



## COGO Travel Booking Terms & Conditions

All holidays advertised in our brochures and on our website are operated by The Travel Adventure Ltd trading as COGO Travel whose registered office is at 6-7 Lovers Walk, Brighton, East Sussex, BN1 6AH, Company Number 02843839 (hereinafter called 'the Company', 'we', 'us' or 'our'), and are sold subject to the following conditions:

These booking conditions, together with any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with COGO Travel. Please read them carefully as they set out our respective rights and obligations.

In these Booking Conditions references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred. When you make your booking, you must pay the deposit requested per person – our events, tours and products have varying deposit amounts and payment schedules.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that: -

- He/she has read these terms and conditions and has the authority to and does agree to be bound by them;
- He/she consents to our use of information in accordance with our Privacy Policy;
- He/she is over 18 years of age and resident in the United Kingdom and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services;
- He/she accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

### 1. Booking and Paying for Your Arrangements

A booking is made with us when you pay us a deposit (or full payment if you are booking within 70 days of departure) and we issue you with a booking confirmation. We reserve the right to return your deposit and decline to issue a confirmation at our absolute discretion. A binding contract will come into existence between you and us as soon as we have issued you with a booking confirmation that will confirm the details of your booking and will be sent to you or your travel agent.

If your confirmed arrangements include a flight, we (or if you booked via an authorised agent of ours, that agent) will also issue you with an ATOL Certificate. Upon receipt, if you believe that any details on the ATOL Certificate or confirmation or any other document are wrong you must advise us immediately as changes cannot be made later and it may harm your rights if we are not notified of any inaccuracies in any document within ten days of our sending it out (five days for tickets).

The balance of the cost of your arrangements (including any applicable surcharge) is due not less

than 70 days prior to scheduled departure. If we do not receive this balance in full and on time, we reserve the right to treat your booking as cancelled by you in which case the cancellation charges set out in clause 8 below will become payable.

### PAYMENT

The following deposits are payable for each paying member of the group according to the type of tour and basic tour cost:

Type of Tour	First Deposit	Second Deposit
Coach/ Rail/ Eurostar Tours	£50 per person	£50 per person
Air tours within Europe*	£75 per person	£75 per person
Air tours outside Europe*	£100 per person	£100 per person

**\*Where a low-cost airline and / or theatre tickets and / or Rail is chosen as part of your arrangements, a larger deposit may be required to cover the full air fare cost and / or theatre ticket cost and / or rail ticket cost. Any increased amount will be specified in our offer terms.**

Any money paid to an authorised agent of ours in respect of a booking covered by our ATOL is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fail financially. If we do fail financially, any money held at that time by the agent or subsequently accepted from the consumer by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

### 2. Accuracy

We endeavour to ensure that all the information and prices both on our website and in our brochures, are accurate; however occasionally changes and errors occur, and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before you make your booking.

### 3. Insurance

Adequate and valid travel insurance is a condition of your contract with us. You must be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses and repatriation in the event of accident or illness. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available. COGO Travel acts as an authorised representative for Travel Insurance Facilities PLC. Insurance cover is included for all educational tours unless you have indicated otherwise and commences when the deposit payment is received (This is an optional extra for leisure groups). A detail of cover provided is detailed within the Travel Insurance policy document.

### 4. Pricing

The price of your travel arrangements has been calculated using exchange rates quoted in the "Financial Times Guide to World Currencies" of 1st July 2019 in relation to the following currencies:

£1 = 1.20 USA Dollars £1 = 1.08 Euros

**We reserve the right to amend the price of unsold tours at any time and correct errors in the prices of confirmed tours.**

The price of your confirmed tour is subject at all times to variations in:

- transportation costs, including the cost of fuel; or
- dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports; or
- the exchange rates used to calculate your arrangements;

Such variations could include but are not limited to airline cost changes which are part of our contracts with airlines (and their agents), cruise ship operators and any other transport providers. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges and/or additional services or travel arrangements. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your confirmed travel arrangements (excluding any insurance premiums, amendment charges and/or additional services or travel arrangements), you will have the option of accepting a change to another tour if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid to us, except for any insurance premiums and any amendment charges and/or additional services or travel arrangements. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy.

Should the price of your tour go down due to the changes mentioned above, by more than 2% of your confirmed tour cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place. There will be no change made to the price of your confirmed tour within 30 days of your departure nor will refunds be paid during this period.

### 5. Jurisdiction and applicable law



## COGO Travel Booking Terms & Conditions

These Booking Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland if you live in those places and if you wish to do so.

### 6. Cutting your tour short

If you are forced to return home early, we cannot refund the cost of any services you have not used. If you cut short your tour and return home early in circumstances where you have no reasonable cause for complaint about the standard of accommodation and services provided, we will not offer you any refund for that part of your tour not completed or be liable for any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them.

### 7. If You Change Your Booking

If you wish to change any part of your booking arrangements after our confirmation invoice has been issued, you must inform us in writing as soon as possible. This should be done by the first named person on the booking. Whilst we will do our best to assist, we cannot guarantee that we will be able to meet your requested change. Where we can meet a request, all changes will be subject to payment of an administration fee of £25 per person per change as well as any applicable rate changes or extra costs incurred as well as any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. You should be aware that these costs could increase the closer to the departure date that changes are made, and you should contact us as soon as possible. Where we are unable to assist you and you do not wish to proceed with the original booking, we will treat this as a cancellation by you, in accordance with clause 8. A cancellation fee may be payable.

**Transfer of Booking:** If any member of your party is prevented from travelling, that person(s) may transfer their place to someone else (introduced by you and satisfying all the conditions applicable to the arrangements) providing we are notified not less than 28 days before departure and you pay an amendment fee of £25 per person transferring, meet all costs and charges incurred by us and/or incurred or imposed by any of our suppliers and the transferee agrees to these Booking Conditions and all other terms of the contract between us. If you are unable to find a replacement, cancellation charges as set out in clause 8 will apply. Otherwise, no refunds will be given for passengers not travelling or for unused services.

**Note: Certain arrangements may not be amended**

**after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements.**

### 8. If you Cancel

If you or any other member of your party decides to cancel your confirmed booking you must notify us in writing. Your notice of cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. We recommend that you use recorded delivery. Since we incur costs in cancelling your arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below (The cancellation charge detailed is calculated on the basis of the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges which are not refundable in the event of the person(s) to whom they apply cancelling):-

Cancellation charges will apply as follows:

Days before departure	Loss of deposits paid or due
71 days or more before departure	Loss of deposits paid or due
70 - 56 days before departure	60% of tour price
55 - 28 days before departure	80% of tour price
27 days or less before departure	100% of tour price

**Note: Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a cancellation charge of up to 100% of that part of the arrangements in addition to the charge above.**

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. We will deduct the cancellation charge(s) from any monies you have already paid to us.

### 9. If We Change or Cancel

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time.

**Changes:** If we make a minor change to your holiday, we will make reasonable efforts to inform you or your travel agent as soon as reasonably possible if there is time before your departure, but we will have no liability to you. Examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers. Please note that carriers such as airlines used in the brochure may be subject to change.

Occasionally we may have to make a major change to your confirmed arrangements." Examples of "major changes" include the following, when made before departure;

- A change of accommodation area for the whole or a significant part of your time away.

- A change of accommodation to that of a lower standard or classification for the whole or a significant part of your time away.
- A change of outward departure time or overall length of your arrangements of twelve or more hours.
- A change of UK departure airport, as long as that change is not from one London airport to another London airport. London airports are Heathrow, Gatwick, Stansted, Luton and London City.
- A significant change to your itinerary, missing out one or more destination entirely.

**Cancellation:** We will not cancel your travel arrangements less than 70 days before your departure date, except for reasons of force majeure or failure by you to pay the final balance. We may cancel your holiday before this date if, e.g., the minimum number of clients required for a particular travel arrangement is not reached.

If we have to make a major change or cancel, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of:

- (for major changes) accepting the changed arrangements,
- having a refund of all monies paid; or
- accepting an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value).

You must notify us of your choice within 7 days of our offer. If you fail to do so we will assume that you have chosen to accept the change or alternative booking arrangements.

**Insurance:** If we cancel or make a major change and you accept a refund, we will provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy.

**Compensation:** If we make a major change or cancel, less than 70 days before departure, we will also pay compensation as detailed below. The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

70 - 29 days	£5 per person
28 - 15 days	£10 per person
14 days or less before departure	£15 per person

**IMPORTANT NOTE:** We will not pay you compensation in the following circumstances:

- where we make a minor change;
- where we make a major change or cancel your arrangements more than 70 days before departure;
- where we must cancel your arrangements because of your failure to make full payment on time;
- where the change or cancellation by us arises out of alterations to the confirmed booking requested by you;
- where we are forced to cancel or change your arrangements due to Force Majeure (see



## COGO Travel Booking Terms & Conditions

clause 10).

**Please note** where accommodation with a higher price than the original accommodation is offered by us and accepted by you, the difference in price will be deducted from any compensation payable. In no case will we pay compensation if accommodation is offered by us and accepted by you with a higher price than that originally booked in the same location where no additional payment is made by you.

If we become unable to provide a significant proportion of the services that you have booked with us after you have departed, we will make alternative arrangements for you at no extra charge and, if appropriate in all the circumstances, will pay you reasonable compensation.

### 10. Force Majeure

Except where otherwise expressly stated in these booking conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by any event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, threat of war, civil strife, terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather, sea, ice and river conditions and all similar events outside our or the supplier(s) concerned's control. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure.

### 11. Special Requests

Any special requests must be advised to us at the time of booking e.g. diet, room location, a particular facility at the accommodation etc. You should then confirm your requests in writing. Whilst every effort will be made by us to try and arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed. We do not accept bookings that are conditional upon any special request being met.

### 12. Disabilities and Medical Problems

We are not a specialist disabled tour company, but we will do our utmost to cater for any special requirements you may have. If you or any member of your party has any medical problem or disability which may affect your stay, please provide us with full details before we confirm your booking so that we can try to advise you as to the suitability of your chosen arrangements.

We may require you to produce a doctor's certificate certifying that you are fit to participate in the tour. Acting reasonably, if we are unable to

properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we will cancel it and impose applicable cancellation charges when we become aware of these details.

### 13. Complaints and dispute resolution

We make every effort to ensure that your tour arrangements run smoothly but if you do have a problem during your tour, please inform the relevant supplier (e.g. your accommodation supplier) immediately who will endeavour to put things right. If your complaint is not resolved locally, please contact our 24-hour duty contact, Tel: 07881 582859. If the problem cannot be resolved and you wish to complain further, you must send formal written notice of your complaint to us within 28 days of the end of your stay, giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. Failure to follow the procedure set out in this clause may affect ours and the applicable supplier's ability to investigate your complaint and will affect your rights under this contract.

Please note that we offer an Alternative Dispute Resolution service through our ABTA membership. Please see clause 14 for further details. You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

### 14. ABTA

We are a member of ABTA membership number Y6451. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com).

### 15. Your Behaviour

All guests staying with us are expected to conduct themselves in an orderly and acceptable manner and not to disrupt the enjoyment of other guests. If in our opinion or in the opinion of any accommodation manager or any other person in authority, your behaviour or that of any member of your party is causing or is likely to cause distress, danger or annoyance to any of our other guests or any third party or damage to property, or to cause a delay or diversion to transportation, we reserve the right to terminate your booking arrangements with us immediately. In the event of such termination our liability to you and/or your party will cease and you and/or your party will be required to leave our accommodation or other service immediately. We will have no further obligations to you and/or your party. No refunds

for lost accommodation or any other service will be made, and we will not pay any expenses or costs incurred because of termination. You and/or your party may also be required to pay for loss and/or damage caused by your actions, and we will hold you and each member of your party jointly and individually liable for any damage or losses caused by you or any member of your party. Full payment for any such damage or losses must be paid directly to the accommodation manager or other supplier prior to departure from the accommodation. If you fail to make payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions together with all costs we incur in pursuing any claim against you.

We cannot be held responsible for the actions or behaviour of other guests or individuals who have no connection with your booking arrangements or with us. The Party Leader accepts responsibility for the good conduct of all participants during the tour and warrants that the correct ratio of responsible adults will be on active duty at all times to ensure that all participants behave well. Furthermore, it is the Party Leader's responsibility specifically to ensure that:

- a. No participant under 18 years of age consumes alcoholic drinks unless written permission from a parent or guardian can be produced. All local laws relating to the consumption of alcohol must at all times be obeyed by participants.
- b. No participant consumes alcohol to excess.
- c. Participants comply with local laws.
- d. No participant uses illegal substances.
- e. No participant smokes in a public area or in any other way causes a fire hazard.
- f. All party members wear the seat belts provided for all journeys by coach. (Not always applicable to coaches sourced overseas).
- g. Participants act in a responsible way and do not behave in a way likely to cause damage to property or offence to other people.

### 16. Our Responsibilities

1) We will accept responsibility for the arrangements we agree to provide or arrange for you as an "organiser" under the Package Travel, Package Holidays and Package Tours Regulations 1992 as set out below. Subject to these booking conditions, if we or our suppliers negligently perform or arrange the services which we are obliged to provide for you under our contract with you, as set out on your confirmation invoice, we will pay you reasonable compensation. The level of such compensation will be calculated taking into consideration all relevant factors such as but not limited to following the complaints procedure as described in these conditions and the extent to which ours or our employees' or suppliers' negligence affected the overall enjoyment of your tour. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

2) We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from: -



## COGO Travel Booking Terms & Conditions

3)  
a. the act(s) and/or omission(s) of the person(s) affected; or

b. the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or unusual or unforeseeable circumstances beyond ours or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised; or

c. an event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.

**4) We limit the amount of compensation we may have to pay you if we are found liable under this clause: loss of and/or damage to any luggage or personal possessions and money, The maximum amount we will have to pay you in respect of these claims is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are assumed to have adequate insurance in place to cover any losses of this kind.**

a. Claims not falling under (a) above and which don't

involve injury, illness or death:

The maximum amount we will have to pay you in respect of these claims is twice the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from your booking.

b. Claims in respect of international travel by air, sea and rail, or any stay in an accommodation:

i) The extent of our liability will in all cases be limited as if we were carriers under the appropriate Conventions, which include The Warsaw/ Montreal Convention (international travel by air); The Athens Convention (with respect to sea travel); The Berne/ Cotif Convention (with respect to rail travel) and The Paris Convention (with respect to accommodation arrangements). You can ask for copies of these Conventions from our offices. Please contact us. In addition, you agree that the operating carrier or transport company's own 'Conditions of Carriage' will apply to you on that journey.

When arranging transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all the terms and conditions contained in those 'Conditions of Carriage' form part of your contract with us, as well as with the transport company and that those 'Conditions of Carriage' shall be deemed to be included by reference into this contract.

ii) In any circumstances in which a carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier.

iii) When making any payment, we are entitled to deduct any money which you have received or

are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

5) It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaint's procedure set out in these conditions.

6) Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.

7) Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description:

(a) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or (b) relate to any business. We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised in our brochure. For example, any excursion you book whilst away, or any service or facility which your accommodation or any other supplier agrees to provide for you.

### 17. Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on tour are not part of your contracted arrangements with us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

### 18. Your Financial Protection

We provide financial security for flight inclusive Packages and ATOL protected flights. We do this by way of a bond held in favour of the Civil Aviation Authority under ATOL number 9173. When you buy an ATOL protected flight or flight inclusive tour from us you will receive an ATOL Certificate.

This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder.

However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL Scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

The Travel Adventure Ltd is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with The Travel Adventure Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of The Travel Adventure Ltd. This insurance has been arranged by Towergate Chapman Stevens through HCCI International Insurance Company PLC. In the unlikely event of insolvency, you must inform Claims Settlement Agencies immediately on +44 (0) 1702 427 239 or at [submitclaim.co.uk/TDC15](mailto:submitclaim.co.uk/TDC15). You can also write to them by email [info@csal.co.uk](mailto:info@csal.co.uk) or by post at 308-314 London Road, Hadleigh, Benfleet, Essex, SS7 2DD. Please ensure you retain the booking confirmation form as evidence of cover and value. Please note that this policy provides financial protection only and is not a substitute for your requirement to obtain appropriate travel insurance, in accordance with clause 3 of these Booking Terms and Conditions.

If you book arrangements other than an ATOL protected flight or package tour from this brochure/website, your monies will not be financially protected. Please ask us for further details.

### 19. Passport, Visa and Immigration Requirements and Health Formalities

It is your responsibility to check and fulfil the passport, visa, health and immigration requirements applicable to your itinerary. We can only provide general information about this. You must check requirements for your own specific circumstances with the relevant Embassies and/or Consulates and your own doctor as applicable. Requirements do change and you must check the up



## COGO Travel Booking Terms & Conditions

to date position in good time before departure. Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting. For further information contact the Passport Office on 0870 2800152 or visit

[www.passport.service.gov.uk/check-a-passport](http://www.passport.service.gov.uk/check-a-passport)

**Special conditions apply for travel to the USA, and all passengers must have individual machine-readable passports. Please check [www.usembassy.org.uk](http://www.usembassy.org.uk)**

**For European tours you should obtain a valid EHIC card prior to departure.** Up to date travel advice can be obtained from the Foreign and Commonwealth Office, visit <https://www.gov.uk/travelaware>

**Non-British passport holders**, including other EU nationals, should obtain up to date advice on passport and visa requirements from the Embassy, High Commission or Consulate of your destination or country(ies) through which you are travelling,

Special conditions apply for travel to the USA. All passengers must have individual machine-readable passports, and an ESTA (electronic authorisation) if travelling without a visa. Please check <https://uk.usembassy.gov>

We do not accept any responsibility if you cannot travel or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities.

### 20. Conditions of Suppliers

Many of the services which make up your tour are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Those suppliers provide these services in accordance with their own terms and conditions which will form part of your contract with us. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

### 21. Prompt Assistance in Resort

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt

assistance as is reasonable in the circumstances. Where you experience a delay, which is not owing to any failure by us, our employees or sub-contractors, this prompt assistance is likely to extend to providing help in locating refreshments, accommodation and communications but not paying for them. Any airline or other transport supplier may however pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them. Subject to the other terms of these conditions, we will not be liable for any costs, fees or charges you incur in the above circumstances if you fail to obtain our prior authorisation before making your own travel arrangements.

### 22. Delays, Missed Transport Arrangements and other Travel Information

If you or any member of your party miss your flight or other transport arrangement, it is cancelled, or you are subject to a delay of over 3 hours for any reason, you must contact us, and the airline or other transport supplier concerned immediately.

We cannot accept liability for any delay which is due to any of the reasons set out in clause 10 of these booking conditions (which includes the behaviour of any passenger(s) on any flight who, for example, fails to check in or board on time). The carrier(s), flight timings and types of aircraft shown in this brochure or on our website and detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. We shall inform you of the identity of the actual carrier(s) as soon as we become aware of it. The latest flight timings will be shown on your tickets which will be despatched to you approximately two weeks before departure. You should check your tickets very carefully immediately on receipt to ensure you have the correct flight times. If flight times change after tickets have been despatched, we will contact you as soon as we can to let you know.

Please note the existence of a "Community list" (available for inspection at [https://ec.europa.eu/transport/modes/air/safety/air-ban\\_en](https://ec.europa.eu/transport/modes/air/safety/air-ban_en) detailing air carriers that are subject to an operating ban with the EU Community.

Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. If the airline does not comply with these rules you should complain to the Civil Aviation Authority at [www.caa.co.uk/passengers](http://www.caa.co.uk/passengers). Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your tour price from us. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. A delay or cancellation to your flight does not automatically

entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight

### 23. Advance Passenger Information

A number of Governments are introducing new requirements for air carriers to provide personal information about all travellers on their aircraft to the Authorities before the aircraft leaves the UK. The data will be collected either at the airport when you check in or in some circumstances when, or after you make your booking. Accordingly, you are advised to allow extra time to check in for your flight. Where we collect this data, we will treat it in accordance with our privacy policy.

### 24. Foreign Office Advice

You are responsible for making yourself aware of Foreign Office advice regarding the safety of the countries and areas in which you will be travelling and to make your decisions accordingly. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure (see clause 10).

### 25. Data Protection

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use the information you provide such as name, address, and special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customer/immigration if required by them, or as required by law. Additionally, where your tour is outside the European Economic area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not however, pass any information onto any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) We will hold your information, where collected by us, and may use it to inform you of offers in the future to send you brochures. **If you do not wish to receive such approaches in the future, please tick this box**



## COGO Travel Booking Terms & Conditions

### Important Notes

#### 1. INCLUSIONS / EXCLUSIONS

All provisions will be detailed within your provisional booking letter, please ensure you refer to and read the offer in detail.

The offer will **not** include the following:

- Costs of passports & visas and immigration taxes
- Departure taxes / city /tourist taxes which can only be paid locally
- Gratuities or gifts for guides etc, unless stated

#### 2. PREPAID THEATRE VISITS

Please note that prepaid theatre tickets are non- refundable.

#### 3. ADVICE FOR EXCURSIONS AND VISITS

We operate a Safety Management System which is consistent with industry best practice and is externally audited every year by a suitably qualified independent organisation. It is not practical to inspect all visits and excursions, we will use reasonable endeavours to evaluate the level of risk to our groups and, where appropriate, bring to the attention of our group leaders any advice that we consider is necessary to help them make informed decisions and manage their own responsibilities for the safety of the group.

#### 4. SEAT BELTS ON COACHES

All UK coaches will be fitted with seat belts. In the event of a breakdown a replacement from the UK will also be fitted with seat belts. However, due to differing legislation outside the UK foreign coaches may not have this provision.

#### 5. PREVIEW VISITS

To assist educational group leaders with the tour planning process we offer 2 nights bed and breakfast accommodation for 2 people in a twin room free of charge at, or near to, your booked accommodation (non-UK tours only, excludes primary schools' products). This allows you to plan our visit and deal with any risk assessment requirements.

#### 6. PERFORMING ARTS TOURS

For tours which include a performance, it is the contracted group organiser's responsibility to ensure that any routines carried out during the performance meet health & safety guidelines and that they are in possession of current and appropriate liability insurance cover.

The Travel Adventure Limited, trading as COGO Travel have no liability for any personal injury sustained during the performance of any routines. It is the responsibility of all group organisers to also ensure the group is fully insured and licensed to take such a tour. In the event of the trip being unable to proceed due to a failure to have the relevant policies in place, the standard booking terms and conditions relating to cancellation would apply.

For tours where auditions are required, COGO Travel can accept no responsibility for any group that fails to meet the necessary qualifying criteria set. In such a circumstance we would work with you to look at alternative arrangements and plans, please note that normal T&C's would apply as per sections 7&8.

#### DISNEYLAND® PARIS / WALT DISNEY WORLD®

Performances, parades and other services provided by Disney have specific supplemental rules and conditions which form part of your contract with us and are available upon request.

Unless otherwise stated the following will apply:

- a. Your ability to participate in any Disney activity is subject to Disney's rules, policies, and procedures as may be amended by them.
- b. Disney may revoke performance opportunities/activities if deadlines are not adhered, music is received late, information provided is misdirected, incomplete, corrupted, lost, illegible or invalid or where appropriate parental consent was not provided.
- c. Disney reserve the right to modify, suspend, cancel or terminate any activities or extend or resume the entry period or disqualify any participant or entry at any time without giving advance notice.
- d. If you are under age 18 (or the age of majority under applicable law) and an activity is open to you,
- e. Disney may need your parent or guardian's consent before they can accept your entry.
- f. Disney reserve the right to request proof of identity or to verify eligibility conditions.

#### 7. REVISION DATE

These booking conditions were updated, revised and published in 26 April 2019.