

LIONS RUGBY TRAVEL

The Turnover Offer Terms and Conditions

These terms and conditions (**Terms**) set out the basis on which we will operate our The Turnover Offer (**The Turnover**). You must accept these Terms to participate in The Turnover.

These Terms apply to The Turnover only. If you choose to purchase one of our official British & Irish Lions Tour 2025 travel packages (**Travel Packages**) you will be required to agree to the terms and conditions that apply to the Package you are purchasing.

Please note that if you take advantage of The Turnover your money is not financially protected and will not benefit from any ABTA or ATOL financial protection.

Eligibility

- To be eligible for The Turnover, you must be:
 - a Lead Booker (as defined in the Lions Rugby Travel Package Terms and Conditions); and
 - have a booking with Lions Rugby Travel for the British & Irish Lions Tour 2021, South Africa (**South Africa Package**); and
 - received an electronic communication from us to partake in The Turnover; and
 - agree to leave all of the money you have paid on account in respect of your South Africa Package (less any money used to purchase merchandise from us) unless otherwise agreed by us (**SA21 Balance**) with us by selecting The Turnover option on the electronic form sent to you.
- You must be at least 18 years old and must have a permanent address in the United Kingdom/Europe.
- You must complete the online form provided to you by email. On submitting the online form you are accepting to be bound by these terms and conditions.
- If you are eligible for The Turnover we will send you a confirmation email that will contain a statement of your SA Balance. It will help us if you can tell us the booking reference number whenever you contact us.
- By partaking in The Turnover you consent to us marketing to you for the purpose of providing you with the opportunity to benefit from The Turnover. This marketing will be by email, post and telephone.
- You must keep us updated if your details change, for example, you change your address, email address or other contact details. If your details change and you do not keep us updated, we may be unable to contact you to provide you with the opportunity to benefit from The Turnover.
- We accept no responsibility if you miss out on your first access window if you miss our marketing and communications for any reason, for example failing to keep your details up to date or if any email communications from us get sent to your junk email.

The Turnover

- The Turnover does not represent a commitment to purchase any Travel Package from us and you may request a full refund of your SA Balance at any point up until 23:59 BST on 30 November 2025.
- The Turnover provides you with:
 - access to a first access window to purchase one of our range of Travel Packages for the British & Irish Lions Tour 2025 before any Priority Access Pass holders and the general public;
 - a reference to apply your SA Balance to your Travel Package that you purchase before 23:59 BST on 31 August 2025;
 - an invite sent to the Lead Booker to an exclusive Lions Rugby Travel online experience.

- You must be the Lead Booker purchasing the Travel Package.
- Your reference will be the number detailed on your confirmation email. It is your responsibility to keep your reference secure and confidential.

The Turnover First Access Window

- We will inform you by email or post as to how and when you can access The Turnover first access window.
- During The Turnover first access window, all Travel Packages will be subject to availability and sold on a first come first served basis.
- After The Turnover first access window closes you will still have the opportunity to apply your SA Balance until expiry or cancellation (by you or us), but you will be in the ordinary queue for Travel Packages.

How To Apply Your SA Balance

- To apply your SA Balance when purchasing your Travel Package, you must insert the unique reference we send you:
 - in the online booking process; or
 - on the hard copy booking form we send you (if available);following the instructions we send to you, before The Turnover first access window opens (if any).
- The value of your SA Balance will be credited against your Travel Package purchase.

Ending Your Participation in the Offer

- Your SA Balance will expire at 23:59 BST on 30 November 2025. After 23:59 BST on 30 November 2025 there will be no refund for any unused SA Balance without our express agreement.
- You may request a full refund of your SA Balance up until the earlier of:
 - the point it is used to purchase a Travel Package; or
 - 23:59 BST on 30 November 2025.
- If you wish to cancel your participation in The Turnover you will need to contact us in writing by email at customerservices@lionstour.com or at the address set out in clause 35.
- Once we have received your cancellation request we will refund your SA Balance to a nominated bank account within 21 days.
- Once a cancellation notice is received by us, all rights associated with The Turnover will automatically terminate.

Our Cancellation of Your Participation in The Turnover

- If for reasons outside of our control, or in the event we are required to end or cancel The Turnover, we will provide you with a refund of your SA Balance without any further liability.

General

- All information and prices provided on our website before Travel Packages go on sale are indicative only. We make no representation, warranty or undertaking that a particular service or product will be available or within a certain price range. Not all packages provided by LRT will be available at the time of launch.
- We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by events outside our reasonable control.



25. Our liability for losses you suffer as a result of us failing to comply with these Terms is strictly limited to the value of your SA Balance. This limit does not apply to death or personal injury caused by our negligence, for fraud or misrepresentation or for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.
 26. We are not responsible to you for any loss of enjoyment, loss of opportunity, loss of goodwill, loss of anticipated savings, interest or any indirect or consequential losses which happen as a side effect of us failing to comply with these Terms.
 27. When using our site, you accept that communication with us will be mainly electronic although we may also contact you via telephone and post. We will contact you by email or provide you with information by posting notices on our website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.
 28. All notices given by you to us must be sent to marketing@lionstour.com or at the address set out in clause 35. We may give notice to you at either the email or postal address you provide to us when placing an order. Notice will be deemed received and properly served immediately when posted on our website, 24 hours after an email is sent, or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an email, that such email was sent to the specified email address of the addressee.
 29. These Terms and any document expressly referred to in them represent the entire agreement between us in relation to the subject matter and supersede any prior agreement, understanding or arrangement between us, whether oral or in writing.
 30. You acknowledge that, in accepting The Turnover, you have not relied on any representation, undertaking or promise given by us or implied from anything said or written in correspondence between us prior to acceptance of The Turnover except as expressly stated in these Terms.
 31. You may not transfer, assign, charge or otherwise dispose of any of your rights or obligations arising under these Terms, without our prior written consent.
 32. No waiver by us of any of these Terms shall be effective unless it is expressly stated to be a waiver and is communicated to you in writing.
 33. Any dispute or claim arising out of or in connection with The Turnover or its subject matter or formation (including non-contractual disputes or claims) will be governed by the law of England and Wales. Any dispute or claim arising out of or in connection with our contract or its formation (including non-contractual disputes or claims) shall be subject to the jurisdiction of the courts of England and Wales.
 34. We collect and process your Personal Data in accordance with our Privacy Policy available upon request or found on our website.
-

About Us

35. Lions Rugby Travel is operated by Mike Burton Travel Limited whose address is at Carter Court, 8 Davy Way, Quedgeley, Gloucester, GL2 2DE. Our VAT number is 576295400.

Version: 31 March 2021