

Terms & Conditions.

These booking conditions have been formulated as a result of our responsibilities under law. They do not affect your statutory rights.

Your Contract: When you make a booking you undertake that you have the authority to accept and do accept these booking conditions on behalf of yourself and your party. A contract will exist upon our accepting any monies from you towards the booking or upon the issue of our Confirmation/Invoice, whichever is the earlier. These conditions, in conjunction with the information set out in our event specification and on our website, form the entire agreement between ourselves and yourself. Any advice/information given to you by any intermediary which is inconsistent with our website, and these conditions, will not form part of your contract with ourselves. We hold/ represent as an agent of, an Air Travel Organiser's Licence issued by the Civil Aviation Authority which provides for your financial protection and, if applicable, repatriation, in the event of our insolvency.

Making a Booking: When you or your travel agent make a booking with us and we accept it, you must immediately pay the amount due based on the following. When the booking is made more than six months prior to departure, 50% of the full invoice value is due. The balance is due six months prior to departure, or attendance of the event, if the event is held in the country in which the booking is made. If the booking is made within six months of departure, the full invoice amount is due at the time of booking. All initial payments whether deposit or full payment must also include any applicable insurance premiums. If you are paying by cheque, we must receive the payment within five days of the date of booking or balance due date, or we reserve the right to cancel your booking. Tickets and other admission documents shall not be issued to the Customer until full payment has been received by Rugby Tickets Tours Ltd.

Prices: Prices are fixed at the time of booking and will not be subject to any form of surcharge. The exception to this is an increase in costs arising as a result of any government action including but not limited to new or increased taxes such as VAT. Even in this case we will absorb an amount equivalent to 2% of the booking price which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2%, will be surcharged. If this means that you have to pay more than 10% of the total booking price you will be entitled to cancel your holiday with a full refund of all monies paid except for any insurance premiums and amendment charges. Should you decide to cancel because of this you must exercise your right to do so within fourteen days from the date we advise you of the amount due. We reserve the right to change our prices at any time before you book including any special offers we may from time to time have which may or may not be the same as set out in our publicity material.

Changes by You: If you wish to change your plans in any way and we can accept the change, a charge of £100 per person per amendment will apply. These instructions must be received from the lead name, in writing, a minimum of three months prior to departure. Thereafter, except as provided by applicable law, cancellation charges, as specified in Condition 5 below, apply. If all names on a booking need to be changed, cancellation charges, as specified in Condition 5 below, apply as at least one name from an original booking must remain. .

If You Cancel Your Booking: You or any member of your party may cancel your sports holiday or event at any time providing that the cancellation is made in writing

by the person who made the original booking and is communicated to us. You will receive a refund of the amount paid (excluding any insurance premiums and amendment charges) less the cancellation fees specified below, but adjusted (if applicable) for any higher price, payable by other members of the original booking who elect to continue with their booking. Refunds are made only through the original booking office.

Period before Scheduled Departure Date
that Notice of Cancellation is Received

Cancellation Charge as
a % of total event price

More than six months
25%

Three months to six months
50%

Less than three months or 'no show'
100%

If We Amend Your Booking: It is unlikely that we will have to amend your booking. Occasionally changes may be made which we reserve the right to do at any time. Most of these changes are minor and we will advise you at the earliest possible date. Flight timings, carriers and event details set out in our publicity material are subject to change and all details given to you are for guidance only. Confirmed details will be as shown on your itinerary and/or ticket. Should a material change become necessary we will inform you as soon as reasonably possible. You may decide whether or not to accept the change although you must let us know by return. A material change is one made to your travel arrangements before departure involving change of departure or arrival airport (other than between airports within the same city airport system), outward or return flights being re-scheduled by more than 6 hours (or such as to mean you would miss the substantial part of the sporting event for which you have booked) or by substitution of accommodation originally booked with one of a materially lower grade. If we alter the sports person or celebrity proposed for your event or we alter airline, aircraft type operating your flight or routing (save where you have specified a private jet) this is not a material change and we will be under no obligation to notify you of any such change in advance. If you do not wish to accept a material change we will give you a full refund and in addition, whether or not you accept a material change prior to departure, we will also give you compensation for the inconvenience as follows:-

Period before Scheduled Departure
Date within which a major change
is notified
Compensation payable to you (per person)

Two months or more
Nil

Less than 2 months but one month or more
£10

Less than one month but 15 days or more
£20

14 days or less
£30

This is the only recompense which will be paid to you. As we do not control the day to day management of your accommodation, it is possible that we may be advised that the reserved accommodation may not be suitable or available to you upon arrival in resort. If this happens, we will endeavour to provide accommodation of at least the same standard in the same area. If only accommodation of a lower standard is available then we will refund the difference in price between the accommodation booked and that available together with compensation of £30 per person for any inconvenience. **IMPORTANT NOTE:** We are not responsible for the cancellation of any event or changes which arise as a result of situations outside of our control such as the failure of a sportsman or celebrity to appear or a late arrival or technical or maintenance problems with means of transportation, changes imposed by re-scheduling or cancellation of flights by an airline or main charterer, war or threat of war, civil strife, industrial disputes, natural disasters, bad weather or terrorist activity. **If We Cancel Your Sports Holiday/ Event:** We reserve the right in any circumstance to cancel your holiday/ event. However in no case will we cancel your sports holiday/ event less than two months before the scheduled departure date unless it is for reasons outside of our control, for reasons of safety or security, or for late or non-payment by you. If we have to cancel your sports holiday/ event (other than for late or non-payment by you) we will offer you either (i) an alternative sports holiday/ event of comparable type, though if the alternative offered is at additional cost, the difference will be payable by you and any 'No Surcharge Guarantee' on the original booking will not apply or (ii) a full refund of all monies paid, in either case being the only recompense which will be due to you.

Our Liability: We accept responsibility for the negligent acts and/or omissions of our employees, agents, sub-contractors and suppliers while acting within the scope of or in the course of their employment with us and for any deficiencies in the services we are contractually obliged to provide or the failure of such services to reach a reasonable standard. In any such case our liability shall be limited to a maximum of twice the original booking cost. We do not accept responsibility in respect of death, bodily injury or illness of any person taking one of our holidays/ attending an event, except when caused by the negligent acts and/or omissions of our employees, agents, sub-contractors or suppliers while acting within the scope of or in the course of their employment agency contract of supply or sub-contract although where the services in question consist of carriage by air, by sea or rail or the provision of accommodation, the limit of our liability shall be as provided for under applicable law and/or international convention.

Documentation: Where travel and health documents are necessary to comply with the requirements of any country you may wish to visit then it is your responsibility to

procure them. If failure to obtain any such documents results in fines, surcharges or other financial penalty being imposed upon us then you shall reimburse us accordingly. You must ensure by consulting your own doctor if necessary of specific health precautions deemed prudent for the country/event you intend to visit and the appropriate medication/inoculations complied with.

Conditions of Event, Carriage/Accommodation: We are neither a sporting event provider nor a carrier nor a provider of accommodation. Each sporting event you book and any journey (whether undertaken or not) that you book by land, sea or air is governed by the conditions of the sporting venue and the carrier undertaking to provide that carriage. Some of these conditions limit or exclude liability and in the case of carriage are often the subject of international agreements. Copies of applicable conditions are available for inspection at the offices of the carrier concerned or through ourselves. It is your own responsibility to reconfirm the onward or return sector of any air journey with the carrier concerned or such carrier's duly authorised agents and according to such carrier's regulations. When you book a sports event and/or accommodation (whether provided or not) its availability or provision is subject to the 'house rules' of the venue together with those of the hotel or other accommodation providing or undertaking to provide such event and/or accommodation.

Conduct: We reserve the right in our absolute discretion to terminate your sporting holiday/ event arrangements without notice should your behaviour or that of any of your party be such that it is likely in our opinion to cause distress, damage, annoyance or danger to any other person. In such circumstances, no refund or compensation will be due to you.

Unused Services: No refund will be due to you in respect of non-utilisation of any part of the sports event travel arrangements or accommodation made for you.

Insurance: We cannot stress enough the importance of your taking out adequate holiday insurance against event cancellation, cancellation charges, unexpected curtailment of your holiday, medical expenses arising overseas, loss or damage to luggage and personal liability claims against you. Should you elect not to effect suitable event and/or travel insurance cover despite this advice, then you undertake on behalf of yourselves and all members of your party to indemnify both ourselves and our agents and representatives (as applicable) for any costs that arise which would otherwise have been met had such insurance cover been taken out.

Data Protection Policy: We comply with the requirements of the Data Protection Policy. However, to enable us to process your booking, we need to pass on certain information to our third-party suppliers, some of whom are outside the European Economic Area (EEA) controls. We shall be pleased to provide further details upon request.

Complaints: We do our very best to ensure that your sporting holiday/ event arrangements go according to plan. However, if you have a complaint arising out of what we have agreed to provide for you please let us know at the earliest opportunity, if necessary by calling our U.K. office from wherever you may be. If a problem arises during your holiday, it is important that you advise the supplier and/or our representative at the earliest opportunity who will endeavour to put things right. If your complaint cannot be resolved locally you should advise us within 28 days of the incident, in writing, giving your original booking reference number and all other relevant information. Your letter will be given prompt attention. If you fail to follow this simple procedure we cannot accept responsibility as we would have been

deprived of the opportunity to investigate the matter and hopefully rectify any problem.

Applicable Law: The contract between us as well as these booking conditions are governed by and construed in accordance with laws of England and Wales. In the case of any dispute between us which cannot be settled amicably both yourselves and ourselves agree to submit to the exclusive jurisdiction of the courts of England & Wales.