

Terms & Conditions

Introduction:

Company Name – Marshall Travel Limited

"We/us" Means "Marshall Travel Limited"

"You" Means the person who has signed the booking form and includes all the people on whose behalf you have signed.

"Price" Means the total cost of the event.

Because you can book different combinations of travel arrangements with us, in these terms we use different terms to describe them. Where you book a combination of flights (or other transport arrangements), accommodation or car hire and any other tourist service(s) accounting for a significant proportion of the holiday, for the purpose of the same trip or holiday, this will create an 'Event' We organise our own packages and, in these terms, we also sell packages organised by other travel companies and in these terms, they are called 'Supplier'.

Our Terms:

1. Terms and Conditions

These terms and conditions govern the contract between you and us to the exclusion of all other terms and conditions save for those implied by law, and no variation to these terms and conditions shall be valid unless in writing and signed by you and the company director.

2. Formation of Contract

No contract shall arise between you and us until we have received the deposit payable and we have sent to you written confirmation (This can be in the form of an email) of our acceptance of your booking.

3. Lead Name

The lead name on any booking with us accepts the full responsibility of collecting the full balance payable for the booking and indemnifies "Marshall Travel Limited" against any loss from any individual failing to pay within your group. The lead name of the group is also responsible for ensuring that all group members are aware they are bound by our terms and conditions. The lead name is also responsible for the completion of the online guest list on behalf of all persons on the

booking. It is understood that those booking via email or telephone agree to and accept our terms and conditions.

4. Payment & Deposits

Deposits are payable at the time of booking and the balance of payments are split into the following phases:

An agreed non-refundable non-transferable deposit is payable at the time of booking.

The final balance is to be paid no less than 84 Days (Twelve Weeks) before the date upon which your event is due to start. Failure to pay by this date will result in a £20 per person late payment charge.

If you do not make your deposit payments by the due dates given then you shall be deemed to have cancelled the event. Deposits are used by us to enter into the contractual arrangements on your behalf and are non-refundable.

Payments can be made with a valid Credit Card or Debit Card and online bank transfers, where upon receipt we will endeavour to place the booking for you at the same price, although this cannot be guaranteed. We will however notify you should there be an increase in price.

If a promised payment is not received or does not clear upon presentation, we hold the right to cancel the reservation.

Marshall Travel Limited act as agents on behalf of The Global Travel Group Ltd in connection with the sale of travel products. Unless specified as the operator, The Global Travel Group Ltd is the agent on behalf of ATOL Protected Tour Operators and other principals. All Monies received will be put in a trust account and held for your booking. This is then paid to your Tour operator directly.

Marshall Travel Limited is an Accredited Body Member of The Global Travel Group Limited. "Some of the flights and flight-inclusive holidays are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed. We will provide you with information on the protection that applies in the case of each holiday and travel service offered before you make your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. For more information about financial protection and the ATOL Certificate go to: www.caa.co.uk"

5. Cancellation by Us

We may cancel the event or any part of it:

for safety reasons if we or our supplier(s) regard adverse weather conditions or other safety concerns as unacceptable and which cannot reasonably be overcome; If we reasonably believe that you may cause harm or damage to our reputation or to the reputation of our suppliers or to property belonging to our suppliers; If a supplier or suppliers are unable to host the event for any

reason; If changes you wish to make to the booking mean it is uneconomical or impractical to hold the event. If we cancel the whole of the event, we shall use our best endeavours to rearrange the event on a mutually convenient date, or provide a refund to you of the cost to us of the event. Save as above, we shall be under no further liability to you for cancellation of the event or any part of it.

6. Cancellation by You

You may cancel your booking within a period of 14 Days after the initial deposit however this initial deposit is non-refundable. After 14 Days you may cancel your booking however all deposits and (if applicable) any additional payments made to date on the booking are non-refundable. All cancellations must be made in writing from the lead name on the booking. After 7 Days the amount of the cancellation fee is calculated according to the date on which we receive written notice of your wish to cancel. If you cancel with us more than Three Weeks in advance of the travel date then the cancellation fee is a minimum of 35% the total booking cost, or the total amount paid to us at that time on the booking. If you cancel with us within one week of the travel date, then the cancellation fee is 100% of the total cost of the booking.

7. Failure to Provide an Event

If, due to reasons beyond our control, an event is unable to take place due to (but without limitation); closure of premises, the ceases of trading, a change in supplier management, weather restrictions, we will provide you and your group with an alternative event and if this is does not prove possible, a refund to you of the cost to us of the event.

8. Accommodation

If your booking includes accommodation, the named accommodation will be confirmed by “Marshall Travel Limited” and be disclosed to you upon receipt of the completed secondary deposit and written confirmation from the supplier.

9. Flights

The carrier(s), flight timings and types of aircraft detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. We shall inform you of the identity of the actual carrier(s) as soon as we become aware of it. The latest flight timings will be shown on your tickets which will be despatched to you approximately two weeks before departure or sent via e-ticketing. You should check your tickets very carefully immediately on receipt to ensure you have the correct flight times. If flight times change after tickets have been dispatched, we will contact you as soon as we can to let you know.

9.1

Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. If the airline does not comply with these rules you should complain to the Civil Aviation Authority at www.caa.co.uk/passengers. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. A delay or cancellation to your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight.

10. Meals

Breakfast nor any other board basis is not included with accommodation bookings unless otherwise stated. The type of meal you will receive will be confirmed upon arrival at your accommodation (this may be hot or cold regardless of your quotation). Restaurant meals may require a pre-order to be completed by the lead name of the group. This should be completed and returned to us, or the venue as required. If a pre-order has not been completed, we accept no liability for meals not provided or delays in providing the meals for you. We will endeavour to meet any specialist dietary requests for any member of your group but cannot guarantee these requests. We accept no liability if our suppliers are unable to meet these requests in advance, or once at the venue. If your group arrives late then we accept no liability.

11. Alterations + Surcharges Applied by Us

If due to circumstances beyond our control it becomes necessary to substitute an alternative supplier or make any other alterations to the event (including accommodation) we shall inform you of the changes as soon as possible. You must pay any additional cost due to such changes. If the changes are, in the view of "Marshall Travel Limited" so substantial as to materially alter the event and you are unwilling to accept them then you may cancel the event and we will give a refund of the cost of the event to us. Surcharges may be applicable where an event requires a minimum number of participants to proceed, and the group does not meet this minimum number. This could lead to the cancellation of the event of which we are not held responsible and alternatives may be offered of an equal or greater value. If this value is greater, then you must pay us the difference in price. If the final number of a group is an odd number, then a single supplement surcharge will apply if the booking or an event (including accommodation) which is number dependent.

12. Alterations made by You

We shall try to accommodate any reasonable changes you wish to make to the event. Alterations and amendment requests should be made with us and not end suppliers and should be made in writing to us by the lead name. These changes shall not be deemed accepted until we have confirmed in writing to you. If you wish to increase or decrease the number of persons participating in the event you may do this up to six weeks prior to the date upon which your event is due to start.

Amendments after that date will incur our administration charge of £20 per person. Changes such as arrival / departure dates and destination changes will also be subject to our administration charges. We cannot guarantee that the change to the price will be pro-rata but will depend upon the arrangements we are able to make with our suppliers. Subject to our written agreement you may transfer your booking to a person who satisfies all the conditions applicable to the event.

13. Your Obligations

You shall at all times behave in a safe, responsible and courteous manner; comply with all instructions; regulations and codes of practice issued by us or our suppliers; ensure that you comply with all age restrictions imposed by our suppliers; ensure that you comply with all arrival times, and dress appropriately for the event. If you breach these obligations, we may cancel or curtail the event or any part of it and in those circumstances, you shall not be entitled to any refund. You shall take out insurance suitable for your needs (including delays for events involving travel by land, sea, or air) before the event.

14. Our Obligations

We shall take reasonable care and skill in arranging the event and comply with all applicable laws in relation to the event; where ever possible, re-schedule the event instead of cancelling or offer a refund to you of the cost to us of the event. All the photographs and illustrations we use on our website and in literature (including quotations) we send you are for marketing purposes and may not entirely represent the actual products received.

15. Passports and Visa's

It is your responsibility to check and fulfil the passport, visa, health and immigration requirements applicable to your trip. We can only provide general information about this. You must check requirements for your own specific circumstances with the relevant Embassies and/or Consulates and your own doctor as applicable. Requirements do change, and you must check the up to date position in good time before departure

Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting.

Up to date travel advice can be obtained from the Foreign and Commonwealth Office, visit <https://www.gov.uk/travelaware>

Non-British passport holders, including other EU nationals, should obtain up to date advice on passport and visa requirements from the Embassy, High Commission or Consulate of your destination or country(ies) through which you are travelling.

16. Customer Feedback

If you have a problem whilst on your booking then you must contact the appropriate person(s) at the earliest opportunity, for example accommodation / restaurant manager. Unless there is a valid reason why you did not report your problem to the appropriate person(s), we will not consider ourselves liable for those complaints. If they are unable to resolve matters to your satisfaction, then you must write to us within 7 days of the conclusion of the event. No complaint will be accepted outside of this time frame thus deeming you fully satisfied with all aspects of the event and the services we have provided to you. We will acknowledge any correspondence within 5 working days and endeavour to deal with the complaint as quickly as possible.

17. Contracts (Rights of Third Parties) Act 1999

No part of this agreement shall confer on any third party any benefit or right to enforce any terms of this agreement.

18. Jurisdiction

This agreement shall be construed in accordance with the laws of Scotland and the courts of Scotland shall have exclusive jurisdiction to deal with any disputes arising between you and us or our suppliers.

19. Changes to these Terms and Conditions

We may need to make changes to these terms and conditions. Any changes can only be made by us and not any third-party member. We reserve the right to amend or improve these terms and conditions without prior notification. When it is necessary for changes to be made, we will forward you a copy of these changes and all reservations will abide by the amended terms, except for reservations already made.

Registered Address - 2nd Floor, Clyde Officers, 48 West George Street, Glasgow, G2 1BP, United Kingdom