

CJP COTSWOLD TOURS BOOKING CONDITIONS - TERMS AND CONDITIONS

CJP Cotswold Tours (also referred to in these booking conditions as “we”, “us” and “our”) accepts you (also referred to in these booking conditions as “the Client”) booking under the following terms and conditions.

BOOKING

When confirming a tour with CJP Cotswold Tours you (and any other person(s) including children accompanying them on the tour) agrees to be bound by these terms and conditions. No agent, servant, representative or client of CJP Cotswold Tours has the right to make any oral promises, claims or offers or to alter or vary or waive any of these terms and conditions.

DEPOSIT AND PAYMENT

In order to secure any booking a deposit of 25% – unless stated otherwise – of the agreed total fee must be sent to CJP Cotswold Tours. We will provide payment instructions for you to make a secure payment. The balance of the total fee is payable in full, at least seven days before your tour start date if payment is by card. Cash may also be chosen as an alternative method of payment, where by the outstanding balance will be payable to your driver guide, at the end of the tour prior to departure. Once full payment is received, a confirmation will be issued to the Client. If a booking is made 28 days or less before the departure date, then the full fee shall be immediately payable.

If the full balance of the total fee is not paid by the due date, CJP Cotswold Tours reserves the right to cancel the booking and retain the deposit.

REFUNDS AND CANCELLATIONS

You have the right to a refund of any monies paid to CJP Cotswold Tours, minus any deposit received, subject to us receiving notification within seven days of receipt of your deposit payment.

All notifications of cancellation must be advised in writing, signed by the signatory of the booking form and either sent by email to chrispeake@cotswold-tours.com or to CJP Cotswold Tours, 3 Gainsborough House, Battlebrook Drive, Chipping Campden Business Park, Chipping Campden, Gloucestershire, GL55 6JX. Cancellations are effective on the day they are received by CJP Cotswold Tours. Receipt of cancellation will be confirmed in writing to the provided method of contact, drawn from the original completed booking form. Recorded delivery for postal methods of communication is strongly recommended. If you wish to cancel via email, it would be considered wise to also call our office on +44 (0) 1386 833 365 to ensure we have received your cancellation.

We try to be as fair as possible should a cancellation need to be made. Since we incur costs in cancelling your booking, the following charges will be payable, dependent upon the number of days prior to departure left when we receive your notice of cancellation.

- Up to 3 months before tour start date – No charge
- Up to 2 months before tour start date – 25% of the total may be charged
- Up to 1 month before tour start date – 50% of the total may be charged
- Up to 1 week before the tour start date – 75% of the total may be charged

CJP Cotswold Tours reserves the right to cancel any tour if a specified minimum number of passengers are not booked on the tour, or for any other reason beyond the control of CJP Cotswold Tours.

In the event of a tour being cancelled by CJP Cotswold Tours for any reason, the client may choose a full refund of all monies paid including the deposit, or alternatively choose to be booked on any other tour that CJP Cotswold Tours may offer. No further liability by CJP Cotswold Tours to the client with regard to the cancellation will arise. In the event of a passenger selecting an alternative tour offered by CJP Cotswold Tours which is lower in price than the original tour, then the client will be entitled to the difference or alternatively, if the tour is more expensive, then the client will be liable for the additional cost.

In the event of us having to cancel a tour we will use the lead contact details taken at the point of booking, or from our existing email communications with you, and take no responsibility if these are inaccurate.

SUSTENANCE, ENTRY FEES AND OTHER INCURRED COSTS

Entry fees to any attractions you may wish to visit during your tour, lunch and refreshments are not included in your tour booking. CJP Cotswold Tours are happy to help with external bookings such as hotel recommendations, dinner reservations, tour activities and other enhancements on behalf of the Client on request. Payments for any fee due as a result of CJP Cotswold Tours acting on behalf of the Client will be agreed prior to placing any such booking.

VEHICLE HIRE

For parties of 8 passengers or more, we are able to offer a minibus to accommodate for your group. In the event of such an occurrence, the Client acknowledges and accepts that the vehicle will not be licensed for Private Hire or taxi, and that any monies paid to CJP Cotswold Tours under this provision are purely for our tour guide services. No charges will be made for the driving of the hired vehicle.

BOOKING AND ITINERARY CHANGES

In case of any change instructed or requested by the Client, to any previously agreed and approved tour program or itinerary, before or during the service being provided, the client will be liable to pay any charges incurred for cancellations both internally and through third parties such as but by no means restricted to; entry ticket charges, travel costs such as toll roads or congestion charges, or additional mileage incurred through change of route. CJP Cotswold Tours has the right to refuse any changes that would affect the tour program substantially or to its detriment.

PASSENGER RESPONSIBILITY

It is the responsibility of the client to ensure that they are in possession of valid travel documents, including passports, visas, health certificates etc. CJP Cotswold Tours cannot accept any liability for incorrect documentation. In the event of any client being unable to embark upon, or complete a tour for default of any of these pre-requisites, CJP Cotswold Tours will bear no liability for the client, or for his return to the embarkation or disembarkation point or for any other costs or expenses.

Clients are advised to obtain personal travel insurance, and are urged to ensure that it is adequate for the full duration of the arrangements, particularly in respect to accident, medical and repatriation expenses. If the client has dependents, insurance to cover these responsibilities is also recommended.

Neither CJP Cotswold Tours, nor its agents can be held liable for any injury, damage to property or loss of life caused. You agree to indemnify CJP Cotswold Tours in respect of any accident, personal injury, loss of life, or damage to property caused by the client during the course of the trip.

The Client agrees to comply with the laws and regulations of the country visited on the trip and comply with all reasonable instruction, issued by CJP Cotswold Tours and/or their assigned driver guide, relating to safety and organisation of the trip.

Passengers must allow plenty of time to return in time to connect with any other form of transport. We do not accept responsibility for any delays caused by circumstances beyond our control and will not be liable for onward transport costs due to late return.

Passengers must also look after their personal belongings at all times whilst at the pick up point, at the stops and in the vehicle.

Stops are made throughout the tour for sightseeing and refreshments. We ask that you return to the vehicle promptly within the time allowed for those stops. If your return is overdue, we can not guarantee that there will be time to visit each location detailed in your itinerary, or reach any pre-booked entry to venues or tourist attractions otherwise, or by any allocated time. If your driver guide is still waiting 90 minutes after the time requested that you and any additional party members return to the vehicle, and no contact to either your driver guide or the CJP Cotswold Tours office is made to notify us as to your whereabouts, your vehicle may have to leave without you and neither we nor your assigned driver guide shall be liable for the consequence.

LUGGAGE

Passengers wishing to bring luggage on board during your tour should notify us in advance. We will endeavor to accommodate as much luggage as possible without detriment to your travel experience or risk to health and safety for all passengers and their driver guide, including restriction of vision and access to entrances, exits and escape routes. We may be able to fit a roof box to your allocated vehicle on request, subject to availability and additional charges, but cannot guarantee that we will be able to accommodate all luggage you bring with you. Any items and personal belongings you choose to bring with you during your tour are carried at the passenger's own risk.

PHOTOGRAPH AND VIDEO USAGE

CJP Cotswold Tours reserve the right to publish any photographs or videos taken by our employees of any passenger on tour with us, or any media sent to us by any tour attendee pre, during or post-tour for publication, exhibition, or other promotional purposes. Should any passenger wish for media where they are present not to be used for such purposes, notice must either be provided beforehand or at the time of the photograph being taken. We ask that if you do not wish to be in photographs published, please avoid standing in view of the camera so that the image can be usable for the aforementioned purposes. The Client indemnifies CJP Cotswold Tours for any consequence which may arise from any media we choose to publish, and are happy to remove any online media or comments published, where possible and within reason, if requested in writing via email to charli@cotswold-tours.com.

COMPLAINTS

Should you have a complaint during your tour, we ask that you raise the issue with your driver guide and they will do their best to rectify your problem. If they cannot resolve your complaint at the time, please send your complaint in writing either by email to chrispeake@cotswold-tours.com or to CJP Cotswold Tours, 3 Gainsborough House, Battlebrook Drive, Chipping Campden Business Park, Chipping Campden, Gloucestershire, GL55 6JX. Recorded delivery for postal methods of communication is strongly recommended.

FORCE MAJEURE

CJP Cotswold Tours does not accept any liability for any loss, inconvenience or damage caused by war, threat of war, riot or civil commotion, terrorist or criminal activity, industrial disputes, natural disasters, fires, sickness, weather conditions, road or traffic conditions, temporary technical, mechanical or electrical breakdown within booked accommodation, explosion of, or radioactive contamination from, any nuclear facility or other events beyond the control of CJP Cotswold Tours.