve the right to make an amendment charge of 10 pounds GBP per person as a contribution to our administrative expenses. All amendments must be notified to us in writing by the person who made the original booking. We reserve the right to make alterations to your booking if necessary. If alteration is necessary we will endeavour to make sure that changes are minor and we will advise you at the earliest possible date. If a major change becomes necessary we will inform you as soon as is reasonably possible. A major change is one that involves a material change to the advertised tour, the time of departure or return by more than twelve hours, or offering accommodation with a lower official classification than advertised. When a major change occurs, provided it does not arise from circumstances amounting to force majeure (see below), you will have the choice of either accepting the change of arrangements or cancelling your booking. We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport.

#### **5. Complaints**

In the unlikely event that you have experience any problems, you should in the first instance report the matter to a representative of Premium Tours Limited and should be reported within two months of travel date. If the matter is not then satisfactorily resolved please address any complaints to Premium Tours Limited, 2A Brackley Road, Chiswick, London, W4 2HN.

#### **6. Other Travelling Conditions**

Some of the tours may involve third parties whose terms and conditions apply. Some of the tours are also unescorted and while every effort has been made to provide the customer with a safe and enjoyable tour, Premium Tours Limited cannot accept responsibility for events beyond our control.

Where you have booked travel by air, land or sea with a third party such travel will be subject to the terms and conditions of carriage of the airline, shipping, rail or coach company providing the transport. Should anyone be refused admission to the coach, ferry or flight or to the destination country by the transport or government authority, we cannot be held responsible. This includes any passenger who fails to advise us of any medical condition or disability. If you are prevented from travelling as a result, our responsibility for the booking thereupon ceases. Full cancellation charges will apply and we will be under no obligation whatsoever for any refund, compensation or loss you may incur.

Please note on some occasions the tour itinerary details may differ from the ones advertised.

## **7. Travel Insurance**

Personal insurance is not included. We advise that all customers should take out appropriate travel insurance.

## **8. Pick-Up Points and Times**

Please note that date of departure and collection timings are subject to change or cancellation should unforeseen circumstances occur.

All our pick-up points are subject to a minimum number of passengers. In the unlikely event that there are insufficient passengers booked at your chosen pick-up, you will be asked to make your way to the nearest available pick-up. Should you need to change your pick-up point this must be notified to us prior to this. You must not assume that you can go to another collection point. Please be on time as we cannot be responsible or liable for any loss or expense suffered.

### Collection point

Please wait by the concierge desk at your designated hotel unless otherwise stated. If you are unsure of where this is, it is your responsibility to find out. We are happy to provide advice however please call in advance (preferably the evening before a tour is due to depart). Due to driving hours regulations we do not return to every hotel. We do however drop off at convenient locations across London and your guide will be happy to advise you on how to return to your hotel from these points.

## **9. General Conditions**

### Withdrawal

We may at our discretion require a person to withdraw from any tour if we deem their conduct to be offensive or to cause annoyance to other passengers and we shall have no further liability for the carriage of such passengers. Passengers are advised that they need to return to a tour at the time stated by the guide. A maximum period of ten minutes will be allowed for late running passengers before the tour moves on.

### Fitness to Travel

We strive to give all our customers full care and attention, but we do need to know at the time of booking if there are any special needs or requirements. It is particularly important that we are advised of any disabilities and also if you intend to bring any specialist equipment such as a wheelchair with you. If you have suffered from a serious medical condition recently, then you should consult with your Doctor about your fitness to travel.

Please note some tours involve a moderate to high amount of walking, therefore we ask customers to check with us in advance if they feel this may be an issue.

#### Passports/Visas

Where a passport or visa is required it is your responsibility to ensure that all members of your party have valid passports and visas for your trip, and that the names on the passports of all members of your party match the names on your tickets. British Citizens require a valid full 10-year British Citizen passport for travel outside the British Isles (this includes all children aged under 16 who are not already included on an adult passport). Certain destinations may require at least 6 months validity remaining on the passport on the date of return. Non British Citizens including other EU nationals should contact the embassy, high commission or consulate of your destination for up-to-date advice on passport/visa requirements.

#### Special Requests

There are only a limited number of front seats on coaches, buses, and low floor rooms in hotels etc. We cannot guarantee to meet all requests but will do our best to oblige. We should therefore be notified as early as possible of any special requirements.

#### Accident, Loss or Inconvenience

We accept no liability for loss, damage, delay, inconvenience, or direct or consequential loss, however caused, unless due to our employee's negligence, in which case our liability is limited to a maximum of the tour cost. On rare occasions a coach without air-conditioning and without Wi-Fi may be used. Please note that our Vintage buses do not have Wi-Fi facility.

#### Third parties

A person who is not a party to these terms shall not have any rights under or in connection with them.

#### Governing Law

These Terms and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with English law and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

In addition no guarantee is given that any particular brand or manufacturer will be available. The experience is about the watch making process.

