

Free Spirit Travel

Booking Conditions

1. No contract shall exist until the signed booking form together with the appropriate deposit, or the full amount if the booking is made within 6 weeks of the departure date and a confirmation invoice has been issued. Persons making payments without completing the booking form will be bound by Free Spirit Travel's booking conditions. Where a booking is made on behalf of several individuals the booking is conditional on the person signing the booking form having authorisation from all the individuals named on the booking form to enter into this contract.

2. Full payment of the balance due must be made 6 weeks before departure, or Free Spirit Travel reserve the right to cancel the arrangements made on your behalf and charge the applicable cancellation charges.

3. Where yoga mats are not provided by the venue you will be asked to provide your personal yoga mat for the classes. Should you arrive without one then, for reasons of safety, the teacher is entitled to stop you participating in the yoga classes. No refund will be made for the missed classes. **This does not apply to those venues where yoga mats are provided by the venue**

4. Whilst we would wish to treat cancellation sympathetically our spaces are limited and the following charges must be applied. Cancellation of your holiday, **for whatever reason**, should be notified to Free Spirit Travel in writing.

Up to 42 days before departure	Loss of deposit
41-28 days before departure	50% of total price
27-14 days before departure	65% of total price
13- or less before departure	100% of price

5. **In order to participate in overseas holidays, clients must have travel insurance.**

6. Amendments made up to 7 weeks before departure will, if we are able to assist you with the required changes, incur an amendment fee of £20 per person.

7. Accommodation will usually be in twin bedded rooms. There are sometimes limited number of double-bedded rooms for couples. Places will be allocated on a first come first serve basis. Single rooms usually incur a supplementary charge **and must be detailed on our invoice to you to be guaranteed.**

8. At the time of going to press any courses listed had been confirmed by the respective Course Instructors. If, for any reason at all, a course leader becomes unavailable on overseas holidays we shall do our utmost to replace them with a leader of similar qualities. Wherever possible you will be advised in advance of any alterations. Similarly, the alteration of some amenities or courses might take place due to maintenance work, mechanical faults, weather conditions, sickness or other situations outside our control.

9. We do not accept any liability for: cancellations, delays or changes caused by war, threat of war, closure of airports, civil strife, terrorist activity, industrial action, natural disaster, technical problems to transport, staff cancellations or other events beyond our control; Participants' medical or psychiatric conditions which may develop during or subsequent to the holiday; Loss of, or damage to, personal property of participants.

10. Dolphins and whales are wild animals and whilst all 'Swimming with Dolphins' holidays take place in destinations renowned for their abundance of dolphins, contact with either of these animals cannot be guaranteed.

11. If you have had any major physical or emotional illness within the past 5 years, or are under medical or psychiatric supervision, you must notify us of the details at the time of booking and, where appropriate, enclose a doctor's certificate of fitness to travel. Persons attending yoga or pilates retreats/holidays do so at their own risk. If in any doubt as to the suitability of a particular holiday with regard to your particular experience or abilities please communicate **in writing** with the office before booking. Non-disclosure of relevant information can invalidate your insurance and cancel our contractual obligation to you.

12. Complaints: In the event of a complaint arising **which cannot be resolved on the spot**, you, the client, must immediately contact Free Spirit Travel either by telephone, fax or email, who will attempt to resolve it for you immediately.

Free Spirit Travel will always make every attempt to solve the problem at the time of the complaint in order that any disruption to the enjoyment of your holiday is minimal, **We regret that we cannot accept liability in relation to any complaint which is not notified to us entirely in accordance with this clause.**

Free Spirit Travel will always assist you with justifiable complaints provided they were notified of the problems when they arose.

13. Please note that for holidays which are not originated by Free Spirit Travel, Free Spirit Travel acts purely and solely as booking agents between, and on behalf of, both parties.

14. **MOBILE PHONE NUMBERS:** for group airport taxi collections we may give these to other members in your taxi group so you can contact each other on arrival. Please notify us in advance if you prefer we do not do this

**Please complete the booking form overleaf (and the tour operator's booking form if applicable), send both to:-
Free Spirit Travel, 153 Carden Avenue, Brighton, BN1 8LA. Phone: 01273-564230 Email:info@freespirituk.com**

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