



SA
2021

LIONS V JAPAN

PACKAGE TERMS & CONDITIONS

VERSION: 02 NOVEMBER 2020

INTRODUCTION

Thank you for choosing to travel on one of our official ticket inclusive travel and/or accommodation packages.

Please read this document carefully as it sets out the terms of our relationship with you. All of our Package Terms & Conditions (Package Terms) are important. We recommend that you print/keep a copy for your records.

When we dispatch our Booking Confirmation Email to you, this is the stage that your contract forms with us and is binding. If you then choose to cancel your package, the cancellation charges set out in these Package Terms will apply, which can be 100%.

You can make changes to your booking in certain circumstances. We make a charge for this. We can change and cancel your booking. We'll pay you compensation in certain circumstances. Please note all communications to our suppliers must be through us and you agree not to contact them directly.

You must not transfer, resell, offer, expose or make available any Tickets or other services you purchase from us. For example, you may not offer tickets for sale on an auction website or secondary ticket market website or split your package and sell each service separately.

We are responsible to you for providing your holiday but there are legal limits. We are a Member of ABTA, membership number V4759. We provide protection for the monies you pay for packages booked with us. We provide this security by way of a bond held by ABTA. If you book arrangements other than a package holiday from us, the financial protection referred to above does not apply.

SPECIAL TERMS

These special terms are specific to the Lions Rugby Travel official ticket inclusive travel and/or accommodation packages, for the British & Irish Lions v Japan fixture in Edinburgh.

COVID-19 AND OTHER COMMUNICABLE DISEASES

- (1) The Entities cannot prevent any Party Members from becoming exposed to, contracting, or spreading COVID-19 or any other communicable disease while attending the British & Irish Lions v Japan fixture in Edinburgh. It is not possible to prevent against the presence of the disease. Therefore, if you choose to travel you are aware and accept that you may be exposing yourself to and/or increasing your risk of contracting or spreading COVID-19 or any such communicable diseases. By accepting these terms and booking a package with LRT, you and your Group assume the risk to and understand this warning concerning COVID-19 or any such communicable diseases. In this regard any Party Member waives the right to bring any claims relating to COVID-19 or any communicable diseases except for death or personal injury where caused by our negligence.
- (2) The total price of the package does not include any additional COVID-19 related checks or compliance with additional requirements when using services forming part of your package or upon entry into or exit from countries. You will need to pay for these yourself and we do not provide any assistance.

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SECTION 1 – HOW TO MAKE YOUR BOOKING

YOUR BOOKING REQUEST AND OUR BOOKING REQUEST ACKNOWLEDGEMENT

- (1) You may make a booking request online via our website or by returning to us a signed booking request form. After completing your booking request and paying the required deposit (See *Section 3 – Payment*) you should receive a Booking Request Acknowledgement Email from us acknowledging that we have received your booking request. If you have not received a Booking Request Acknowledgement Email from us after submitting your booking request, please contact us (see *Section 19 – Contact*).
- (2) By making a booking request, you promise that you are at least 18 years old. Any booking requests that do not comply with this will be cancelled.

WHEN YOUR CONTRACT WITH US FORMS

- (3) We will consider your booking request and confirm to you in writing if we accept it. Your contract with us forms and is binding when we dispatch our Booking Confirmation Email to you. If we do not accept your booking request, we will not send you a Booking Confirmation Email and no contract will form. We will contact you if we cannot accept your booking request.
- (4) Confirmation of your booking request for one of our packages is subject to availability and at our sole discretion.

CHECKING YOUR BOOKING CONFIRMATION EMAIL

- (5) It is your responsibility to check the travel package detailed in your Booking Confirmation Email is complete and accurate as this is what we will provide. If it is not complete or accurate you must let us know within five working days of receipt, any changes after this time may be subject to administration and/or cancellation charges as set out in *Sections - 4, 5 and 6*.
- (6) It is always possible that, despite our best efforts, the information in your Booking Confirmation Email may be incorrect (for example, an incorrect ticket category has been listed). If we discover an error in your Booking Confirmation Email we will inform you in writing of this error and we will give you the option of:
 - (a) paying any additional fees to continue to purchase the package as incorrectly listed in your Booking Confirmation Email;
 - (b) accepting the correction to the Booking Confirmation Email; or
 - (c) cancelling your package and receiving a full refund.
- (7) We will not proceed until we have your written instructions. If we are unable to contact you within seven days of the discovery of the error using the contact details you have provided, we will treat the package as cancelled, refund all payments made and notify you in writing. Please note that if the error is obvious and unmistakable and could have reasonably been recognised by you, we do not have to provide the incorrectly stated elements to you at the incorrect price. The provision of the original or incorrectly stated elements are subject to availability at the date the mistake is brought to our attention.

PAYMENT

- (8) Payment is required at the time your booking request is made and we hold your payment until your booking request is confirmed. If we do not accept your booking request, we will return your payment to you.

CONDITIONAL BOOKING REQUESTS

- (9) We do not accept booking requests that are conditional on any special requests you have made, unless we confirm this in your Booking Confirmation Email.

QUOTATIONS

- (10) If we have provided you with a quote it will remain valid for 48 hours unless we say otherwise. If you choose to progress the quote, you must confirm this to us in writing and our acceptance of your booking request is still subject to availability at the time of booking and no contract will form until we issue you with a Booking Confirmation Email.

SECTION 2 – YOUR BOOKING

THE LEAD BOOKER

- (1) You (as the **Lead Booker**) must accept the Package Terms in order to submit a booking request. When you make a booking request, you guarantee that you have the authority to accept all of the Package Terms on behalf of your travelling party (**Group**). You are responsible for ensuring all of your Group comply with the Package Terms.
- (2) The booking contract is made up of these Package Terms and your Booking Confirmation Email and is between us and the Lead Booker. We will only discuss the booking with the Lead Booker, except where we have (at our sole discretion) agreed with the Lead Booker to discuss the booking with a named third party and have received from the Lead Booker written authorisation confirming the named third party's details.

IF THE LEAD BOOKER IS NOT TRAVELLING

- (3) If the Lead Booker submits the booking request but will not be part of the Group then the person listed as Party Member 1 will become the Lead Party Member. The Lead Booker will receive all correspondence in respect of the booking and will be the main contact for the booking, unless you tell us otherwise in writing. The contract will remain with the Lead Booker.
- (4) When the Group is travelling, the Lead Party Member will be the main contact for the Group and will receive all travel information.

STATUS

- (5) Your booking request is for the accommodation/travel services you have selected and may include official match tickets (**Tickets**). We call this your “package” and will confirm these details to you in writing in a Booking Confirmation Email when your booking request is accepted.
- (6) The content, duration and particulars of a package may vary from the date of publication of a quote, brochure, marketing material or content on our website to when your booking is confirmed. You should check if your package has changed prior to making your booking request.

THE TERMS & CONDITIONS OF YOUR BOOKING

- (7) We reserve the right to alter these Package Terms from time to time in accordance with changes to legislation, regulations and ABTA Guidelines and Code of Conduct.

TRAVELLING WITH CHILDREN

- (8) Children under the age of 18 will be refused travel unless each child is accompanied by a parent or guardian. Please contact us if you are planning to travel with children to discuss arrangements (*see Section 7 – General Travel Information*).

ADDITIONAL PRODUCTS AND SERVICES

- (9) Your package includes those products and services confirmed to you in the Booking Confirmation Email. If you purchase additional, upgrades, products and services, they do not form part of your package and will be governed by separate terms and conditions. Please note that a third party's terms and conditions may change from the time of booking their products or services. Unless you book and pay for additional products and services through us we are not responsible for them.
- (10) We do not guarantee that any optional additional service or product mentioned in our brochures, on our websites or elsewhere will be available to book during your holiday and/or will operate as advertised as these services are not under our control. They may not be available for various reasons and are strictly subject to availability. Any prices given in advance are indicative only. We will not be liable if you cannot, for whatever reason, book any such additional product or service.

TRANSFERRING YOUR BOOKING

- (11) Your package is not transferable unless we agree otherwise and confirm this in writing. You must not sell, advertise for sale, donate (including charity donations), auction or raffle your package, or any part of it (including the Tickets, entry to special events etc.), to another person, company or organisation. If you breach this obligation the Ticket issuer may cancel your Tickets and we reserve the right to cancel your booking (without liability to you) and retain your money or refuse to transfer your booking. Nothing in this clause is intended to exclude or limit your statutory rights in relation to your package.
- (12) The Lead Booker may transfer the package to another person (Transferee) who satisfies all conditions applicable to the package by giving us reasonable notice of the transfer. Any request for transfer must be made in writing by the Lead Booker and the Lead Booker and the Transferee must sign our transfer of booking form.
- (13) Both the Lead Booker and the Transferee will be responsible for paying all costs incurred by us in respect of the transfer (please see *Sections – 4 and 5*) and the Novation charge.
- (14) The closer the transfer request is made to the departure date; the more likely certain travel arrangements may not be transferable and could incur a cancellation charge of up to 100%.

- (15) The Ticket issuer's Ticket Terms and Conditions will apply to the transfer of the Tickets included in a package over which we have no control. It may not be possible for the Tickets to be transferred as they have been named (for security purposes) or have already been sent out to the Lead Booker before the transfer date.
- (16) We will advise you at the time of your transfer request any difficulties with the transfer, together with the anticipated costs and charges applicable.

SECTION 3 – PAYMENT

PAYMENT OF YOUR PACKAGE

- (1) The price of your package must be paid in the following instalments:

Non-refundable Deposit	Final Balance
25% of total price at time of booking	Two calendar months before the date of travel

- (2) Alternatively, you may make payment in full at the time of purchase.
- (3) We will invoice you for the total amount of your booking with your Booking Confirmation Email and confirm the instalments and payment dates.
- (4) If your booking is made less than 10 weeks before the date of travel you must pay in full.

NON-REFUNDABLE DEPOSIT

- (5) When you make your booking request you must pay a deposit per person which becomes non-refundable if and when we send you the Booking Confirmation Email.

PAYMENT METHODS

- (6) You may pay by any payment method we make available to you at the time of payment or as set out on our invoice. Available payment methods will be set out on the relevant payment screen or in the payment documentation.
- (7) You must pay us in Pound Sterling. You will be responsible for paying all bank and foreign exchange charges as applicable.

LATE AND NON-PAYMENT

- (8) In the event you are not required to make payment of the deposit at the time of your booking request, should you fail to pay the deposit within 48 hours or such shorter period as we notify to you from the date of making your booking request, we reserve the right to deem your booking request withdrawn and cancelled.
- (9) If for any reason any payments are not received by us by the due dates, we reserve the right to cancel your booking and levy a cancellation charge as though there had been a cancellation.

PRICING

- (10) We reserve the right to alter the prices of any of the packages shown in our brochures or on our website.
- (11) You will be advised of the current price of the package that you wish to book before your contract is confirmed. If there is a pricing error on our website, we will contact you before we confirm your booking.

WHAT IS NOT INCLUDED IN THE PRICE

- (12) Your Booking Confirmation Email will specify what is included in the price of your package.
- (13) The following are not included in any package price unless specified and you should budget for these expenses accordingly: early check-in, late check-out, inoculations, transport to and from your UK departure point, transport to and from the matches, insurance, portage, car parking, gratuities, internet access, excess baggage costs, additional baggage, baggage storage, meals, snacks and beverages. This is not an exhaustive list – if it is not in your Booking Confirmation Email it is not included in your package.

WHO IS RESPONSIBLE FOR PAYMENT

- (14) The Lead Booker is responsible and liable for payment for all Party Members.
- (15) A third party may make payment on behalf of the Lead Booker; however, the contract remains with the Lead Booker regardless of who has made payment.

REFUNDS

- (16) If applicable, refunds will only be made to the payment source from which the payment originated.

ADDITIONAL NON-REFUNDABLE DEPOSITS

- (17) Additional non-refundable deposits may be required for upgrades and other non-standard products or services you request from us. Such deposits do not form part of the cancellation terms (see *Section 6 - Cancellation*).
- (18) If required, we will write to you to confirm when and how you will have to pay an additional payment.
- (19) These additional payments may become non-refundable in part or full if we have made commitments to suppliers for those services for which we are unable to receive a full refund or are charged a cancellation fee.

SECTION 4 – CHARGES

CHARGES

- (1) The total price of the package is inclusive of taxes (except as set out in these Package Terms). Additional costs and charges that you may be required to pay (which are not included in your booking) are set out in this section.

SINGLE ROOM SUPPLEMENT

- (2) Unless stated otherwise in your Booking Confirmation Email all our rates and charges are calculated on the total occupancy of the room being filled by your Group. All bookings for single room occupancy, (which may include a single bed only) or odd number Group bookings (the total number in your Group is lower than the total occupancy of the rooms booked) will be subject to our Single Room Supplement unless we agree otherwise in writing.
- (3) A Single Room Supplement will be applied if you amend your booking and the total number in your Group is lower than the total occupancy of the rooms booked.

Example: A Group of four booked two twin rooms. The Lead Booker wishes to amend the booking, reducing the Group to three. As the total number in the Group (3) is lower than the total occupancy of the rooms (4), a Single Room Supplement would be applied in addition to the Change to Package Charge.

POSTAGE/COURIERS

- (4) The price of your package covers the cost of postage for your documents (or merchandise where relevant) within the UK only. If you require postage outside the UK (and we agree to provide this) or special delivery instructions are requested by you, an additional postage/courier charge will be payable by you before the documents and merchandise are sent. We are unable to calculate these charges at the time of your booking request. Please contact us for further information if required.
- (5) If you require postage outside of the United Kingdom (and we agree to provide this subject to you paying the applicable fees), the package(s) may require customs clearance, which may incur delays and customs charges of which you will be responsible to pay. You promise that you will provide all necessary information in order for us to arrange the delivery and such information will be accurate and provided without delay. You consent to us providing the delivery company with your contact information and any other relevant information for the purposes of arranging postage. We are unable to track packages once they have left the UK.
- (6) We will not send any packages until we have received full payment of your Final Balance.
- (7) We do not guarantee that you will receive one package per booking and items may arrive in multiple packages. We cannot guarantee that all packages will arrive at the same time.

CHARGES TABLE

- (8) The table sets out our charges and fees. Some fees can vary depending on the nature of your request.

Amendment	Charge
<i>Any changes to package</i>	<i>£25 per Party Member per change</i>
<i>Novation</i>	<i>£25 per number of Party Members</i>

- (9) All charges are charged separate to the package contract and are non-refundable. You will be invoiced and required to make 100% payment upfront before your request is confirmed.

SECTION 5 – CHANGES TO YOUR BOOKING

YOUR REQUEST TO AMEND YOUR BOOKING

- (1) If, after you have received your Booking Confirmation Email, you wish to change your travel arrangements in any way, please contact us to discuss your requirements. Please note changes may not always be possible.
- (2) Any request for changes must be made in writing (which shall include email) by the Lead Booker.
- (3) You will be required to pay the relevant charges (as set out in *Section 4 – Charges*) if we agree to amend your booking, together with any other increase in price or charge as a result of the amendment. We will confirm the charges and costs in advance of making the amendment.
- (4) You should be aware that the closer to the departure date, the more difficult and costly changes are. You should contact us as soon as possible if you want to consider amending your booking.
- (5) Certain travel arrangements cannot be changed after a reservation has been made. Any amendment to those arrangements could incur a cancellation charge of up to 100%.
- (6) In addition to our charges (see *Section 4 – Charges*), suppliers may charge us for making your amendments. If they do, we will pass these charges on to you.
- (7) Amendments to products and services that do not form part of your package will be subject to the terms and conditions applicable to those products and services.

IF WE CHANGE YOUR PACKAGE

- (8) We make arrangements for your package a long time in advance. Given this lead in time we may have to make insignificant changes to your arrangements and we reserve the right to do so at any time. We will advise the Lead Booker of any changes in writing at the earliest possible date.
- (9) If we are constrained by circumstances beyond our control and make a 'major change' to your package or cannot fulfil any special requirements that we have previously accepted, we will inform you as soon as reasonably possible. You will have the choice of either:
- accepting the change of arrangements; or
 - accepting an offer of alternative arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value); or
 - cancelling your package and receiving a full refund of all monies paid in respect of your package within 14 days of your cancellation.
- (10) We will inform you of any alternative package we are offering, the period within which you must inform us of your decision, and the consequences of failure to respond within this period. If we do not receive a response within two attempts to contact you about this change, we reserve the right to terminate our contract with you and refund all monies paid.
- (11) If you chose option (c) above, we will refund any money you have paid to us and where you are advised of the change within six weeks of departure, we will pay compensation on the following scale:

<i>Compensation per Party Member</i>					
<i>Period Before Departure (days)</i>	<i>More than 42</i>	<i>29 - 41</i>	<i>15 - 28</i>	<i>9 - 14</i>	<i>0 - 8</i>
	<i>NIL</i>	<i>£10</i>	<i>£15</i>	<i>£20</i>	<i>£25</i>

A compensation payment discharges all our liabilities to you and by accepting it, you agree to waive any other rights you may have. If we are otherwise required to pay compensation, the amounts above shall apply.

- (12) If the change is not a 'major change' we will not provide any compensation or refund any expenses or other costs incurred and you will not be entitled to cancel free of charge.
- (13) We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unavoidable and extraordinary circumstances. These can include, for example, war, riot, industrial dispute (strikes), terrorist activity and its consequences, natural or nuclear disaster, fire, ash clouds, adverse weather conditions, drought, match fixture or scheduling changes, epidemics, pandemics and unavoidable technical problems with transport.
- (14) Changes to events, additional services and excursions will be separate to your package and will not require us to pay you compensation.
- (15) A major change does not include a change:
- of travel service provider;
 - of the type/method of transportation (for example, flight to coach, coach to flight);

- (c) to, or cancellation of, an event you are attending;
- (d) to match venues for a match which you are due to attend;
- (e) to scheduled match dates and times to which we are providing Tickets;
- (f) to additional elements such as excursions; or
- (g) of accommodation if the new accommodation is of the same or a higher standard.

SECTION 6 – CANCELLATION

IF YOU CANCEL YOUR PACKAGE

- (1) You may cancel your package at any time prior to the start of your trip subject to the cancellation charges set out below.
- (2) A cancellation can only be accepted in writing from the Lead Booker and is only effective from the date it is received in our offices.
- (3) Since we incur costs in cancelling your package arrangements:
 - (a) we will retain all non-refundable deposits you have already paid us; and
 - (b) where the non-refundable deposit you have paid is less than the cancellation charge; you will be required to pay the difference as well as any other costs which we are committed to with our suppliers for your booking that are non-refundable before the date of cancellation.
- (4) The following scale of cancellation charges will apply:

Time Before Departure (Days)	181 +	180 - 85	84 -56	55 - 42	41 - 28	27 or less
Cancellation charge as a percentage of total package cost	Deposit	25%	50%	70%	90%	100%

- (5) The cancellation charges or retention set out will be applied regardless of the reason for cancellation. However, if the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges from your insurer.
- (6) At minimum, your non-refundable deposit(s) and cancellation charges will be retained to cover the costs of the sale to you and subsequent re-sale (if possible). These are a genuine pre-estimate of our losses incurred due to your cancellation and it is irrelevant whether we re-sell your package or not. Please note, if special arrangements have been specifically made for you, the cancellation charges will be higher as our losses will also increase due to the bespoke nature of the special arrangements and the likely impossibility of resale. Please note we are not required to re-sell your cancelled package. If you have cancelled your package and you are owed a refund, you will receive this within 14 days after the date we confirm the cancellation.

CANCELLATION AND UNAVOIDABLE AND EXTRAORDINARY CIRCUMSTANCES

- (7) You may cancel your booking without paying cancellation charges if the performance of your package, or the carriage of Party Members to your destination, is significantly affected by unavoidable and extraordinary circumstances at the destination of your package or within its immediate vicinity. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign, Commonwealth & Development Office.

CANCELLATIONS AND CHANGES FOR NON-REFUNDABLE AMENDMENTS

- (8) When you opt for upgrades, make bespoke travel arrangements or other special arrangements we may commit money on your behalf with the end supplier. Often the end supplier will require us to pay a non-refundable deposit and balance payments to secure these. If you cancel a package and we cannot recover the monies from the end supplier for these arrangements we will charge this amount to you or deduct this from any refund in addition to the cancellation charges set out in the relevant terms applicable to that additional element. Cancellations for events and other additional products or services are dealt with in the relevant additional product or service terms.
- (9) If you are required to pay for any amendment to your package and we require payment for that amendment in full at the time of amendment, that payment will be a non-refundable deposit and the scale of cancellation charges above will not apply.

Example 1: The package cost for two people is £5,000. The Lead Booker requests an amendment to the accommodation in the package. The Lead Booker is informed that the amendment is non-refundable and will require payment in full of £2,000 for the accommodation and £300 administration charge. The Lead Booker has paid £7,000 and a £300

administration charge. 60 days before travel, the Lead Booker wishes to cancel the booking. The Lead Booker will receive £2,500 (being 50% of the package costs). We will retain £4,800 being 50% of the package costs, 100% of the non-refundable amendment and the £300 administration charge.

Example 2: The package cost for two people is £5,000. The Lead Booker requests an amendment to the accommodation the package. The Lead Booker is informed that the amendment does not require payment in full, however the package cost (and subsequent instalment payments) has increased by of £2,000, totalling £7,000. The Lead Booker pays the £300 administration charge. 60 days before travel, the Lead Booker wishes to cancel the booking. The Lead Booker will receive £3,500 (being 50% of the package costs). We will retain £3,800 being 50% of the package costs and the £300 administration charge.

CANCELLATION OF A PARTY MEMBER ONLY

- (10) If you have made a Group booking and wish to cancel part of the package for a Party Member within your Group but the remainder of the Group still intends to travel, then the cancellation charges will apply as above but in relation to the pro rata total package cost attributed to that Party Member. If this change creates an odd number within your Group then you will have to pay the Single Room Supplement (see Section 4 – Charges).

NON-USE OF SERVICES

- (11) If you choose not to receive part of the services you have booked or you finish your stay or trip part way through you will not be entitled to a refund for the products and services that you do not utilise.

IF WE CANCEL YOUR PACKAGE

- (12) We reserve the right to cancel your booking. We will not cancel your travel arrangements after your Final Balance payment, except:
 - (a) for unavoidable and extraordinary circumstance;
 - (b) for failure by you to pay any instalment by the due date or the Final Balance; or
 - (c) if you are in serious breach of these Package Terms (for example the Ticket Terms and Conditions or Section 21 Customer Code of Conduct).

Unavoidable and extraordinary circumstances means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

- (13) If we cancel your package (other than for non-payment of your package instalments or for a serious breach of these Package Terms, for example a breach of the Section 21 - Customer Code of Conduct), you can accept an offer of an alternative package of comparable standard from us, if available, (we will refund any price difference if the alternative is of a lower value) or you may have a refund of all monies paid.
- (14) If it is necessary to cancel your travel arrangements, other than for reasons outside of our control or your failure to pay, we will pay to you compensation equivalent to the relevant level set out as follows:

Number of days before departure we notify you of cancellation	More than 56 days	55 - 43 days	42 - 21 days	20 - 8 days	7 - 0 days
Amount of compensation per full paying Party Member	£0	£10	£20	£30	£40

- (15) If we cancel your package because you are in serious breach of these Package Terms (for example the Ticket Terms and Conditions or Section 21 – Customer Code of Conduct), the contract with us will terminate immediately and we will have no further responsibility or liability to you.

SECTION 7 – GENERAL TRAVEL INFORMATION

ACCESSIBLE TRAVEL & SPECIAL REQUIREMENTS

- (1) Everyone is welcome to travel with us but we will need to know if you require any assistance at accommodation, stadia, event venues or on travel services, have reduced mobility or have a medical condition that might affect your ability to travel with us.
- (2) Due to the nature of attending sporting events at large stadia, there may be considerable walks, queuing, extended travel time, limited space and other practicalities associated with large crowds of people. Distance between parking areas or local transportation and stadiums may not be known prior to the event. If you have concerns as to whether this is suitable for any of your Group, please contact us.

- (3) Please contact us to discuss your requirements if you believe any Party Member has any medical condition or disability that may affect active participation in the package activities.
- (4) You must let us know about your special requirements when you make your booking request so that we can make arrangements with our suppliers. Special requirements are not always possible, are subject to availability and may incur additional charges. You may be required to complete a questionnaire or provide further information promptly on our request.

TRAVELLING WITH CHILDREN

- (5) You must inform us of any children that are part of your Group. Each travel service provider operates different rules regarding children and you must ensure compliance with these rules.
- (6) It is advised that children travel in a travel seat appropriate to their age. You are responsible for providing and fitting the seat yourself. Whilst a child travel seat is recommended it may not always be possible to fit these on some of transport providers' services.
- (7) Any child travel seat that is left on a vehicle is left at your risk. We shall not have any liability to you for any loss or damage to a child travel seat that was left on a vehicle.

LOST PROPERTY AND LEFT BELONGINGS

- (8) You take luggage and valuables at your own risk and we shall not be liable for any of your personal property being lost, stolen or damaged.
- (9) We are not obliged to return to accommodation, travel services, events or excursions used by the Party Members to collect personal belongings left behind by you or any Party Member. Accommodation, travel, event and excursion providers are not obliged to hold or return lost property. Any assistance with the return of lost property by either us or the providers may incur additional charges.

SECTION 8 - TRAVEL INSURANCE

TRAVELLING WITH US

- (1) We consider adequate travel insurance with a reputable insurance company to be essential and as such we make it a condition of our contract with you. Your travel insurance should cover the cost of cancellation, medical expenses, loss of luggage or money, personal liability claims, participation in activities and costs of assistance (including repatriation) in the event of accident, injury, illness or death.
- (2) You promise and undertake on behalf of yourself and each Party Member to:
 - (a) arrange travel insurance;
 - (b) not hold us responsible for any costs incurred by any Party Member due to your (or their) failure to take out adequate insurance; and
 - (c) indemnify us for any costs incurred by any Party Member due to your (or each Party Member's) failure to take out adequate insurance.
- (3) Confirmation of the above in no way limits or excludes your statutory rights or limits the legal obligation owed to you where the providers of your holiday/travel arrangements (such as an airline or accommodation provider) are at fault. By booking a travel package with us you agree to the indemnity detailed above and detailed during the booking process.
- (4) Generally, most insurance policies apply limits and exclusions based on the cost of the travel package and your time spent abroad in any one year. It is your responsibility to check that you have adequate cover under your policy.
- (5) In addition, it is your responsibility to make sure there are no exclusion clauses within your policy relating to the activities or excursions to be undertaken during the travel package.
- (6) It is your choice but we recommend that you obtain travel insurance as soon as you can after your booking is confirmed as most travel insurance policies will provide coverage for cancellation and other events prior to your travel date.
- (7) All comments about insurance are intended to be general and not to amount to regulated financial advice or recommendation. If you are in doubt you should speak to your insurance broker/provider.

SECTION 9 – INCLUSIONS & EXTRAS

EVENTS

- (1) If entry into one of our events is included in your Booking Confirmation Email we will confirm the details of your attendance and the event inclusions in your final itinerary or event documentation.
- (2) Your Group will be required to comply with the venue operator's terms of entry which will include policies on acceptable behaviour. If you are unable or choose not to attend the event there is no refund or cash alternative available. Your right to enter the event is not transferable and is at our discretion.
- (3) We or our service providers may refuse entry or exercise the right of ejection if you or a Party Member are deemed to be behaving inappropriately (including but not limited to aggressive behaviour and drunken behaviour) and/or failing to follow instructions.
- (4) If we are prevented from holding the event for reasons outside of our control then no refund will be payable.
- (5) At our events we may be fortunate to gain privileged access to celebrities, coaches or players who we ask to speak openly and freely to provide you with an enhanced insight and experience. In order to provide an environment where our celebrities, coaches and players feel comfortable to speak freely, we ask you to refrain from recording (audio and/or visual) and/or publicly disseminating any part of our event. Still photography is permitted.
- (6) The celebrities, coaches and players in attendance at an event are at our complete discretion and you acknowledge that those persons advertised as being in attendance at an event may change at short notice. In addition, the date, time and venue of an event may change due to reasons outside of our control. We will not be liable for the cost of any arrangements you have made which you no longer require.
- (7) Celebrities, coaches or players in attendance at the event have the freedom to express their own views and opinions. You acknowledge that the views and opinions expressed are not necessarily a representation of the views and opinions of us or our commercial partners.
- (8) We have no control over the language or experiences expressed by the celebrities, coaches or players in attendance at the event. Adult language may be used at our events which may not be suitable for children.
- (9) Photographers and film makers will be in attendance at the event and may capture your image. It is a condition of entry into the event that you and your Group consent to use and publication of your image and likeness by us for any purpose we see fit (including marketing purposes).
- (10) Transport to and from the event is your own responsibility and is not provided as part of any package unless otherwise stated in your Booking Confirmation Email and/or itinerary.
- (11) Food and drinks are allocated based on the number of attendees, however items may run out. Food and drinks may not be removed from our events.
- (12) There is no reserved seating for you or your Group at our events and seats are given on a first come basis. Although we aim to ensure there is adequate seating, due to the nature of some events you may be required to stand. At the discretion of the organiser some seating may be reserved.

ENTRY INTO ATTRACTIONS

- (13) If your package includes admission tickets for an attraction, day out, performance or show, such tickets will be subject to the ticket issuer's terms and conditions in addition to the venue's terms of entry.
- (14) Once tickets are sent to you these cannot be replaced if lost, stolen, damaged or defaced after delivery.
- (15) There are no cash refunds available if you do not use your admission tickets.

MERCHANDISE

- (16) Where your package includes merchandise, you will be required to submit sizing choices for you and your Group at the point that you purchase your package or at a later date.
- (17) Please note that sizing varies between providers. We will provide sizing guides where available, but these are for information purposes only. We will endeavour to provide the nearest size if your size is not available. Merchandise sizes are subject to availability. Once selected it will not be possible to change your selected size. Some items of merchandise may only be available in unisex sizes. Women may be given men's sizes if the equivalent women's size is unavailable.
- (18) If you require children sizes you must make this known to us at the time you place your booking. We will endeavour to provide children sizes but this will be subject to availability.
- (19) You acknowledge that where merchandise is provided as part of your package, items provided in men's and women's merchandise packs may differ.

- (20) We will not accept requests to return or exchange items of merchandise. The exception to this is where the item is faulty and/or damaged. In this instance where the fault/damaged is proven to be genuine we will provide you with a replacement/repair for the faulty/damaged item at our cost. You will be responsible for returning the item to us. We will reimburse your reasonable costs of returning the faulty item to us.

OFFICIAL HOSPITALITY

- (21) If we are able to offer official hospitality products to you as an addition or inclusion to your package, the official hospitality product will be subject to the official hospitality provider's terms and conditions, available on request.

SPECIAL REQUIREMENTS AND ACCESSIBLE TRAVEL

- (22) Please let us know as soon as possible if you have any specific dietary requirements and we will liaise with our suppliers and confirm to you the arrangements available. We are not liable for the supplier's ability to cater for special dietary requirements. Any special dietary requests may incur additional charges.
- (23) Please let us know as soon as possible if you require any assistance to travel for example if you require wheelchair access and we will liaise with our suppliers and confirm to you the arrangements available. We will try to meet your special requirements however these are not always possible, are subject to availability and may incur additional charges.

SECTION 10 - ACCOMMODATION

ACCOMMODATION RATING

- (1) The package and accommodation rating do not have any correlation to the Ticket category included in your package.
- (2) You acknowledge that you have been provided with sufficient information to make an assessment as to whether your accommodation is suitable for your needs, irrespective of how we have classified it.
- (3) All photographs for accommodation used and information provided are for the purposes of illustration only and should not be taken to be literal representations of actual facilities, accommodations or services offered unless otherwise advised. Such information and photographs are provided to us by the accommodation service providers therefore we cannot guarantee their completeness or accuracy.

ACCOMMODATION TERMS OF OCCUPANCY

- (4) Our accommodation providers will have terms of occupancy that you will be required to accept when you check-in. These are often available on the accommodation provider's website. These may be updated from time to time and you must agree to the terms of occupancy.

ROOM TYPE AND CONFIGURATION

- (5) Your room type and configuration will be specified in your Booking Confirmation Email but you acknowledge that an accommodation provider can change this at their discretion and at short notice. As the accommodation provider reserves this right in our contract with them and we do not have control over this we shall not be liable to you for any changes to your room type or configuration that are imposed on us.

YOUR ACCOMMODATION

- (6) Your accommodation will be listed in your Booking Confirmation Email unless you have booked a package with unnamed accommodation, in which case your accommodation will be confirmed to you prior to departure.
- (7) The following are not included in any package price unless specified and you should budget for these expenses accordingly: early check-in, portage, late check-out, storage charge, any room service, mini bar purchases, internet access, telephone charges, pay-tv services, spa and pool access, parking, food or beverage (unless breakfast is included) or any other service charges. This means your Group must settle all bills for additional purchases before you leave.
- (8) Please note that not all accommodation will have dining areas, bars, room service, Wi-Fi/internet access, spa, fitness and swimming facilities, safes (in rooms or on site for the secure storage of belongings are not a confirmed facility) or other services.
- (9) You acknowledge that we have no control over the design, layout, floor allocation and views of the rooms provided as part of your package therefore we cannot guarantee any specific requests can be met.

CHECK-IN AND CHECK-OUT

- (10) Our accommodation providers may request you to provide a credit card on check-in for pre-authorisation or providing a cash bond for guaranteeing additional spending.
- (11) Individual check-in and check-out times will be confirmed in your final itinerary or supporting documents. Group check-in times may differ to individual check-in times and those displayed on the accommodation websites.

LOYALTY SCHEMES

- (12) It may not be possible to use loyalty cards or member schemes in connection with the accommodation. Accommodation may not be deemed to be eligible in accordance with the relevant scheme's rules meaning that awards, points or similar may not accrue in connection with the stay.

BREAKFAST

- (13) Breakfast (if provided) will be confirmed in your Booking Confirmation Email.
- (14) Breakfast (if provided) will be the standard breakfast supplied by the accommodation provider and as such it will not include the cost of all the items detailed on the breakfast menu.

SPECIAL REQUIREMENTS AND ACCESSIBLE TRAVEL

- (15) Please let us know as soon as possible if you have any specific dietary requirements and we will liaise with our suppliers and confirm to you the arrangements available. We are not liable for the supplier's ability to cater for special dietary requirements. Please note any special dietary requests may incur additional charges.
- (16) Please let us know as soon as possible if you require any assistance to travel for example if you require wheelchair access and we will liaise with our suppliers and confirm to you the arrangements available. We will try to meet your special requirements however these are not always possible, are subject to availability and may incur additional charges.

USE OF THE ACCOMMODATION

- (17) Accommodation must be used by the Party Members named in your booking. You must not allow other people to stay in your room(s). You are not permitted to change the room names at check-in and any room name change requests must be made to us prior to your date of travel and will incur a package amendment charge (*see Section 4 – Charges*).
- (18) All children under 18 years of age staying at accommodation must be accompanied by an adult and must be supervised by an adult at all times.
- (19) Children under the age of 18 are required to be in the same room as their accompanying adult.
- (20) Please let us know as soon as possible if you require a cot for a child as this must be pre-arranged with the accommodation provider. We will liaise with our suppliers to try and meet your requests, but you understand that these will be subject to availability at the discretion and control of the accommodation provider and may incur additional charges.

DAMAGE

- (21) You will be responsible for any breakages, damage or other liabilities you or your Group incur during your stay at the accommodation we provide.

REFUSED ENTRY

- (22) If you or any Party Member are refused entry to accommodation, the contract with us will terminate immediately and we will have no further responsibility or liability to you.

SECTION 11 – FLIGHTS

Flights are not included as part of your package.

SECTION 12 – TRAVEL SERVICES

Travel services are not included as part of your package.

SECTION 13 – TICKETS

TICKET TERMS & CONDITIONS

- (1) As part of your package we will allocate you official Tickets for the matches included in your booking. Please note that the official Tickets included in your package will be as stated in the Booking Confirmation Email. The Ticket will be the category as detailed in your Booking Confirmation Email.
- (2) All Tickets are supplied in accordance with the Ticket issuer's Ticket Terms and Conditions (**Ticket Terms and Conditions**). You are required to agree to be bound and comply with the Ticket Terms and Conditions. You will also inform anyone in your Group that they are accepting the Ticket Terms and Conditions as part of your package.
- (3) We shall not be responsible to you if your Ticket is cancelled or you are refused entry to, or ejected from, a venue as a result of breaching the Ticket Terms and Conditions.
- (4) Please note that if shown, start times on the website are indicative and may change, all start times are subject to confirmation and may change for reasons outside of our control.

CANCELLATION OF THE MATCH

- (5) We recommend you check your insurance to make sure that you are covered in the event that the match(es) you are due to attend is rescheduled, cancelled or postponed.
- (6) Tickets are sold subject to the relevant Ticket Terms and Conditions which may include the Ticket issuer's right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange Tickets. If the event to which you are due to attend is cancelled, we will refund you the face value of your Ticket to the extent that we receive a refund from the Ticket issuer. Your package will be unaffected by the event cancellation and we will continue to provide you with the services in your package.

STADIUM MAPS

- (7) Where available, stadium maps showing categories and/or locations of Tickets are for information purposes only and made available as a guide. The guides are not to scale and are an approximation of where you may be seated in the stadium. The stadium/organiser reserves the right to re-categorise, move or reallocate categories and locations at its sole discretion at any point before or during the match. We may not be informed of such reorganisations or re-categorisations.

ALLOCATIONS

- (8) Tickets will be allocated from our official allocation. Please note that the organisers determine our allocation and location of ticket categories within the stadia over which we have no control.

GROUP BOOKINGS

- (9) If you are booking as a Group, please note that it is not guaranteed that your Group will all be able to sit together in the stadium.

UPGRADES

- (10) Subject to availability and the payment of the additional costs, you may be able to upgrade your Tickets at the time of making your booking. Subject to availability and the payment of the additional costs, you may be able to upgrade your Tickets after receiving your Booking Confirmation Email. Ticket upgrades you pay for will form part of your original package however these will be 100% non-refundable and payable 100% up front at the time of your Ticket upgrade request.

TICKET DISTRIBUTION

- (11) We will distribute your Tickets to you in a manner that we deem most appropriate. We will inform you which method of distribution we intend to use prior to departure but reserve the right to amend this at any time. Once distributed, Tickets are your responsibility and cannot be replaced. It is your responsibility to check your Tickets on receipt and you should contact us as soon as possible if there is a mistake.

SPECIAL REQUIREMENTS AND ACCESSIBLE TRAVEL

- (12) If you are a wheelchair user and require wheelchair user Tickets or you are a customer who requires accessible seating but are not a wheelchair user, you must inform us at the time of making your booking request.
- (13) Please note that wheelchair user tickets and accessible tickets are very limited and special mobility arrangements at each stadium/venue are under the control of the stadium/venue operator over whom we have no control. Wheelchair user tickets or accessible tickets will be specifically confirmed in your Booking Confirmation Email, if they are not, you will have the category of Ticket confirmed in the Booking Confirmation Email.
- (14) Wheelchair user tickets or accessible tickets do not include the supply of a wheelchair or other requirements and as such you must make arrangements for these yourself.

SECTION 14 – YOUR OBLIGATIONS

CONDUCT AND BEHAVIOUR

- (1) We expect you to take responsibility for your own and your Group's actions whilst you are enjoying your package.
- (2) We expect all our clients to conduct themselves properly and not behave in any way which causes or is likely to cause: danger, offence or upset to any other person; or damage to property; break any law; or that is generally considered unacceptable.
- (3) Any Party Member that behaves this way will be required to leave their transportation, event venue, excursion and/or accommodation and we will have no further responsibility to them including any return travel arrangements. In the event that we consider your behaviour as a breach of these Package Terms (for example *Section 21 – Customer Code of Conduct*) the contract with us will terminate immediately and we will have no further responsibility or liability to you.
- (4) If we ask you or any Party Member to leave because of your behaviour, no refunds will be given and we will not pay any expenses or costs you incur as a result.
- (5) You will be responsible for any damage or loss caused by you or any Party Member during your time away.
- (6) You must make full payment direct to the accommodation or other service supplier in respect of the damage or loss you or your Group have caused. You will also be required to compensate us for any subsequent claims brought against us as a result of your actions.
- (7) You will reimburse us in full and on demand any costs or damages suffered by us as a result of any act or omission of you or any Party Member.

SECTION 15 - IF THINGS DON'T GO QUITE RIGHT

COMPLAINTS

- (1) If you have a complaint about your package or have any problems whilst you are away, please inform one of our representatives without undue delay who will endeavour to put this right. If you fail to follow the requirement to report your complaint we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were travelling with us. This may affect your rights under this contract.
- (2) If your complaint or problem is not resolved whilst you are away please follow this up within 28 days of the end of your holiday by writing to us at Carter Court, 8 Davy Way, Quedgeley, Gloucester GL2 2DE giving your booking reference number and brief details of your complaint. Please keep your letter concise and to the point. It is strongly recommended that you communicate any complaint to us without delay.
- (3) Our Customer Services Team will respond to your written complaint within a reasonable time following an investigation into your complaint. We will correspond with you by email, phone and letter in an attempt to resolve your complaint.
- (4) 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 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. You can also access the European Commission Online Dispute (ODR) Resolution Platform at www.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.

OUR LIABILITY TO YOU

- (5) It is our responsibility to perform the contract we have with you. You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. If any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. Please note it will be for you to show that we have not performed the contract properly and that this has caused you damage or loss.
- (6) Nothing in these Package Terms excludes or intends to exclude our liability for death or personal injury caused by our negligence or our contractual liability to you under The Package Travel and Linked Travel Arrangements Regulations 2018.

- (7) However, we will not be liable where any failure in the performance of the contract is due to:
- (a) you or a Party Member (*for example if you break a law in the country visited*); or
 - (b) a third party unconnected with the provision of your package or arrangements; or
 - (c) unusual, unavoidable, unforeseeable and extraordinary circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or
 - (d) an event which we or our suppliers, even with all due care, could not foresee or forestall.

- (8) For claims for personal injury, illness or death, any payments will only be made if the following conditions are met:
- (a) you must tell us, and the supplier involved, about your injury or illness while you are travelling with us and you must write to our office about your claim within three months of the date of arriving home. A letter from your doctor, detailing your injury, should also be included;
 - (b) any rights that you have against the supplier or any person, must be transferred to us; and
 - (c) you must agree to fully co-operate with us or our insurers, if we wish to enforce those rights.

You are asked to transfer your rights to us, so that we can claim back from suppliers any payments that we make to you, plus any legal or other costs that are incurred.

- (9) Save for death or personal injury caused by our negligence, our liability to you and your Group for any damage, loss of enjoyment or other loss you suffer shall be limited to a maximum of three times the cost of your package. Our liability will also be limited in accordance with and/or in an identical manner to:
- (a) the contractual terms of the companies that provide travel services that make up your package. These terms are incorporated into this contract; and
 - (b) any relevant international convention, for example the Montreal Convention (travel by air), the Athens Convention (travel by sea), the Berne Convention (travel by rail) and the Paris Convention (provision of accommodation), which limit the amount of and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions.
- (10) You can ask for copies of the travel service contractual terms, or the international conventions, from us.
- (11) If any payments to you are due from us, any payment made to you by third party suppliers will be deducted from the amount due from us.
- (12) Any and all arrangements you make that are not part of your package supplied by us are your responsibility and are made at your own risk.
- (13) This does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday.

UNAVOIDABLE AND EXTRAORDINARY CIRCUMSTANCES

- (14) If it is impossible to ensure your return as agreed in your package due to unavoidable and extraordinary circumstances, we will bear the cost of necessary accommodation, if possible of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your holiday.

ADDITIONAL ASSISTANCE AND EMERGENCIES

- (15) If you are in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.
- (16) If you or a member of your Group have an emergency while you are away, please contact us on the 24-hour customer service contact number provided to you in your event information pack prior to your departure. We will endeavour to assist you where required to the best of our abilities. If you fail to report your emergency, we will have been deprived of the opportunity to provide any assistance.

SECTION 16 - YOUR FINANCIAL PEACE OF MIND

- (1) We appreciate that you are spending a lot of money on your package and want to reassure you that it is financially protected.

ABTA PROTECTION

- (2) We are a Member of ABTA, membership number V4759. Further details are available at www.abta.com. We provide full financial protection for our package holidays by way of a bond held by ABTA.
- (3) You agree to accept that in the event of our insolvency ABTA may arrange for the services you have bought to continue, or for a suitable alternative to be provided at the same cost as your original booking. You also agree to accept that in circumstances where the travel service supplier provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid.

ABTA

- (4) ABTA - The Travel Association, 30 Park Street, London, SE1 9EQ, www.abta.co.uk

SECTION 17 – YOUR INFORMATION AND HOW WE USE IT

INFORMATION WE REQUIRE FROM YOU

- (1) Capitalised terms in this section shall have the meaning given to them in the Data Protection Act 2018.
- (2) At any time prior to travel and throughout the duration of your trip, we may require additional information from you regarding your Group which will include (without limitation) Advanced Passenger Information (APIS) and merchandise sizing. You agree to provide the information promptly on our request and before any deadline we set. When submitting the information, you will ensure it is true and accurate and consent to us using it for the purposes of performing our contract.
- (3) We collect Personal Data about you and your Group when you make your booking.
- (4) We collect and process your Personal Data in accordance with our Privacy Policy available on request or on our website.
- (5) We will update your Personal Data whenever we can to keep it current, accurate and complete. If any of your Personal Data changes you must provide us with the updated Personal Data at the earliest opportunity.
- (6) We are contractually obliged to pass on your Personal Data to the Entities for ticket management and reporting purposes.
- (7) The Personal Data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your booking request, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing and processing.

DATA PROTECTION

- (8) By making a booking with us please note that we will be required to Process your Personal Data in the performance of this contract.
- (9) In providing you with your package we will be required to pass your Personal Data on to third parties. This may include travel service and accommodation providers, insurance providers, payment processors, governing bodies and event organisers. For full details about who we pass your Personal Data to please see our Privacy Policy detailed on our website.
- (10) If you have given your consent for us to do so, we will provide you, or permit selected third parties to provide you with information about goods and services that we feel may be of interest to you.
- (11) When you provide us with the Personal Data of your Group you are confirming that you have obtained their consent to do so.

SPECIAL CATEGORIES OF DATA

- (12) You may provide us with Special Categories of Personal Data including:
- (a) a specific medical condition;
 - (b) specific dietary requirements;
 - (c) a requirement for special assistance; and/or
 - (d) your passport information.

- (13) When you provide us with Special Categories of Personal data you consent to us processing such Personal Data for the purpose of providing you with your package.

SECTION 18 - SUPPORT

SUPPORT

- (1) Most of our accommodation is staffed by one of our representatives for a set period of time each day to support you as required, but we do not guarantee this will be the case.
- (2) You acknowledge that we will not supply a tour leader. Our representatives will not be with you for every hour of every day and may not be present on your transportation.

HELPLINE

- (3) We will operate a 24-hour customer service helpline from the date of departure to the date of your return.

SECTION 19 - CONTACT

OUR COMPANY

Your contract is with Mike Burton Travel Limited trading as Lions Rugby Travel of Carter Court, 8 Davy Way, Quedgeley, Gloucester GL2 2DE, England. Our Company Number is 02616655.

OUR EMAIL ADDRESS

customerservices@lionstour.com

OUR PHONE NUMBER

0344 788 4080 (+44 344 788 4080)

OUR WEBSITE

<https://www.lionsrugby.com/tours>

SECTION 20 – GENERAL

NO PARTNERSHIP, AGENCY OR JOINT VENTURE

- (1) If, in making a booking with us, you are making arrangements on behalf of third parties your booking is subject to the condition that, except with our prior written consent, you shall not (nor authorise any third party to):
- (a) make any representation nor give any warranty on our behalf or in our name nor incur or create any expense chargeable to us nor pledge our credit;
- (b) associate yourself/itself with, nor use nor allow anyone to use our name, logo or trademarks including without limitation in the promotion or advertisement of any product or service;
- (c) do nor allow to be done any act or thing which will harm misuse, bring into disrepute, impair or otherwise adversely affect our rights and interests (including goodwill) in our name, logo and/or trademarks;
- (d) hold yourself out to any third party as acting with our authority and/or as our agent or partner;
- (e) represent that the hospitality, catering, ticket, travel services, site facility and/or any other arrangements provided under this booking are made by you or any person or entity other than us.

and without limitation you acknowledge that the arrangement entered into between us shall not constitute an agency, partnership, or joint venture.

WEBSITE ACCURACY

- (2) Websites are produced well in advance of the events taking place and there may be occasions when advertised facilities or entertainment is not available during your period of travel, due to bad weather, drought, public utility failure, essential maintenance, cleaning or lack of demand. You should also remember that the general standard of hygiene, public utilities, drainage, plumbing and services in general may not be as sophisticated as in the UK. All information published and displayed on the website, has been compiled from up to date details and we have taken the up most care to ensure fact and accuracy. There may be occasions when an advertised facility is either modified or not available. Such situations may be dictated by local circumstances, necessity for maintenance (swimming pools for example), unplanned emergency maintenance, unsuitable weather, fuel shortage, accidental damage to accommodation or other circumstances totally

beyond our control. If we are advised of this we will inform you as soon as possible. The website is issued on our responsibility and does not commit any service providers mentioned therein.

OUR PROMISES

- (3) We promise you that we have selected our suppliers with reasonable skill and care.

WAIVER

- (4) Any waiver by us of any right we have under this contract is only effective if we confirm it to you in writing.

THIRD PARTY RIGHTS

- (5) No one other than the Lead Booker or us may enforce this contract and these Package Terms do not create any right enforceable by any third party except as set out in these Package Terms.

INTELLECTUAL PROPERTY

- (6) All Trademarks are used under license by us. All such rights are reserved.
- (7) Nothing in these Package Terms permit you to use the package you have purchased to commercially associate yourself with us and/or the events or otherwise use any of the imagery or trademarks we use. You agree not to use the package as a prize or promotion without our prior written consent and acknowledge that breach of this obligation may breach the Ticket Terms & Conditions.

GOVERNING LAW

- (8) This contract is made on the terms of these Package Terms, which are governed by English Law, and the jurisdiction of the English Courts.

SECTION 21 – CUSTOMER CODE OF CONDUCT

CODE OF CONDUCT

In order for us to provide the best service possible, it is your and each Party Members' responsibility to:

- (a) ensure you read the information provided to you;
- (b) listen to and observe instructions provided to you;
- (c) inform us promptly if you have any issues providing accurate and truthful information;
- (d) at all times conduct yourself in a reasonable manner, including drinking responsibly at our events; and
- (e) treat our staff, our suppliers' staff and other customers with respect.

We will not tolerate:

- (a) written or verbal aggression, obscenity or abuse, including verbal insults, using bad language or swearing;
- (b) any actual or threat of violence including touching, pushing or shoving;
- (c) racial abuse or sexual harassment;

towards our staff, our suppliers or our other customers in any form.

Please see *Section 6 – Cancellation* and *Section 14 - Your Obligations* regarding the consequences of your conduct.

SECTION 22 – GLOSSARY

Booking Confirmation Email	The email sent by us to you confirming that your booking request has been accepted by us detailing the services that are included within your package and Party Members' details, of which form part of your contract with us.
Booking Request Acknowledgment Email	The email sent by us to you confirming receipt of your booking request.
Entities	Lions Rugby Travel and The British & Irish Lions.
Final Balance	The remaining monies owed to us by you by the date set out in Section 3(1).
Group	All named individuals forming part of your travelling party.
Lead Booker	The person making the booking with us.
Lead Party Member	The Party Member named as the lead contact when the Lead Booker is not travelling as part of the Group.
Package Terms	These terms and conditions, of which form part of your contract with us.
Party Member	Each named individual travelling as part of your Group.
Single Room Supplement	A charge applied for single room occupancy. See Section 4 – Charges.
Ticket Terms and Conditions	The terms and conditions issued by the Ticket issuer. See Appendix 1.
Tickets	Official tickets allocated as part of your package.
Trademarks	The British & Irish Lions and all their associated marks.

APPENDIX 1 – TICKET TERMS & CONDITIONS

The Vodafone Lions 1888 Cup The British & Irish Lions v Japan

Saturday 26 June 2021 at BT Murrayfield Stadium, kick-off time tbc.

- (1) Ticket purchasers must agree to both the [Ticketmaster Purchase Policy](#) (to the extent they apply) and these British & Irish Lions Ticket Terms and Conditions.
- (2) Under 16s must be accompanied by an adult aged eighteen (18) years or over (. Children under the age of two (2) will be admitted to the stadium free of charge if they are accompanied by an adult with a valid ticket for The Vodafone Lions 1888 Cup.
- (3) Individual seats, within the selected price category, will be assigned to ticket purchasers at the time of sale however seat locations may be changed if government regulations and/or public health advice recommend or require social distancing measures between spectators within the stadium and/or if the capacity of the stadium needs to be reduced.
- (4) If the event is cancelled or played behind closed doors due to government regulations and/or public health advice meaning that the event cannot (or it is advised that it should not) proceed as planned, ticket purchasers will be notified
- (5) If the event is postponed due to government regulations and/or public health advice meaning that the event cannot (or it is advised that it should not) proceed as planned on the original scheduled date, ticket purchasers will be notified, and your tickets will remain valid for the rescheduled date.
- (6) If governmental regulations and/or public health advice restrict (or recommend the restricting of) the number of spectators who can lawfully attend the event, some ticket purchasers' tickets may be cancelled and a full refund will be issued.