

Terms & Conditions

1 Introduction

- 1.1 These terms and conditions form a part of your contract with SÓLORKA and/or its subsidiary Premier Sports Holidays (SÓLORKA / PSH). Please read them carefully and contact us if you have any queries.
- 1.2 “You”, “your” and “client” refer to the all the people who have paid for the service provided by us.
- 1.3 Please note that SÓLORKA / PSH is exclusively a Business to Business tour operator. We only offer our services to groups – sport clubs, schools, associations, companies etc. – and not to private individuals.

2 Booking

- 2.1 You will receive advice, preliminary quotation and final offer personally from our Head of Services, Unn Hilduberg – Tel. +34 606680712 or email: unn@solorka.com.
- 2.2 Our offer will cover the agreed sports activities and other activities, accommodation, full board, local transport etc. as discussed with you.
- 2.3 You can receive separate quotations and offers regarding customized extras as well as flights. All flights will be protected by ATOL (reg-no. 11592) and Protected Trust Services (reg-no. 5393). Please, refer also to clause 5 regarding flights.
- 2.4 Your group need to have a lead person (“lead name”) who will be responsible for correspondence, payment, correct names (as shown in passports) etc. This person needs to be aged 18 years or over.
- 2.5 When you have accepted our binding offer, we will send a final confirmation via email. From this moment, a binding contract comes into existence between us.
- 2.6 Please check your confirmation e-mail carefully. If there are any discrepancies or it is not what you think you booked, please contact us immediately and no later than within 48 hours of reception of the email to discuss. It is your responsibility to contact us if you do not receive an expected email regarding a booking confirmation. PSH accepts no responsibility for non-receipt of emails which will be sent to the email address provided by the "lead name"

3 Passports and Visa

- 3.1 You must be in possession of a valid Passport and any necessary Visas or health documents as required for the entire duration of your trip with SÓLORKA / PSH and ensure that you meet the entry requirements of the Countries you are travelling to. Requirements may change and you must ensure that you conform to these prior to the date of the trip.

- 3.2 The name on your Passport must match the name on your ticket, where provided.
- 3.3 SÓLORKA / PSH cannot accept liability or consider refunds if you cannot travel because of incomplete or incorrect documentation.

4 Payment

- 4.1 There will be only one invoice per group sent to the lead person via email – i.e. not individual invoices to the members of the group.
- 4.2 The group can pay in up to a total of 4 instalments. You will make an agreement with our sales representative on an instalment scheme. The final instalment must be paid 45 days prior to arrival at the latest (or immediately, if the booking is made less than 45 days prior to the travel commencing).
- 4.3 Once paid, all instalments are non-refundable. While you can at any time decide not to take up the offer (i.e. stop paying), there will be no refund of any payments made up to that date if the cancellation is due to your actions.
- 4.4 Instalments will only be refunded if SÓLORKA / PSH for some reason decides to cancel a visit. SÓLORKA / PSH has the right to do so for any reason up until 30 days prior to the start date of the trip.
- 4.5 All payments shall be made via bank transfer. In case of an international bank transfer, SÓLORKA / PSH will accept any extra costs related to such transfer.
- 4.6 If you accommodate any members of the group on a free of charge basis, the cost of that is to be borne by the group (i.e. not by SÓLORKA / PSH).

5 Flights

- 5.1 You can choose to book flights yourself or you can ask SÓLORKA / PSH to provide you with an additional quotation for this.
- 5.2 Wherever possible, SÓLORKA / PSH seeks to book flights with airliners outside the low-cost category, whilst always looking for good prices. Normally, these airliners offer flexibility regarding payment terms and name lists for a period of time.
- 5.3 If flights are booked through SÓLORKA / PSH with low cost airlines, full non-refundable payment for the flights must be provided by you to SÓLORKA / PSH prior to the booking of the flights. You must before this booking also provide a full list of correct names. Later changes in name spellings or other information may generate extra cost which you will have to pay. Please note that such bookings are non-refundable and only transferrable at an extra cost.

6 Warranty

- 6.1 When making this booking, you warrant that you have the authority to enter into this contract on behalf of all other members of your party and that you are also responsible for ensuring due payment of all monies payable in respect of this booking.

7 Minimum Numbers

- 7.1 All tours have been based upon a minimum number of passengers travelling together, as shown in our quotation.
- 7.2 As a decrease in the number of a group may create an increase in cost for each participant, in the event of individual cancellations, we reserve the right to issue a new quotation based on revised numbers of participants.

8 Data Protection Policy

- 8.1 For the purposes of the Data Protection Act 1998 we are a data controller. In order to process your booking, send you a brochure or respond to an enquiry, we need to collect personal data from you. Depending on what is required, the personal data we collect may include names and contact details, credit/debit card or other payment information and special requirements such as those relating to any disability or medical condition which may affect holiday arrangements and any dietary restrictions which may disclose your religious beliefs (“sensitive personal data”).
- 8.2 All references in this privacy policy to personal data include sensitive personal data unless otherwise stated. The person who makes the booking is responsible for ensuring that other members of your group are aware of our booking conditions and this privacy policy and that they consent to your acting on their behalf in your dealings with us
- 8.3 Please refer to our website to get more information on our Data Protection Policy.

9 Health and Travel Advice

- 9.1 It is the responsibility of every member of your group to ensure that each person is going to be fit and healthy to travel with SÓLORKA / PSH from the start date of the trip. This shall include any necessary medical screening, prescriptions, and supply of any special medicines and any costs associated with those (e.g. Doctor’s fees).
- 9.2 A copy of the Health Advice for Travellers issued by the British Department of Health can be provided by SÓLORKA / PSH upon request.

10 Travel and Cancellation Insurance

10.1 We strongly advise that you take out both travel and cancellation insurance. SÓLORKA / PSH cannot accept responsibility for any individual insurance arrangement.

10.2 You are wholly responsible for arranging your own travel insurance. A suitable insurance policy should provide adequate cover for medical expenses arising through illness or accident before or during the trip and loss of money through cancellation and curtailment of the trip.

11 Our Liability to You

11.1 We will perform our obligations under this Contract with reasonable care and skill as to be expected from Travel Agents. We are not responsible for any failure that is

- Attributable to you or a member of your group;
- Attributable to a third party unconnected with our provision of services to you, which is unforeseeable and unavoidable;
- Attributable to an event which either ourselves or the supplier of the service(s) in question could not have been foreseen or prevented with all due care;

11.2 Cancellation or curtailment of a major sporting fixture or changes to a tour for reasons beyond our control (every effort we will try to make to offer alternative arrangements) and in the event of a cancellation any refund being obtained by us for a cancellation we will refund to you.

12 Limitation on our Liability

12.1 Our liability to you for any loss or damage which you may suffer is limited to three times the price of your trip except in the case of personal injury or death.

12.2 Our liability will not extend to loss of profit, loss of revenue, loss of business, loss of anticipated savings or any indirect special consequential loss.

12.3 The provisions of the Athens Conventions 1974 (as amended) relating to sea transport and the Warsaw Convention 1929 (as amended) and the Montreal Convention 1999 (as amended) relating to air transport apply to SÓLORKA / PSH trips abroad.

www.solorka.com

www.solorka.cu.uk