

# **Journey Anatolia Ltd.**

## **Booking Conditions**

### **1. Contracts**

A binding contract is only entered into when Journey Anatolia Limited has issued a Confirmation Invoice. This happens after we have received full payment or deposit.

### **2. Flights**

We may advise you of any international flight details and destination airport. We will not book your international flights.

### **3. Payments**

The required non-refundable deposit is £200 per person together with a confirmation letter or email. Any balance is due 8 weeks prior to departure. If booking less than 8 weeks before departure, the full amount is payable. If the balance is not paid in time we reserve the right to cancel your holiday and apply the cancellation charges below.

### **4. Cancellations by you**

If you wish to cancel your booking, you must do so in writing. You will then be subject to the following cancellation charges. Period before departure charge as percentage of holiday price.  
More than 56 days, loss of deposit.  
56-29 days 50%.  
Less than 29 days 100%  
4.2 If airline tickets have been issued no refund on that part may be possible.

### **5. Cancellations by Journey Anatolia**

For group tours, if the required minimum number of passengers is not reached we will, subject to 6 weeks warning, either cancel the departure, offer a full refund, or apply a supplement subject to passenger approval.

### **6. Alterations by you**

We will do our best to make any alterations you may require after confirmation has been issued subject to the payment of any increased costs relevant to the change.

### **7. Alterations by Journey Anatolia**

7.1 Occasionally we have to make changes (including changes of price) for reasons of flight cancellations, schedule changes, or 'force majeure'. This legal term means unusual and unforeseeable circumstances beyond our control. Examples are war or threat of war, civil strife, terrorist activity, natural disaster or adverse weather.

7.2 If the alteration is significant then we will notify you as soon as possible and offer you the choice of: (i) accepting a modification, (ii) changing the booking to an alternative holiday, or (iii) cancelling and receiving a full refund. If the alternative is cheaper we will refund the difference, and if it is more expensive you will pay the difference to us.

7.3 Your booking is accepted on the understanding that you realise that the tourism infrastructure may be lower than you would expect in Europe or North America. As a consequence we do our best to make sure connections and transfers go smoothly but this may not always be possible due to flight cancellation, local political situations, weather, mechanical breakdown, or other unforeseen circumstances.

7.4 As the travel arrangements that we arrange are for small numbers of passengers we can make no special arrangements if you are delayed at the outward or homeward points of departure.

### **8. Exchange rates**

Prices are based on an exchange rate of 2.4 Turkish Lira per Pound Sterling.

### **9. Liability**

Should you or one of the persons included in your booking suffer death, personal injury or illness arising out of an activity forming part of your holiday arrangements we will accept responsibility unless there has been no fault on our part and the cause was your own or the relevant persons fault, or one which neither we nor our suppliers could have anticipated or avoided.

### **10. Insurance**

It is a requirement of the booking that you have comprehensive holiday and travel insurance cover including medical expenses.

### **11. Complaints**

If you have any complaint you should make it known at the earliest opportunity to our local representative. If they are unable to resolve the problem to your satisfaction you should contact our head office. If at the end of your trip you feel that your complaint has not been properly dealt with you must first notify us in writing within 30 days of your scheduled date of return and we will do our best to resolve the problem.

### **12. Holiday cost breakdown**

The details of individual costs that make up the total quotations for client bookings are confidential between us and our suppliers. We cannot provide breakdowns of individual costs.

### **13. Bonding and Financial Protection**

In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 an insurance policy has been arranged with Travel & General Insurance Company plc, authorised and regulated by the Financial Services Authority, to protect customers' prepayments in the unlikely event of our financial failure and paid in respect of:

- non-flight inclusive packages commencing and returning to the UK
- the ground handling aspects of packages where the customer is responsible for arranging travel to the destination offered in this literature / website (subject to the terms of the insurance policy), for:
  - a refund of such prepayments if customers have not yet travelled, or
  - making arrangements to enable the holiday to continue if customers have already travelled

Customers' prepayments are protected by a top policy. In the unlikely event of financial failure please contact the claims helpline on 0870 0137 965. A copy of the policy is available on request.

### **14. Risks**

Some arrangements involve physical activity and can be in areas where there can be additional risks of injury. It is the responsibility of individual clients to decide whether they are medically fit and able to undertake the tours.

### **15. Behaviour**

If you are participating in a small group tour you must comply with the instructions of the group leader in all matters related to the safety of the group. Your tour leader has the right to ask any person to withdraw from a tour if it is considered necessary for the well being or safety of that person or other members of the group.

### **16. Excursions**

Any excursions which may be arranged on behalf of clients after the commencement of the holiday are not to be treated as forming part of the clients' holiday package.

### **19. Jurisdiction**

All matters arising from your contract with us are governed by English Law and are subject to the exclusive jurisdiction of the English Courts.