



Terms and Conditions for TRI-SPORTS LANZAROTE

Macher, Lanzarote

Deposit Payment - Provisional bookings will be made by Tri n Swim Well on your behalf . To secure this booking a deposit of £200 per week per person is payable on confirmation of booking. The remaining balance must be paid 8 weeks prior to departure. This deposit is non-returnable in the event of cancellation by the client. Guests are recommended to take out suitable insurance cover. Payment of the booking deposit is considered acceptance of these terms. Bank Transfer: HSBC Horley Surrey

Name: Mr Daren Elliott Sort Code: 40-24-37 Account: 01421271

- **Full Payment - In the case of a booking made less than 8 weeks before departure, the full cost should be enclosed. If you have paid a deposit on booking, then the balance will be due 8 weeks before departure date. Should for any reason the balance not be received by the due date, we reserve the right to cancel the booking. Payment can be made by bank transfer – details will be given upon confirmation of the booking.**
- **Cancellation (By the client) - In exceptional circumstances and with agreement by us, it may be possible to transfer a cancelled holiday deposit to another booking within a 12 months period. In these circumstances the deposit will be held by us until another booking has been confirmed.**
- **Cancellation charges will be made as follows:**

8 weeks before departure: Loss of booking deposit

Between 6 and 8 weeks before departure - 50% of final payment

Between 4 and 6 weeks before departure - 70% of final payment

Less than 4 weeks before departure - 100% of holiday cost

- **Cancellation (By us) - We are unable to accept responsibility for any aspect of your holiday arrangements affected by matters over which we have no control e.g. threats of war, riots, industrial disputes, civil commotion, terrorist activities, government action or similar events beyond our control, e.g. technical problems with aircraft, volcanic dust clouds etc. Our liability is limited to the availability of the accommodation for the dates booked. In the event of the accommodation not being available (due to fire, floods, etc.) every effort will be made to find a suitable alternative, if this is not possible, then the full amount paid in respect of accommodation will be refunded to you. Please note that your contracts with the**

airline and car hire firm are outside our control and we cannot be held responsible on their behalf.

- **Travel Cover Insurance** - It is essential for everyone (including infants) to have travel and medical cover. We cannot accept liability for death, personal injury, sickness, accident, and loss of luggage, delay or any other misadventure concerned with your holiday. Clients must have a comprehensive and valid multi sports insurance policy in place when they arrive and during their stay with **TRI-SPORTS LANZAROTE**. This policy should include emergency medical care, cover for personal injury, including cover for all activities, including water activities, loss or damage to your luggage, loss or damage to equipment hired or borrowed from us or third parties, repatriation, legal expenses cover and expenses associated with cancellation or curtailment of their booking. You should be in possession of an up to date EHIC (European Health Insurance Card) available from your local post office before travelling abroad.

- **Conditions of Flight** – **TRI-SPORTS LANZAROTE** do not organise flights. We can provide arrival and return airport transfers to- and from- Arrecife Airport. **TRI-SPORTS LANZAROTE** has no part in the contract between you and the airline company.
- **Accommodation** - The accommodation provided is only for the use of the clients listed in correspondence or e-mails - subletting, sharing; adding extra guests etc. is prohibited without the approval of the owners.
- **Complaints** - To the best of our knowledge the information is up to date and accurate and if any changes are necessary we will do our best to advise you as soon as possible. However should you have a grievance which cannot be solved during your holiday, please send this in writing within 7 days of the end of your holiday.
- **Documentation** - It is the clients' responsibility to bring all the necessary documents with them, e.g. passports, insurance details, British and International driving licenses, flight tickets, keys, etc. and that they are valid for the duration of the holiday.
- **Risks** - You should recognise the inherent risks in the activities you will be participating in and agree to accept complete responsibility for any injury, damage or loss caused by you as a result of participation in those activities. You will be requested to sign a disclaimer upon arrival, which outlines your acceptance of the risks as part of participation in the activities at **TRI-SPORTS LANZAROTE**. This does not remove our legal duty of care but is simply used to highlight your acceptance of the risks inherent in the activities in which you are participating.
- **Behaviour** - We expect all our clients to have consideration for other people. If, in our opinion, or in the opinion of any other person in authority, you behave in such a way as to cause distress, danger or annoyance to any third party, or damage to property, we reserve the right to terminate the holiday of the person concerned without notice. In this situation, our responsibilities towards that person (including any return transport arrangements) will immediately cease and we will not be responsible for meeting any costs or expenses they may incur as a result. We will not make any refunds or pay any compensation.