

Traverse Holidays - Booking Conditions

Please read the following carefully before you sign the the booking form.

Deposit and Balance Payment

A deposit of £100 per person is required when booking. The balance will be due 8 weeks prior to commencing with your holiday. On receipt of your booking form and deposit a final invoice will be issued and booking conditions will apply from this date.

Insurance

You are required by Traverse Holidays to have adequate insurance. If you do not have this information at the time of booking then you will need to notify us no later than the balance due date.

Physical fitness

To get the most from your holiday you need to have an appropriate level of fitness we will be happy to discuss this with you. You will also need to inform us of any pre-existing conditions such as; epilepsy, asthma or allergies. We also suggest that you acquire an E111 for reciprocal health care.

Alteration and Cancellation by you

If after you have booked your holiday you would like to make an alteration we will do our best to accommodate you, a small administration charge may be made.

If you decide to cancel your holiday you must confirm this in writing and the charges below will apply;

More than 60 days before departure deposit only

Between 59 & 29 days 50%

Between 28 & 15 days 75%

Between 14 & 0 days 100%

(you maybe able to reclaim your money through your insurance)

Alteration and cancellation by Traverse Holidays

All reasonable steps will be taken to ensure that published itineraries are followed, however we reserve the right to make alterations in certain circumstances such as bad weather.

We reserve the right to cancel your holiday. All our holidays require a minimum group size of two people, if we do not reach the required minimum or have other reasons to cancel your holiday we will inform you and offer an alternative holiday date or refund to you all monies paid. Traverse can not be held responsible for unforeseen circumstances, such as; war, industrial action, civil unrest, natural disaster resulting in cancellation.

Liability

All the information contained within Traverse Holidays literature was, to our knowledge, correct at the time of going to press. We accept no liability for any misunderstanding due to any incorrect interpretation of Traverse Holidays literature. Traverse Holidays also does not accept liability for any conditions of travel to Toulouse/Luchon prior to the commencement of your holiday.

Traverse Holidays does not accept responsibility to any loss or damage to clients personal effects that is beyond its control. Any loss, damage, fatal or other injury during your holiday unless Traverse Holidays is proven to be negligent.

Activities undertaken on free days well be totally at the clients own risk.

Customer Conduct

We reserve the right to refuse your participation on any walk and ask you to leave a holiday if we consider your behaviour a danger to yourself or members of the group. For your safety we ask you to follow any reasonable instructions from the guide and can not accept responsibility for any consequence of you choosing to ignore these instructions or advice.

Complaints

Any problems or complaints should be discussed with your guide as soon as possible, who will endeavor to find a solution. If for some reason your complaint is not resolved to your satisfaction then please write to our office within 28 days of the end of your holiday.