# How do I book - and what happens next?

## All You Need to Know and Booking Conditions

**1. Your Holiday Contract**

When you receive your confirmation invoice from Travel Editions (a trading name of Travel Editions Group Ltd) a contract is made between you and ourselves. Both parties then have commitments towards each other. Our commitment to you is to provide you with the holiday you have booked and your commitment is to pay for that holiday. These commitments are clearly set out below and are also shown within the relevant holiday brochure. From time to time people wish to change or withdraw from contracts. Please read these conditions carefully and in confirming you wish to book and paying a deposit means that you have accepted the terms of this code under which the holiday contract is made. You are also deemed to have confirmed on behalf of and with the consent of all persons for whom the booking is completed. Should bookings be made through a Travel Agent with whom we have any agreement or by any means other than directly with ourselves, all monies paid are held by them on our behalf. When you contact us to make a booking, we act as agents for the relevant carrier which will be disclosed on your documentation. We reserve the right to substitute the carrier if necessary.

**All numerical references in this abridged version of our Booking Conditions refer to our main Booking Conditions. A copy of our full Booking Conditions can be provided by email or post or found on our website at the following link https://www.traveleditions.co.uk/terms-and-conditions**

**Payment for your Holiday**

A 20% deposit must be paid at the time of booking to secure your place. This deposit is your only commitment to us until the final payment is due at the date indicated on your confirmation/invoice. You MUST pay for your holiday at least 12 weeks before departure unless stipulated on your confirmation/invoice. If you do not do so, we reserve the right to treat your booking as cancelled, in which case you are liable to cancellation charges up to 100% of the final invoice in accordance below. We do send reminders by email. If payment of the balance is not received in full, we reserve the right to treat your booking as cancelled.
If you book your holiday within 12 weeks of departure, full payment is required at the time of booking.

**Special requests**

Before you make your booking, please do let us know if you suffer from any medical condition, disability, significant reduction in mobility or significant allergy which may affect your holiday (including any which affect the booking process) or have any special requirements as a result. We will assist you in considering the suitability of the arrangements and/or making the booking. We will need to notify our suppliers to ensure that they can meet your needs. You must inform us if there is a material change in your condition, disability, mobility or allergy or if one develops after your booking has been confirmed. If we or our suppliers are unable to properly accommodate the needs of the person(s) concerned, we will unfortunately not be able to confirm your booking or if we did not know at the time and we cannot assist you, we must reserve the right to cancel your booking and apply cancellation charges. Please review the information on our website about the general suitability of our tours to people with reduced mobility https://www.traveleditions.co.uk/content/mobilityinformation

**If you change your Booking**

If you wish to change any details to your confirmed booking, we will make every effort to satisfy your requirements, although this cannot be guaranteed. When a request can be met, an amendment fee of £10.00 per person will be charged (maximum £40.00 per booking per amendment) and a revised invoice will then be issued. If you change your holiday booking later than the 'balance due' date, you will incur cancellation charges in accordance with below. Alterations to sea/air/train travel once tickets have been issued may be subject to additional charges.

**If you cancel your Holiday**

Cancellations must be notified verbally in the first instance and an email sent to confirm your intentions and are effective only from the date we receive written notification.
As we incur costs from the time we confirm your booking the charges set out below will apply to package and single component bookings. In calculating these cancellation charges, we have taken account of possible cost savings, including the refund of airline passenger duty, and the generation of income from other bookings which may be able to utilise cancelled services to the extent this is likely to be achievable. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost payable by the person(s) cancelling excluding amendment charges. Amendment charges are not refundable in the event of the person(s) to whom they apply cancelling.

**UK Europe & Worldwide Tours**

| Days notice prior to departure date | Cancellation charge % of holiday price |
|---|---|
| 84 days or more | Deposit only |
| 56 – 83 | 60% or deposit, whichever is the greater |
| 29 – 55 | 90% or deposit, whichever is the greater |
| 28 days or less | 100% |

Depending on the reason for cancellation, you may be able to reclaim any cancellation charges (less any applicable excess) from your travel insurer. Claims must be made directly to the insurance company concerned after you have paid the applicable cancellation charge to us.

**Please note Travel Editions does not sell Travel Insurance.**

It is a condition of your booking that you obtain adequate and specialist insurance cover for all persons named on the booking to cover all the activities to be undertaken on the holiday whether as part of this contract or otherwise. This insurance must include cover for (i) cancellation or curtailment of your holiday as a result of circumstances outside your control (including accident or illness and inability to travel for other reasons), (ii) personal accident, (iii) personal liability, (iv) medical expenses and repatriation in the event of medical need. Please note, it is your sole responsibility to ensure that the travel insurance purchased is suitable for your particular needs, including without limitation, in respect of any pre-existing medical condition (which must be disclosed to the insurer prior to purchasing the policy.) Please read your policy details carefully and take them with you on holiday.

For your travel insurance, we are happy to refer you to Global Travel Insurance Services Ltd who are authorised and regulated by the Financial Conduct Authority and whose status can be checked on the FCA Register by visiting www.fca.org.uk or by contacting the FCA on 0845 606 9966, 'Firm Ref' 305686.
Their contact details are as follows:
Global Travel Insurance Services Limited, 59/61 Lyndhurst Road, WORTHING, West Sussex BN11 2DB.
Telephone: 01903 235042 Email: enquiries@globaltravelinsurance.co.uk Website: www.globaltravelinsurance.co.uk

**If you have a complaint**

In the unlikely event that you have a complaint please tell our staff or representative immediately so that remedial action can be taken as soon as possible. If the matter cannot be resolved on the spot, you must put your complaint in writing to us so that we receive it within 28 days of the end of your holiday. We do not accept liability in respect of any claim or complaint received after this period.

**OUR COMMITMENT TO YOU**

**Your Holiday is Reserved**

On receipt of your booking online or by telephone, we will check that we can accommodate you and return to you a confirmation/invoice showing the basic details of the holiday booked and the amount of money outstanding. Your reservation is accepted on the terms of our booking conditions and is valid from the date which appears on the confirmation/invoice. A copy of our full Booking Conditions can be provided by email or post or found on our website at the following link https://www.traveleditions.co.uk/terms-and-conditions If we are unable to accommodate your booking request, we will endeavour to offer you an alternative holiday. If you are unable to accept any alternatives offered at this time, a full refund of all monies paid will be made.

**The Price of your Holiday**

The price of your holiday is fully guaranteed and will not be subject to any surcharges.

**If we Change your Booking**

Changes to confirmed bookings sometimes have to be made and we reserve the right to do so in accordance with clause 8. Most changes will be insignificant and we have the right to make these. Where an insignificant change is made before departure, we will notify you in writing. No compensation is payable for insignificant changes. Occasionally, before departure, we may be constrained by circumstances beyond our control to make a significant alteration to any of the main characteristics of the travel services which form part of your confirmed booking. Where we have to do so, clauses 8(4) and 8(5) will apply.
All alterations which are not significant in accordance with clause 8(1) will be treated as insignificant changes. Carriers such as airlines may be subject to change. Any such change will not be significant. A change of flight time of less than 12 hours, airline, departure airport between airports in the same geographical location, type of aircraft (if advised), destination airport or accommodation to another of a similar standard and with similar facilities will also all be treated as insignificant changes. In booking one of our trips you are taken to have agreed that the confirmed itinerary is not contractually binding and that whilst we will endeavour to provide this, changes may be made.
All group holidays require a minimum number of bookings to enable us to operate them and we reserve the right to cancel any such holiday where this minimum number is not achieved. We will notify you of cancellation for this reason not later than 20 days before departure.
In the event we have to significantly alter any of the main characteristics of your confirmed arrangements or accepted special requirements, we will provide you with the following information in writing as soon as possible: (i) the proposed alteration and any impact this has on the price; (ii) in the event that you do not wish to accept the alteration, details of any alternative holiday arrangements we are able to offer (including the applicable price); (iii) your entitlement to cancel your booking and receive a full refund if you do not want to accept the alteration or any alternative holiday arrangements offered; and (iv) the period within which you must inform us of your decision in writing and what will happen if you don't do so.
If you choose to cancel your booking in accordance with clause 8(4), we will refund all payments you have made to us within 14 days of the date the cancellation takes effect and terminates your contract (which is usually the date we send you a cancellation invoice following receipt of your written cancellation notification). If we don't hear from you with your decision within the specified period (having provided you with the above mentioned information for a second time), we will cancel your booking and refund all payments made to us within 14 days of the effective date of cancellation (see above). No compensation will be payable or other liability accepted where a change results from unavoidable and extraordinary circumstances (see clause 9).

**If we Cancel your Holiday**

Occasionally, it may be necessary to cancel a confirmed booking. We have the right to terminate your contract in the event (i) we are prevented from performing your contracted holiday arrangements as a result of unavoidable and extraordinary circumstances (see clause 9) and we notify you of this as soon as reasonably possible or (ii) (where applicable) we have to cancel because the minimum number of bookings necessary for us to operate your group holiday has not been achieved and we notify you of cancellation for this reason as referred to in clause 8(3). Where we have to cancel your booking in these circumstances, we will refund all monies you have paid to us within 14 days of the effective date of cancellation (see clause 8(5)) but will have no further or other liability to you including in respect of compensation or any costs or expenses you incur or have incurred as a result. We will of course endeavour to offer you alternative holiday arrangements where possible which you may choose to book (at the applicable price) in place of those cancelled. We also have the right to cancel if you fail to make payment in accordance with the terms of your contract in which case clause 5 will apply.

**How we Treat Complaints**

Any written complaint will be acknowledged as soon as it is received. Normally a complaint is settled amicably in a short time. We are a Member of ABTA, membership number V3120. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We are also a member of AITO, The Specialist Travel Association, membership number 5195. All AITO members are required to provide the highest level of customer satisfaction by concentrating on three main pillars: Choice, Quality and Service – as enshrined in their Quality Charter
Disputes arising out of, or in connection with, any holiday booking made with us which cannot be amicably settled, may be referred to arbitration, if you so wish, under a special scheme arranged by ABTA and administered independently. This is a simple and inexpensive method of arbitration on documents alone with restricted liability on you for costs. The upper limit for claims is £5,000 per person and £25,000 per booking. The scheme does not apply to claims which are solely in respect of physical injury or illness or their consequences. It can however deal with claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount that the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within 18 months of the date of return from holiday. Outside this time limit, arbitration under the scheme may still be available if we agree but the ABTA code does not require such agreement. For injury and illness claims, you can request the ABTA mediation procedure and we have the option to agree to mediation. Further information on the code and ABTA's assistance in resolving disputes can be found on www.abta.com.
You may also use AITO's independent Dispute Settlement Service (details on request) as an alternative.

**Your financial protection**

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 3525). All flights and flight inclusive holidays we offer are financially protected by the ATOL scheme. When you buy an ATOL protected flight or flight inclusive package from us, you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.
We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit, you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent or your credit card issuer where applicable. You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.
The Civil Aviation Authority can be contacted at Aviation House, Beehive Ringroad, Crawley, West Sussex, RH6 0YR, UK tel +44 (0)333 103 6350 e-mail claims@caa.co.uk www.caa.co.uk
We are a member of ABTA (ABTA number V3120). If your holiday does not include flights, ABTA will financially protect it by ensuring you receive a refund of the monies you have paid to us or, where you are already on holiday and your arrangements include return travel to the UK (other than flights), you are returned to the UK, in the event that your holiday cannot be provided as a result of our insolvency. Please go to www.abta.com for a copy of the guide to ABTA's scheme of Financial Protection.

**Assistance whilst you are on holiday**

In the event you end up in difficulty (of any sort) during your holiday, we will provide you with appropriate assistance as soon as reasonably possible including by the provision of appropriate information on health services, local authorities and consular assistance and by assisting you to make distance communications and to find alternative travel arrangements as may be applicable. Where you are in difficulty as a result of your negligence, we may charge you a reasonable fee for this assistance which will not exceed the costs we actually incur.

**Law and Jurisdiction**

Any claim (whether or not involving any personal injury) must be dealt with by the courts of England and Wales only unless, in the case of court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and claim governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).
Any reference to an EU regulation in these booking conditions should be taken to mean the UK legislation which replaces (or has replaced) that EU regulation and/or any EU regulation which continues to have effect in the UK as a result of being incorporated into UK law (in all cases referred to as 'retained EU law'). Changes to retained EU law are likely to be made over time.
The Package Travel and Linked Travel Arrangements Regulations 2018 will apply to your contract.
For more information on your rights under these regulations please see the link
https://www.legislation.gov.uk/ukdsi/2018/9780111168479/contents

**Safety standards**

Please note, it is the requirements and standards of the country in which any services which make up your holiday are provided which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may sometimes be lower.

*Abridged booking conditions May 2025 - full Booking Conditions can be provided by email or post or found on our website.*

ABTA No.V3120

# TRAVEL EDITIONS BOOKING FORM

Please complete this form in block capitals and return to Phil Broughton together with a cheque made payable to:
THE TRAVEL EDITIONS GROUP LTD
for your deposit.

| Holiday title: A Devon Garden & Heritage Tour | Holiday price: From £725 | Departure date: 3 July 2027 |
|---|---|---|

| | |
|---|---|
| Name(s): | |
| Address: | |
| | Post code: |
| Tel: | Joining/Pick-up points: Edgworth ☐ Bromley Cross ☐ |
| Mobile: | Double room ☐ Twin room ☐ Double for Sole Occupancy ☐ |
| Email: | If you wish to receive your confirmation via e-mail please tick: ☐ |

| | Passenger 1 | Passenger 2 |
|---|---|---|
| Surname (as per passport) | | |
| First name(s) (as per passport) | | |
| Title | | |
| Date of birth | | |
| Next of kin & relationship | | |
| Next of kin contact number | | |

**Special requests:** (Dietary requirements, accessibility etc.)

**TRAVEL INSURANCE**

*For your travel insurance, we are happy to refer you to Global Travel Insurance Services Ltd who are authorised and regulated by the Financial Conduct Authority and whose status can be checked on the FCA Register by visiting www.fca.org.uk or by contacting the FCA on 0845 606 9966, 'Firm Ref ' 305686.*

*Their contact details are as follows:*

*Global Travel Insurance Services Limited, 59/61 Lyndhurst Road, WORTHING, West Sussex BN11 2DB.*

*Telephone: 01903 235042 Email: enquiries@globaltravelinsurance.co.uk Website: www.globaltravelinsurance.co.uk ...*

**Details of your insurance cover must be provided either at the time of booking or prior to travel.**

Name of Insurers: Policy Number: Emergency Tel No:

| | Deposit per person | No. of persons | Total |
|---|---|---|---|
| Deposit/Full payment | £150 | | |

Final payment is required 8 weeks before travel.

Visa Debit: ☐ Visa: ☐ Master Card: ☐ Card No: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry date: ☐☐ ☐☐ Valid from: ☐☐ ☐☐ Issue No: ☐☐ **Travel Editions will call you to authorise credit card payments**

Cheques should be made payable to **The Travel Editions Group Ltd**. BACS Transfer: bank details available upon request.

Name & initials: _____ Signature: _____

On behalf of the persons named I request Travel Editions to book the travel arrangements as set out above and I confirm that I am authorised on their behalf to accept the Conditions of Booking as specified. Should any of your details change before you are due to travel please ensure you notify us. I am over 18 years of age. THANK YOU FOR YOUR BOOKING.

Signature: _____ Name: _____ Date: _____