



49 Wood View, Hemel Hempstead, Hertfordshire HP1 3HP  
www.romania-holidays.co.uk info@romania-holidays.co.uk tel: +44 (0)1442 396464

### **Terms and Conditions**

Please read these booking conditions and holiday information carefully, since they, along with the other information on our website, set out the terms and conditions of the contract between you and Romania Holidays Ltd., which will be referred to as "Romania Holidays" or "we".

### **Booking Procedure**

Your should complete a Booking Form with all relevant details, including any Special Requests, sign it on behalf of all members of your party and send it to us accompanied by the appropriate booking deposit. A binding contract comes into force when we confirm your booking with a booking confirmation invoice. You must check this confirmation carefully to ensure that all details are correct and notify us immediately if they are not. Any amendments to bookings may carry additional charges depending upon the nature of the changes. If you book less than 8 weeks before departure, full payment will be required on booking. In the case of very late bookings, which may be made over the telephone with payment by credit/debit card, we can accept a faxed booking form.

### **Payment**

Romania Holidays requires a minimum 30% (no less than £60) non refundable deposit in order to guarantee customer reservation. Provided the holiday you have requested is available, we will send you a confirmation invoice setting out your holiday details and showing how much remains to be paid. The balance must be paid at least 8 weeks before departure. The party leader will be responsible for payment for everyone named on the booking form. If you do not pay the balance by the due date, we may cancel your booking and levy the appropriate cancellation charge set out below.

### **Validity**

Prices quoted are basis and valid according to the date specified on the printed tariffs, quotation. Romania Holidays warrants that the prices or rates quoted are correct at the time of issuance but are subject to change in line with market, tax or currency variation.

### **Tour Cancellation**

All cancellations must be in writing and signed by the party leader. Written notice of cancellation can be sent by fax to us but must in all cases be confirmed by recorded delivery. You will also be liable for the appropriate cancellation charge set out below:

29 to 56 days before departure 50%  
15 - 28 days before departure 75%  
1 - 14 days before departure 100%  
Departure date or after 100%

### **Insurance**

It is highly recommended that travel insurance be purchased, covering trip cancellation, lost and damage baggage and health.

### **Responsibility**

Romania Holidays acts as the agent for the person in regard to travel whether by rail-road, motor-coach, boat, airplane or any other means of transport and assume no liability for any loss, injury or damage sustained by the person including those occurring outside the touring programs. Therefore we will accept no responsibilities for losses or additional expenses due to accident, delay, sickness weather, strike or other cause beyond its control. Participation in the tour implies the person's agreement to the above conditions. Romania Holidays also reserve the right to modify or reverse the original program in the interest of the clients. However we will make fullest possible endeavour to keep up with the original program and arrangements as agreed upon to the best of its capacity and upon the satisfaction of the client. We reserve the right to make minor changes at any time but will advise you before you leave. However, we are not obliged to do so, nor are we obliged to pay compensation for the change. Where a significant change occur, we will inform you as soon as practicable and you will have three options.

- The first option is to accept our suggested alteration.
- The second option is to change your booking to another holiday operated by us and available.
- The third option will be to cancel your holiday altogether and to receive a full refund.



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In the unlikely event that we cancel your holiday, we will offer you the choice of an alternative holiday if available, or a full and prompt refund of all that you have paid. If the only acceptable alternatives are more expensive than the holiday booked, you will have to pay the difference; if the alternative you choose is cheaper, we will make the appropriate refund. In addition, unless the cancellation was caused by "force majeure" we will, if appropriate, pay you compensation.

If a supplier alters or cancels your booking, we will inform you as soon as possible but we have no liability to make any refunds or to pay any compensation. Any compensation will be solely at the discretion of the supplier.

### **Your Responsibilities**

While on holiday you must behave with propriety, and not cause damage, distress, danger or annoyance to other clients or their property. If you do not comply with these stated responsibilities, we reserve the right to move your party to an alternative property, or terminate your holiday immediately and in either case without any further liability. You must not damage any property with which you come into contact during your holiday but, if you do, you will be liable for the cost of repairs or replacements. For apartments or villa rentals a refundable security deposit is necessary, which will be payable with the balance of the total holiday cost. This will be refunded, less any costs as detailed above.

### **The customer is required:**

- to have valid travel documents
- to obey customs regulations and currency exchange regulations of the country where the destination is located
- to obey house rules in accommodation units and to have good relations with the host
- to produce the confirmation of payment (Voucher received by mail or email) upon arrival
- the customer is obligated to check whether a visa is necessary for the country where the destination is located or for neighbouring countries.

Should the customer not follow the above listed obligations, the customer is liable for caused damage and must cover the expenses.

By confirming the reservation, the customer accepts to pay for all damages caused directly to the host.

### **Transfers of Bookings**

You may change your booking up to 30 days before departure by transferring it to another person if you are unavoidably prevented from travelling, and the transferee meets any conditions which may apply to the holiday. The right to transfer is subject to payment of an administration fee of £20 per person (plus appropriate insurance premium, if applicable), together with all additional charges of whatever sort imposed by suppliers providing the component parts of the holiday. Requests for transfers must be in writing and signed by the person taking over the booking, who must agree to be bound by our booking conditions. The request must reach us at least 14 days before you are due to depart and must be accompanied by any final balance due, any travel documentation already issued, the administration charge of £20 per person and all additional charges of whatever sort which our suppliers may impose. We will, of course, require full details of the proposed new passenger. Please note however, that insurance companies will not transfer cover and will require additional premiums in respect of new names.

### **Claims**

All disputes, claims and litigation regarding the services shall first be settled by way of negotiation and mutual understanding. In the event such effort would fail, the disputes claim or litigation shall be finally settled by arbitration of the English law and is subject to the exclusive jurisdiction of the "Courts of England and Wales."

All claims must be submitted in writing within 30 days after the end of the services provided.

ROMANIA HOLIDAYS MANAGEMENT