



## Walking Rhodes Ltd Walking holidays in the Sun

### Walking Package Holidays

#### Booking Procedures, Terms and Conditions

##### **Making a booking**

1. Before making a booking make sure you are aware of all aspects of your walking holiday, (any questions please contact us, using the form on the web site), our booking conditions and cost.
2. Once we have agreed your walking holiday, and you are satisfied you are able to pay for the holiday in full or send us a deposit of 40% of the total cost of your holiday.
3. Once you have made payment we will issue a confirmation together with an invoice for the balance of the payment, and a binding agreement will be in place.
4. All payments must be in pounds sterling in the United Kingdom and Euro if payment made in Greece, all cheques should be made payable to "Walking Rhodes Ltd"
5. Full payment is required no later than 28 days or 4 weeks prior to the start of your walking holiday and Walking Rhodes Ltd reserves the right to cancel your holiday if balances are not paid in time.
6. Once full payment has been received, Walking Rhodes Ltd will e-mail you with any further relevant holiday details.

##### **Cancellation by Walking Rhodes Ltd**

It is possible that we may need to cancel your holidays. Reasons may be out of our control such as airport strikes, fuel crisis etc. You will receive a refund of all monies paid should this be the case.

##### **Cancellation by you**

Cancellation of your holiday must be done in writing. If more than 56 days notice given full refund will be given. Between 56 and 28 days prior to the start of your holiday you will forfeit your deposit or receive 60% refund if already paid in full. Less than 28 days before departure date no refund will be given.

##### **Insurance**

To take part in our walking holidays you must have adequate insurance cover. Any claims concerning matters for which you are insured must be directed at your insurer.

(Walking Rhodes Ltd recommend that persons contact the British Mountain Council [BMC] for any advice required on this matter tel: +44 (0) 161 445 6111, [www.thebmc.co.uk](http://www.thebmc.co.uk))

##### **Considerations**

The booking you make is accepted on the terms that you understand the possible risk and hazards of such a holiday.

Your day to day agenda and the purpose of this holiday is taken as an aim and not as a contractual obligation. It must be accepted that delays and alterations are sometimes not possible to avoid.

It is very important that we are made aware of any medical conditions, physical or mental disabilities for you or your group prior to accepting your booking. Certain routes will provide a greater physical challenge and you must ensure that any route selected by you or any member of your party is suitable for those taking part.

To take part in our holidays you must have adequate insurance cover.

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Any medication you may require as well as any medical vaccinations and other arrangements including passport, travelers cheques, visa procurement are your responsibility.

Travel arrangements not included in your itinerary are your responsibility and do not form part of your holiday.

Any guidance or advice we may provide for you is done in good faith and as such we do not hold any liability for it.

No refund or compensation will be made or given for any unused hotel accommodation, services or features of the holiday where unused at your discretion.

We shall not be held liable for any damages or costs incurred caused by yourself or member of your party during your holiday.

By booking, any likeness or image of you taken on our holidays maybe used by Walking Rhodes Ltd without charge in all media for promotional materials unless you wish to object in writing prior to commencing the holiday.

You may not advertise, use, give or resell your holiday without the permission of Walking Rhodes Ltd.

We may ask you and/or any member of your party to leave immediately if your conduct is considered by us to be inappropriate, likely to cause harm, or impair the enjoyment, comfort or safety of any other person. No refunds or compensations will be given in these circumstances.

If you or persons in your party have any special requirements then we will endeavor to accommodate them, so far as reasonably practicable.

### Complaints Procedure

Any complaints about the holiday should be made to Walking Rhodes Ltd as soon as possible to enable us to try and deal with it quickly and efficiently. You must notify Walking Rhodes Ltd of your complaint in writing within two weeks (14 days) of the actual completion date of your holiday.

### Rights

By booking, any likeness or image of you secured or taken on any of our holidays maybe used by the company without charge in all media (whether now existing or in the future) for bone fide promotional materials of any kind, such as brochures, videos and the internet.

The Company may transfer and/or assign it rights and/or its obligations under these booking conditions. This will not affect your rights under this contract. You may not transfer any of your rights or obligations under these booking conditions without the Company's prior written consent, which mat not be unreasonably withheld. A person who is not a party to this contract has no rights under the contract (Rights of Third Parties) Act 1999 to enforce any terms of this contract, but this does not affect any rights or remedy of a third party that exists or is available apart from the Act.

### Special Requirements

It is very important that we are made aware of any medical conditions, physical or mental disabilities for you and your group prior to accepting your booking. Certain routes will provide a greater physical challenge and you must ensure that any routes selected by you or any member of your party are suitable for those who are taking part.

If you or people in your party have any special requirements then we will endeavor to accommodate them with the aim that our services are as accessible as reasonably possible to all.

### Further Relevant Details

You may not advertise, use, give or resell your holiday or any discount offer associated with it or offer to do so (for profit or otherwise) or use it in connection with a competition, promotion, business and charitable or any other similar venture without our express advance written permission.

You should inform Walking Rhodes Ltd immediately if, within four (4) weeks prior to your start date of your holiday, any member of your party has, or develops, an infectious or contagious medical disease. If so

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we have the right to refuse your booking for the protection of others. (Under unfortunate circumstances Walking Rhodes Ltd would hold the holiday in trust for 12 months as in such time it can be taken)

We may ask you and/or any member of your party to leave immediately if your conduct is considered by Walking Rhodes Ltd to be inappropriate, likely to cause harm, or impair the enjoyment, comfort or safety, your neighbors, other members of your group, staff and the general public, or is likely, in our belief, to breach any of our agreements with you. No refunds or compensations will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party.

By booking, you agree that we have the right to recover from you, either via the credit/charge or debit card used to pay for the holiday or otherwise, the cost of any compensation we may pay to others, including others on the holiday, and/or any property or accommodation damage, and/or any other charge, fees or levies we may incur resulting from any action or inaction and from any breach of these conditions.