

# Terms and Conditions

## SHOULD YOU CANCEL

In the event of cancellation, it should be made by the lead passenger.

Cancellation charges:

Written cancellation

received prior cancellation	Monies retained
More than 42 days	Loss of deposit
28-42 days	30% of the holiday cost
14-27 days	45% of the holiday cost
7-13 days	60% of the holiday cost
6 days or less	100% of the holiday cost

## Cruise Cancellation

Date cancellation received	Monies retained
more than 56 days before departure	Loss of deposit
56-42 days	30% of the holiday cost
41-29 days	50% of the holiday cost
28-15 days	75% of the holiday cost
14 days or less	100% of the holiday cost

## IF WE CANCEL YOUR TOUR

It is necessary for a minimum number of passengers to be carried on a tour for it to operate. Therefore we would offer an alternative tour or full refund if the tour was cancelled.

## IF WE CHANGE YOUR TOUR

The arrangements made for holidays in this brochure are made 12 months in advance and changes are sometimes unavoidable. Any changes made, i.e., change of hotel, itinerary or times you will be notified immediately, in the event of a significant change you may decide to:

- Continue with the holiday as amended
- Accept an alternative holiday which we may offer you
- Cancel your booking with full refund

## PICK-UPS AND DEPARTURES

The company reserves the right to alter departure points and/or times if necessary.

## IF YOU CHANGE YOUR TOUR

A fee of £10 is made for changes after booking.

## BAGGAGE

We handle your suitcases for you, one medium case per passenger is allowed.

Please note: all hand luggage etc is your responsibility.

If a client is bringing a wheelchair our office must be made aware of this when booking.

## SEATING PLANS

Everything is done to confirm your seat number upon booking and you keep this seat throughout your tour. To reserve a special seat number it is advisable to book early. We reserve the right to change single seat occupancy.

## ON HOLIDAY YOU MAY NOT

- Bring any pets
- Play your own CD or DVD's on the coach

You are responsible for ensuring that you are at the correct departure point at the correct time & departure point. Excursions are included in the cost of your holiday and refunds cannot be made for passengers not wishing to go on any excursions. Refreshments are not included to and from your holiday resort. Admission fees to buildings or grounds are not included unless stated.

## HOLIDAY TRAVEL INSURANCE

It is highly recommended that you take out a travel insurance policy to cover your trip with us. Please note that travel insurance does not have to be purchased from Buckley Tours.

A holiday travel insurance scheme is available for all passengers travelling on our holidays arranged with ETI - International Travel Protection (ERV), the UK branch of Europäische Reiseversicherung AG, who are Licensed by the Bundesanstalt für Finanzdienstleistungsaufsicht (BAFIN - www.bafin.de) and approved by the Financial Conduct Authority (FCA - www.fca.org.uk) to undertake insurance business in the UK. Should you wish to take advantage of our Holiday Travel Insurance please include the appropriate premium when booking your holiday.

### 2016 INSURANCE PREMIUMS (THESE INCLUDE 20% INSURANCE PREMIUM TAX)

2 DAYS - £14.50 · 3 DAYS - £16.00 · 4 DAYS - £17.00 · 5 DAYS - £21.00  
6 DAYS - £22.00 · 7 DAYS - £23.00 · 8 DAYS - £24.00

Keukenhof gardens - £21.00, Jersey - £30.50, Austria £33.00, Southern Ireland £31.50,  
Eurodisney & Paris River Cruise £26.50, Danube River Cruise £37.50  
VAT is included in the cost of your holiday.

## DEMANDS AND NEEDS

This insurance policy will suit the Demands and Needs of an individual or group (where applicable) who have no excluded pre-existing medical conditions, are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen events detailed in the cover section below. Subject to the terms, conditions and maximum specified claim limits.

## IMPORTANT

We will not provide you with advice about the suitability of this product for your individual needs but will be happy to provide you with factual information.

We summarise below the details of the insurance cover provided which also includes

**SPECIALITY ASSISTANCE LTD** - 24-hour emergency service. The following is a brief summary of the cover available. Full details of Cover, Policy Warranties and Exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the Policy Wording before booking should you wish to examine this in advance.

COVER	SUM INSURED UP TO
Cancellation	£1,500
Missed Departure/Travel Delay	£300/£60
Personal Accident	£15,000
Medical and other Expenses including Curtailment	£2,000,000
Medical Inconvenience Benefit	£450 (£15 per 24 hours)
Personal Property/Loss of Passport	£1,500/£200
Personal Liability	£2,000,000
Delayed Baggage	£100
Legal Expenses	£25,000

## POLICY EXCESS

Loss of Deposit £15 excess each and every loss per Insured Person. Cancellation, Curtailment, Medical and Other Expenses, Personal Property and Money £50 excess each and every loss per Insured Person.

This is only a brief summary.

## SIGNIFICANT EXCLUSIONS:

### RESIDENCY

If you or anyone else named on this policy has not been a resident in the UK for the past 6-months this policy cannot cover you.

### PRE-EXISTING MEDICAL CONDITIONS

If you are travelling to destinations detailed in your policy document which do not require you to inform the Insurer of any pre-existing medical conditions, then you need to consider your answers to the following questions:

Will you or anyone else be travelling against the advice of your GP or the carrier, their handling agents or any other public transport provider? Have you or anyone else been given a terminal prognosis? Will you or anyone else be on a waiting list, awaiting the results of tests or be aware of any surgery being required? Are you suffering from stress, anxiety or depression unless it has been investigated and diagnosed as such by a specialist in the relevant field?

Please note if you have answered Yes to any of these questions the policy will not cover claims as a result of the condition or conditions causing your Yes answer(s). You do however have the option to still take out this policy on the understanding that it will not cover these condition(s).

If the policy does require you to declare your pre-existing medical conditions then you will need to call Towergate on 0344 8921698. Upon receiving your declaration Towergate may, on behalf of the Insurer, offer to cover these for an additional premium. It is your responsibility to declare your pre-existing medical conditions when required. Failure to disclose may result in any claim being declined.

### SPORTS / HAZARDOUS ACTIVITIES

If you intend to take part in any sports or hazardous activities not included in your holiday itinerary please call the tour operator with whom you have booked your trip. They will contact Towergate on your behalf to confirm whether the policy can be extended to cover your planned activity or activities. Additional terms and premium may apply.

### MAIN EXCLUSIONS

In addition to the above the policy also contains the following main exclusions: Any existing medical conditions unless they have been declared to (where appropriate) and accepted by the insurer. Your participation in any organised sports, winter sports or dangerous activities unless they have been declared to and accepted by the Insurer. Suicide or the wilful exposure to exceptional personal risk. Stress, anxiety or depression unless it has been diagnosed as such by a consultant or expert in that field. Travel against the advice of the carrier, any other public transport provider, the Foreign Office or the World Health Organisation. Motorcycle travel during the insured trip where the engine size exceeds 125cc. Any manual work or hazardous occupation undertaken during the insured trip. The bankruptcy / liquidation of the tour operator, travel agent or transportation company with whom you have booked your trip.

Examples of these and other conditions and restrictions and what to do if you are unsure about any aspect of an exclusion are contained within your policy information. If after purchasing a policy should you find it does not meet your requirements you have 14 days from the date of issue, or prior to travel (whichever is sooner) to cancel the policy.

Buckley Tours Limited is an Appointed Representative of ITC Compliance Limited who are authorised and regulated by the Financial Conduct Authority (their firm reference is 313486) and which is permitted to advise on and arrange general insurance contracts.