



Booking Conditions

*Your contract is with **Theatrical Adventures Ltd**, a company registered in England and Wales (Co. No. 07188911) whose registered office is at The Old Vicarage, All Souls Rd, Halifax, HX3 6DR. Your contract incorporates these Booking Conditions and by making a booking with us you confirm your acceptance of these booking conditions.*

A. Booking and Payment

A.1 Your Reservation

A.1.1. When you make a booking and pay your deposit or full payment (as applicable), we will reserve your Accommodation Package on the basis of these Booking Conditions. Your booking will be taken as confirmed and a binding contract between us will come into existence only when you have received your *Confirmation of Booking Invoice*. Prior to doing so, we may send you acknowledgement of your booking. Any such acknowledgement merely means we are dealing with your booking request and is not a confirmation of it.

A.1.2. Please check your *Confirmation of Booking invoice* and any other documentation we send you as soon as you receive them. Contact us immediately if any of this information is incorrect or incomplete as it may be harder to make changes later. We regret that we cannot accept responsibility if we are not notified of any inaccuracies in any documents within ten days of dispatch. Whilst we will do our best to rectify any inaccuracies notified outside these time limits, you will be responsible for any costs and expenses involved in doing so.

A.1.3. Any contract is with the "Lead Name" as shown on the Booking Form.

A.1.4. The Lead Name is responsible for ensuring that other members of his/her party are aware of the Booking Terms & Conditions and that they consent to him/her acting on their behalf in dealings with us.

A.2 Our Payment Rules

A.2.1. We reserve the right to alter prices shown in any of our brochures or in any website and we will inform you of any price change prior to the issue of our Confirmation of Booking Invoice. Once our Confirmation of Booking Invoice has been issued then any price changes may only be made in accordance with the remaining provisions of these Booking Conditions.

A.2.2. When you make a booking, you are required to pay a deposit of £75 per person for trips in the UK or £150 per person for international (outside UK) trips. If your travel is due to commence within 8 weeks of your booking then the total price will be payable at the time of booking. Your balance will be due not later than 8 weeks before your holiday commences. Your booking will not be confirmed until we receive your deposit and if the balance is not paid by the due date then we shall reserve the right to cancel your booking and retain any deposit.

B. Changes and Cancellation by Us

B.1. If We Change Your Travel Arrangements

B.1.1 We regret that some travel packages shown on our website or in our brochures have limited capacity, which may result in changes to your package, such as a change in hotel. Should such a change occur, we will notify you immediately for your consent to proceed with the booking. If you no longer wish to proceed, all monies paid to Theatrical Adventures will be refunded.

C. Changes or Cancellation

C.1. If You Change Your Booking

C.1.1. If you want to change your travel arrangements in any way you must inform us in writing as soon as possible. We will try to help you, although we cannot guarantee that we will always be able to do this as changes are subject to availability at the time.

C.1.2. Where we can make a change, we will charge for any additional services, facilities, or other items changed, at the price which applies on the day the change is made. In addition, we reserve the right to apply an administration charge of £50 for each person on the booking together with any further costs we incur, for example with our suppliers, in making any change.

C.2. If You Cancel Your Booking

C.2.1. If you wish to cancel all or part of your booking, you must write to us. If some or all of your party cancel their booking or we are entitled to treat your booking as cancelled in accordance with these Booking Conditions, we will levy a cancellation charge on the scale shown in the table set out in clause D1. These charges are based on the estimated cost of cancelling your arrangements and the expenses and losses we are likely to suffer if we cannot resell the package.

C.2.2. If the reason for your cancellation falls within your insurance cover, you may be able to claim a refund of your cancellation charges from the insurance company less any excess.

C.2.3. If you or anyone included within your booking is unable to go for any reason or decides that he/she does not want to travel, you may transfer the whole booking or the place on the booking of the person(s) concerned to someone else/other people suggested by you and acceptable to us subject to the following:

C.2.3.1. You must write to us with full details of who cannot travel and who you would like to go instead. We must receive this information at least 7 days before departure;

C.2.3.2. If the change can be made, you will have to

pay any reasonable costs we incur or are asked to pay in order to make the change;

C.2.4. If any person on the booking cancels and you cannot fill that person's place, you may have to pay additional supplements for your accommodation. For example, you may have to pay single or under-occupancy supplements.

D.1. Changes and Cancellation Charges

The following table sets out the sums payable to us or you in the event of Significant Changes or cancellation.

Period Before Departure	Cancellation charge if you cancel
More than 56 days	Deposit Only
56 – 30 Days	50% of Total Price
Less than 30 Days	100% of Total Price

E. Limitation of our Liability to You

E.1. We will not be liable where any failure in the performance of the contract is due to:

E.1.1. you; or

E.1.2. a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or

E.1.3. unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or

E.1.4. an event which we or our suppliers, even with all due care, could not foresee or forestall.

E.2. Should you or any member of your party suffer illness, personal injury or death attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, we will offer you such advice, guidance and assistance as is reasonable in the circumstances.

F. Your Responsibilities

F.1. Special Requests

If you have a special request, we will do our best to help, but we cannot guarantee it except as set out below. Please advise us of your request at the time of booking and make sure that we are given as

much detail as possible. If your special request is vital to your travel arrangements, it must be specifically agreed with us before or at the time you book. We promise to comply with any special request which we have specifically agreed and confirmed in writing. General confirmation that a special request has been noted or passed on to the supplier or the inclusion of a special request on your Confirmation Booking Invoice or on the acknowledgement of your booking or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed in writing all special requests are subject to availability. If any additional cost is applicable, it will either be invoiced to you prior to your departure or should be paid for locally.

F.2. You must provide us with full details of any existing dietary requirements, medical problem or disability or other special needs (including impaired mobility or the need to use any wheelchair, mobility scooter or walking frame) that may affect your travel arrangements (including any accommodation requirements) at the time of booking. If in our reasonable opinion, your chosen travel arrangements are not suitable for your medical problem or disability or other special need or you are not travelling with someone who can provide all assistance you may reasonably require, we have the right to refuse to accept the booking. If you do not give us full details of your medical problem or disability or other special need at the time of booking, we can also cancel the booking when we find out the full details if in our reasonable opinion the travel arrangements are not suitable, or you are not travelling with someone who can provide all assistance reasonably required. If we cancel in this situation, cancellation charges as set out in clause D1 must be paid by the person concerned.

F.3. Insurance

F.3.1. You must take out insurance suitable for your needs before you travel. We cannot be held responsible for any costs you incur as a result of failing to do so.

F.3.2. If you participate in any activities whilst travelling that have been organised and arranged independently of us, it should be understood that participation is at the individual's own risk and it is your responsibility to obtain the relevant insurance.