

Terms and Conditions

All the tournaments and festivals on this Website are subject to availability.

ABTA Information

Team Tours Direct Ltd is a Member of ABTA. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist when things don't go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For more information on ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London SE1 9EQ, tel 020 3117 0581. www.abta.com

Payment

Payment may be in the form of cash, cheque, banker's draft or by suitable credit card recognised by Team Tours Direct. A supplement of 3.5% is levied on all payments made by Visa and Mastercard and 3.75% is levied on payments made by American Express and Diners. No charge is made if you wish to pay by Maestro, Connect or Delta.

General

i) "the Company" means Team Tours Direct Limited (Co Reg No 05189296) whose registered office is at 15A Axis Court, Mallard Way, Riverside Business Park, Swansea Vale, Swansea, SA7 0AJ

ii) "the Customer" means the person firm company or organisation named on the Booking Form

iii) "Balance" means the Price less the Deposit (if any)

iv) "Brochure" means the Company's brochure website or any advertising material as produced or amended by the Company from time to time

v) "Booking Form" means the form required to book the Event as set out in the Brochure

vi) "Deposit" means such percentage of the Price to be determined by the Company from time to time

vii) "Event" means any sporting event including, but not limited to, tournaments tours or festivals as set out in the Brochure

viii) "Fixtures" means the games to be played at the Event

ix) "Members" means the members of the Customer's party

x)“Price” means the total amount payable for the Event and Supplements (if any) as specified in the Brochure

xi)“Players” means the Members taking part in the Fixtures

xii) “Security Deposit” means a sum to be determined by the Company from time to time to be used to cover the costs of any damage or breakages caused by Members whether accidentally or otherwise

xiii)“Supplements” means accommodation and coach transfers arranged by the Company as agent for the Customer

xiv)“Suppliers” means the suppliers of the Supplements

xv) All business with the Customer is subject to these Terms and Conditions (“Conditions”) and submission by the Customer of the Booking Form and/or any payment shall in the absence of any written acceptance be deemed an unconditional acceptance of these Conditions by the Customer and shall create a legally binding contract between the parties

xvi) Any variation to these Conditions or additional terms must be expressly agreed by the Company and confirmed in writing

xvii) The benefit of these Conditions cannot be assigned by the Customer without the prior written consent of the Company

xviii) A person who is not a party to a contract with the Company has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of the contract but this does not affect any right or remedy of a third party that exists or is available apart from that Act

xix) The headings appearing above each Condition are included for reference purposes only and shall not affect or limit the interpretation and effect of these Conditions

xx) The Customer shall not have right of set-off nor withhold payments properly due to the Company in the event of any dispute with the Company

xxi) If any part of these Conditions is invalid illegal or unenforceable (including any provision in which the Company excludes its liability to the Customer) the validity, legality or enforceability of any other part of these Conditions will not be affected

xxii) The Company shall not be liable for any loss or damage caused by non performance or by delay in the performance of its obligations to the Customer due to any act of God, war, civil disturbance, government action, strike, lockout or trade dispute (whether involving its own employees or those of any other person) difficulty in arranging Fixtures breakdown of machinery fire or accident or any other cause whatsoever beyond the control of the Company. Should any such event occur the Company reserves the right to cancel or suspend the contract with the Customer without incurring any liability for any loss or damage thereby occasioned

Booking

- i) Enquiries or provisional bookings must be made via the booking line on 01792 582288 or email at info@teamtoursdirect.com
- ii) Provisional bookings will be held for a maximum of three weeks
- iii) A booking will not be confirmed until the Customer has completed and returned the Booking Form and paid the appropriate payment
- iv) If the Company is not in receipt of the Booking Form at least 3 months prior to the Event the Company reserves the right to cancel the booking
- v) The Booking Form must be signed by a Member who must warrant that he has the authority to make the booking on behalf of the Customer and therefore enter into the contract on behalf of the other Members.
- vi) At the time of booking the Customer must ensure that each Member has a valid passport and any necessary health certificates & visas. The Company will not be responsible for any costs arising from the Customer's failure to comply with this Condition.
- vii) The Customer must provide the Company with the following information at least 8 weeks before the Event unless the booking is made less than 8 weeks prior to the Event in which case the information is required at the time of booking:
 - a. Registration forms for Players in a form acceptable to the Company
 - b. A list of Members
 - c. A list specifying how rooms will be allocated between Members
 - d. A copy of the insurance policy schedule covering the Customer and (if applicable) each of the Members

Price & Payment

- i) The Price for the Event is as set out as discussed with a Team Tours Direct Events Co-Ordinator
- ii) The Customer will be required to pay the Deposit at the time of booking unless the booking is made less than 9 weeks prior to the Event in which case the whole amount will be payable
- iii) If the Deposit is not paid by the Customer by the agreed date prior to the Event the Company reserves the right to cancel the booking
- iv) Upon payment of the Deposit the Company will provide the Customer with:
 - a. A receipt for the Deposit
 - b. An invoice for Balance

c. An invoice for the Security Deposit

v) The Company will accept the Balance by instalment payment provided this has been agreed with the Company in writing at the time of booking

vi) Payment of the Balance and the Security Deposit must be made at least 8 weeks before the Event unless the booking is made less than 8 weeks before the Event when the Price will be payable at the time of booking

vii) The Company reserves the right to cancel the booking if the Balance and the Security Deposit is not paid at least 8 weeks before Event

viii) Upon receipt by the Company of payment of the Price and the Security Deposit the Company will provide the Customer with a receipted invoice together with the Customer's travel itinerary and Fixture list for the Event

Supplements

i) The Company acts only as agent in arranging the Supplements and the Suppliers have their own conditions of business and/or carriage which may limit or exclude liability. [Copies of these terms are available from the Company upon receipt of a written request from the Customer]

ii) The Company accepts no responsibility for any services or facilities offered by the Suppliers which are not advertised in the Brochure or included in the booking All prices for accommodation are based on the following and supplemental charges in accordance with the Brochure will apply for under occupancy

a. Holiday park

4 berth homes to be occupied by a minimum of 4 Members

6 berth homes to be occupied by a minimum of 5 Members

8 berth homes to be occupies by a minimum of 7 Members

b. Hotel, lodge or university accommodation is based on twin triple or quad rooms at maximum occupancy.

iii) All prices for coach transfers are based on a minimum number of 40 Members included in the booking. Supplemental charges will apply if there are less than 40 Members. Price on application to the company.

iv) To avoid supplemental charges applying it may be possible for the Customer to share transfers with other customers of the Company but the Company does not guarantee that this option will be available at all times

v) The Company accepts no liability for delays to flight or any costs incurred by the Customer or individual Members as a result of such delays.

The Company does not act as an agent for any airline or travel company and the Company suggests that any Customer wishing to travel by air makes arrangements to do so through a suitably insured or bonded company for their protection.

Changes by the Company

i) Subject to iii) below, in the unlikely even that the Company has to make a major change to the booking (including a change to the Event, a departure date or destination) or cancellation due to insufficient numbers for the full operation of the Event, the Company will notify the Customer and an alternative Event may be offered.

ii) The Customer may:

a. Accept the change; or

b. Chose another Event at the price stated on the Brochure; or

c. Cancel the booking in which case the Company will refund to the Customer any sums paid to the Company

iii) For the avoidance of doubt the options set out above will not apply if the changes are caused by circumstances beyond the Company's control including but not limited to the circumstances set out in condition xix of General above and changes/cancellations to Fixtures arranged by third parties

iv) The Company endeavors to secure the Supplements as advertised in the Brochure. If the Supplements advertised are not available; the Company reserves the right to offer provide alternative Supplements and will have no further liability to the Customer

Changes/Cancellations by the Customer

i) The Customer must notify the Company in writing of any changes to the booking

ii) The Company reserves the right to charge an administration fee of at least £10 in relation to a change to the booking

iii) The Customer will also become liable to pay any additional sums due to the Company by virtue of the change

iv) Should the Customer wish to cancel the booking (or any part of the booking) the Customer must notify the Company in writing. This notification will be effective from the date of receipt by the Company of the notification.

v) If a cancellation is made more than 8 weeks prior to the Event the Deposit will be forfeited and any additional payment made by the Company will be refunded. If a cancellation is :

made within 8 weeks of the Event a cancellation charge calculated on the following scale will be payable:

Number of days between receipt of notification and event cancellation charge

(% of Price)

- 56 – 42 60%
- 41 – 28 80%
- 27 – 0 100%

Insurance

i) It is a condition of booking that the Customer and each Member is adequately insured prior to the Event and that a copy of each insurance policy is produced to the Company in accordance with Condition iv) of Booking above

ii) The Company reserves the right to cancel the booking in the event that the Customer does not comply with this Condition

[Customers requiring details of a recognised travel insurance provider should contact the Company on 01792 582288. The Company does not warrant the standard of service offered by any insurance provider and will not in any way be a party to any contract made between the Customer (and/or Members) and the insurance provider]

Behaviour

i) The Customer must procure that each Member acts in a responsible manner at all times and indemnifies the Company for all losses and/or damage suffered by the Company, its employees, agents or Suppliers arising from the act or default of the Company or any Member

ii) If the Company, its employees, agents, Suppliers or any third party in authority considers the behaviour of any Member to be unacceptable, the Company reserves the right to cancel the booking and the Company will have no further liability towards the Customer

iii) The cost of any damage caused by any Member whether accidentally or otherwise will be the joint responsibility of the Customer and each Member.

iv) The Security Deposit will be applied to the cost of any damage and/or any compensation relating thereto

v) The Customer will be responsible for meeting the costs of any damage and/or any compensation relating thereto which exceeds the amount of the Security Deposit

vi) The Security Deposit less any deductions made in respect of Condition iv) above will be returned to the Customer within 2 weeks of return from the Event

Complaints

i) In the event that the Customer is not satisfied with the service provided by the Company during the Event the Customer must bring its complaint to the attention of an employee or local representative of the Company immediately to allow the Company opportunity to rectify the situation.

ii) If the complaint is not satisfied during the Event the Customer must set out the nature of its complaint in writing and send this to the Company for the attention of the Managing Director within 28 days following the Event.

iii) Failure to follow this procedure may result in the extinction of any rights the Customer may have to claim compensation from the Company

iv) In the event that a complaint cannot be settled amicably, the Customer may refer the complaint or any dispute relating to these Conditions to an arbitrator appointed by the Chartered Institute of Arbitrators. The Company will not be responsible for death, injury or illness to any Member caused by the act or omission of any Member or that of a third party unconnected with the Company or consequential indirect or economic loss or damage arising as a result of deficient services and shall not be liable to pay any compensation other than in accordance with these Conditions. This does not exclude the liability of the Company for death or personal injury resulting from the negligence of the Company, or its employees.

v) In the case of carriage by air rail or sea the Company limits its obligations and liabilities as provided by international conventions

vi) In the unlikely event that the Company ceases trading all money paid by Customers will be protected by the Company's insurance policy.

Data Protection

i) The Company will need to use the information provided by the Customer at the time of booking in order to process the booking which will involve passing details of the Customer and Members to Suppliers and other third party organisations (such as credit checking companies, banks, customs/immigration) or as required by law.

ii) The information provided by the Customer will also be retained for future marketing purposes such as sending updated Brochures or promotional details

iii) In making the booking the Company consents on its own behalf and that of the Members to this information being used in accordance with these Conditions.

Termination

In addition to the rights set out in these Conditions, the Company reserves the right to terminate the contract with the Customer by giving notice in writing to the Customer if the Customer:

a) is in breach of these Conditions

b) becomes unable to pay its debts when they fall due or proceedings are commenced by or against the Customer alleging bankruptcy or insolvency. All outstanding payments to the Company become immediately due and payable

Jurisdiction

These Conditions shall be governed by in accordance with the laws of England & Wales