YOUR CONTRACT IS WITH TANGNEY TOURS LTD. The booking conditions, information and terms in this literature form the basis of our contract with you, the consumer. In these booking conditions, “you” and “your” means the person booking or any of them, as applicable including anyone who is added or substituted at a later date. “We”, “us” and “our” means Tangney Tours Ltd. “Parties” means the person or persons who make the booking.

OUR TOUR PRICES We offer our tours at realistic prices, which include all the facilities necessary for you to complete your journey in comfort and without the need to pay extra costs (except where stated). The choice of hotel accommodation is crucial to the enjoyment of any tour. Our choice of hotels is based on many years of experience and commitment to fulfill our responsibility to our clients in this vital aspect of a tour.

The published prices are fully inclusive of transportation except where shown otherwise, known taxes at the time of booking, guiding and other items confirmed at the time of booking and are priced on a realistic exchange rate at the time of going to press.

We invite you to consult us about any aspect of our tour programme and to compare our offer with those of other operators.

TO MAKE A BOOKING
To make a booking we require a deposit (as per the details shown in the booking leaflet). To this add your insurance premium (where insurance is required) and any dispute, claim or other matter of any description which arises between us governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English Law will apply).

SPECIAL REQUESTS AND MEDICAL CONDITIONS / DISABILITY
If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass on any reasonable requests to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request is not a breach of contract on our part. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. For your own protection, you should obtain confirmation in writing that a special request will be complied with where it is possible to give this where it is important to you.

We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as “standard” bookings subject to the above provisions on special requests.

If you have any medical condition or disability which may affect your tour or have any special requirements as a result of any medical condition or disability including any which affect the booking process, please tell us before you confirm your booking that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any change in the medical condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your tour develops after your booking has been confirmed.

INSURANCE
We consider adequate travel insurance to be essential. Please read the details of our brochure. Please read your policy details carefully and take them with you on holiday. It is your responsibility to ensure that the insurance you purchase is suitable and adequate for your particular needs. We do not check alternative insurance policies.

FINANCIAL SECURITY
We hold an Air Travel Organiser’s Licence issued by the Civil Aviation Authority (ATOL number 3209). When you buy an ATOL protected air inclusive holiday or flights from us you will receive a confirmation invoice from us or via our authorised agent confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. Please note: Not all holiday or travel service providers and travel suppliers are ATOL protected. We will provide you with the required information including a list of the prices charged. If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:—

(a) (for significant changes) accepting the changed arrangements at a higher price; or
(b) purchasing an alternative tour from us, of a similar standard to that originally booked if available. You will be liable for the difference if it is less expensive; or
(c) cancelling the booking in which case you will receive a full and quick refund of all monies you have paid.

Please note, the above options are not available where any change made is not a significant one. A change of flight time is considered to be significant if it is before the time of departure or “Flights”, London airport to another London airport, type of aircraft (if advised), destination airport or accommodation to any other than that stated in the brochure or agreement. Any other price changes or your price categories will all be treated as minor changes.

If we have to make a significant change or cancel, we will, if appropriate, pay you reasonable compensation depending on the circumstances and when the significant change or cancellation is notified to you or your travel agent subject to the following exceptions. Compensation will not be payable in respect of any discomfort or inconvenience which services can be accepted where (i) we are forced to make a change
and cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have foreseen you or your employer would have avoided even if they had known or should have known (1) to have foreseen. In such a case we will only be liable for paying any normal charges except where specified in these conditions.

CANCELLATION BY YOU
A cancellation by you will take effect on the date we receive written confirmation of your request. In this case, we will be entitled to cancel any insurance premium and amendment charges which are non-refundable in the event of cancellation.

Period Charge
Up to 56 days: loss of Deposit
56 - 29 days: 50% of the cost (if deposit greater than 56 days)
28 - 15 days: 75% of the cost
14 days or less: 100% of the cost

Outline details of insurance cover arranged by Targney Tours which includes cancellation cover are shown in our brochure and on our website.

SPECIAL NOTICE
We reserve the right to ask any passenger who behaves inappropriately to leave any of our tours. We do not consider it fair or reasonable to organise the passenger’s return to their joining point. We reserve the right to pass on to the passenger any costs incurred by Targney Tours or their suppliers to cover your result in such costs.

CHANGE OF DATE OR PERSON
You may transfer your reservation to another tour provided this is done not later than 28 days prior to your departure. Subject to payment of an administrative charge and the relevant supplier’s charges, where applicable.

FLIGHTS
In accordance with EU Directive (EC) No 261/2004, Article 9, we are required to bring to your attention the existence of a “Community list” which contains details of airlines which are subject to the compensation within the EU. The Community list is available for inspection. In addition, we are required to advise you of the identity of the actual carrier(s) as far as this is not yet known, the likely carrier(s) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the identity of the actual carrier(s) one or more days before your flight has been confirmed, we will notify you of the identity of the actual carrier(s) as soon as we become aware of this. Where the actual carrier(s) after your booking has been confirmed will be notified to you as soon as possible. If the carrier with whom you have a contract of carriage is not to be operated by the same airline as above as a result of which we/ the carrier are unable to offer you a suitable alternative the provisions of “Changes To Programmes” above will apply.

The flight timings shown in our brochure, on our website and/or detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. Flight timings are approximate and they are subject to various factors including air traffic control restrictions, weather conditions, potential technical problems and aircraft availability at the time of departure.

Specific instructions relating to departure and travel arrangements will be sent with your air or other travel tickets approximately 2 weeks before departure. You must acknowledge receipt of this information. We will not be liable for any loss or damage suffered by you that is not the result of our negligence or omission or fault or that is not due to any act or default by an agent or supplier acting or purporting to act on our behalf or in connection with your tour. All instructions should be followed. If you fail to receive this information, please contact us to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs.

Any change in the identity of the carrier, flight timings, and/or aircraft type (if advised) will not entitle you to cancel or change your booking. We do not cover non-refundable costs if the service is affected by the carrier. For all complaints and claims which do not involve death, personal injury or illness, we regret we cannot accept liability if you fail to notify the complaint or claim entirely in accordance with this clause. If we cannot arrange a reimbursable refund, we may offer an alternative booking. In the unlikely event of your tour being cancelled or affected to any other arrangements. Please note, it is your responsibility to show that reasonable skill and care. In the unlikely event of your tour being cancelled or affected to any other arrangements. Please note, it is your responsibility to show that reasonable skill and care.

CANCELLATION OF BOOKING
If we have to cancel your booking, we will either provide an alternative booking. In the unlikely event of your tour being cancelled or affected to any other arrangements. Please note, it is your responsibility to show that reasonable skill and care. In the unlikely event of your tour being cancelled or affected to any other arrangements. Please note, it is your responsibility to show that reasonable skill and care. In the unlikely event of your tour being cancelled or affected to any other arrangements. Please note, it is your responsibility to show that reasonable skill and care.