

Booking Conditions

4th edition

Scotland Tours "The Company" is a limited company registered in Scotland No. 173779. The following conditions will apply to all bookings made with the Company.

1 Booking your Tour

All bookings must be made using the Company's booking form, or using our Web Site <http://www.scotland-tours.com>. Your booking should include details of any specific requirements you would wish to be included in your tour. The Company will make every effort to provide a tour designed to meet all your specific wishes.

Bookings will be accepted on receipt of your requested deposit. If your booking is being made via a Travel Agent approved by Scotland Tours this deposit should be paid to your Agent. For bookings using the Web Site deposits should be made direct to our bank, details of which will be supplied with confirmation of your itinerary. Bookings made less than 8 weeks before the travel date must be paid in full on confirmation of booking.

Confirmation of your enquiry. A Confirmed Itinerary and costing will be issued by the Company within 5 days of receipt of your enquiry. You should check the details of this confirmation carefully on receipt.

The balance of your tour cost must be paid 8 weeks before travel. As with the deposit this should be paid to your Travel Agent where appropriate or direct to the Company's Bank account.

You will normally receive your Final Itinerary no later than 3 weeks prior to your travel date. If your booking is made using a Travel Agent all correspondence from the Company will be sent to your agent, unless otherwise agreed. If no travel agent is involved all correspondence will be with the person identified as the 'lead name'.

Itineraries are identified as follows:

'Suggested Itinerary' : an example with a projected costing. No firm reservations have been made so this exact tour and costing are not guaranteed. No deposit has been paid.

'Confirmed Itinerary' : a deposit per person has been paid. Accommodation and other services have been reserved and an exact cost has been provided. Alterations without charge may take place within 14 days of this tour being communicated to your agent. Alterations after this period incur a charge of \$30 each time an alteration takes place.

'Final Itinerary' : this is mailed to you normally 3 – 4 weeks prior to your arrival. It contains additional information not previously supplied.

2 Alteration of your tour

You may alter the Confirmed Itinerary without charge within 14 days of it being sent by fax or e-mail from Scotland. After this period it is assumed the itinerary has been accepted. Any alterations will carry a

charge of \$30. This will be added to the final cost of the tour.

It is not anticipated that the Company will make any amendments to your final itinerary. However, circumstances outwith the Company's control may necessitate a late change. The Company reserves the right to make appropriate alternative arrangements of a similar standard and notify you immediately of the change.

3 Cancellation of your tour

a) Cancellation by you

If you wish to cancel your tour this must be made in writing to the Company. The cancellation will be effective on the date received by the Company. Cancellation charges will apply as follows:

Period before travel date.

Within 14 days of paying deposit	
but more than 60 days before travel	Deposit refunded
More than 60 days	Loss of deposit
59 – 28 days	50% of total tour cost
27 – 14 days	75% of total tour cost
13 days or less	100% of total tour cost

b) Cancellation by the Company

If the balance of cost of your tour is not paid 8 weeks before your travel date the Company will treat your booking as cancelled. Cancellation charges as defined in **3(a)** above will apply.

If the Company is obliged to cancel your tour in any other circumstances you will be offered an alternative tour of equal standard or a full refund of any monies paid.

4 Insurance

Travel, medical, luggage and cancellation insurance are the responsibility of the client. You should ensure that you make the appropriate arrangements with your broker or agent before your date of departure. The Company will not accept any liability for any loss incurred.

5 Travel suppliers

As part of your tour you may use air, rail or other travel arrangements of suppliers other than the Company. As each supplier will operate under their own terms and conditions and are subject to their own timetables the Company cannot be held responsible for any delays, loss, damage or injury caused while using the services of these suppliers.

6 Problems

In the unlikely event that you experience any problem on your tour, either with your facility reservations, accommodation or travel arrangements which cannot be resolved directly with the car hire company, hotel etc you should contact the company immediately. All problems requiring further action must be reported prior to departure.

7 Pricing Policy

The prices contained in company brochures are only estimates for illustrative purposes. The actual cost of your Confirmed Itinerary will be clearly shown.

Tours priced in any currency other than Sterling are subject to currency surcharges. The price shown in the final invoice will reflect any currency fluctuations.

8 Golf

If possible you should indicate at the time of booking which courses you would like to play and approximate tee times. If you would prefer the Company can suggest courses for you.

Your final itinerary will include confirmation of courses and tee times. You should check these carefully and contact the Company immediately if you have any problems.

Some golf clubs require production of a handicap certificate before play is allowed. It is the player's responsibility to have such a certificate available when required.

9 Financial Security

The Company will be complying with The Package Travel, Package Holidays & Package Tours Regulation 1992 legislation. All deposits paid by the clients will be held in trust and only used to pay the deposits required to secure your reservations.

10 Lead Name

The person deemed to be the lead name must sign the booking form on behalf of and with the consent of all the persons named on the booking form. That person will be responsible for the payment of the price of the vacation. That person is deemed to be responsible for keeping the other members of the party informed of the booking.

11 General

Please note that if any part of these Booking Conditions is found to be invalid or unenforceable, then the remainder of the conditions remain valid. In the unlikely event of disputes arising they will be governed by The Law of Scotland and are subject to the exclusive jurisdiction of the Scottish Courts.

12 Passports

Please ensure you have a fully valid passport permitting access to the United Kingdom. The Company is not responsible should you fail to provide the Customs and Immigration authorities with the appropriate documentation.

13 Mobile Phones (Cell Phones)

In the event the company supplies a phone for your own use, it will be supplied with a minimum of a £10 credit. You can top up the credit at many local retailers. The phone must be returned to the company tours undamaged with all accessories supplied. In the event that it is not returned or returned damaged or incomplete, the company will invoice you for the repair or replacement up to a maximum of £75 afterwards.

