

Terms & Conditions

Please carefully read our Terms and Conditions which will apply to everyone who uses our Website and our Services. These govern your relations with "Us" (PSO Travel UK Ltd, registered in England with the Company number 09855072 and in the address 2 Kings Terrace, Shortfield Common Road, Frensham, GU10 3DE) and "You" (yourself or lead person and/or all persons named/added on the booking in any time). If you do not agree to our Website Terms and Conditions, you will not be permitted to access or use our website or make a booking with Us.

PSO Travel UK Ltd acts as a sub-agent of Caria Holidays Limited (Registration number 09913824) in respect of all bookings/arrangements we make on your behalf. PSO Travel UK Ltd is a "Service Provider" trading under the name PSO and organises "Travel Arrangement(s)" (accommodation, flights, transport, and other services as featured on our website) on your behalf. References to the "Supplier/Principal" means the third-party supplier of the Travel Arrangements including but not limited to accommodation providers, transfer providers, car rental companies, excursion providers and airlines. The terms and conditions of the third-party suppliers will also apply to your booking. The Supplier/Principal's terms and conditions may limit and/or exclude the Supplier/Principal's liability to you. Copies of the relevant Supplier/Principal(s) terms and conditions will be provided to you on request.

BOOKING

All bookings are subject to availability at the time of booking.

We cannot guarantee that any of the Travel Arrangements/Services offered will be available at the time of booking. Once you have placed an order, by filling out our "Booking-Enquiry Form" or by email or via WhatsApp or other available channels, we will acknowledge that we have received your offer and will immediately contact the Supplier/Principal(s). Please allow us a short period of time to receive the necessary confirmation from each Supplier/Principal(s) regarding your required Travel Arrangements/Services. Unless or until we receive such a confirmation of availability from the Supplier/Principal(s), your order is not confirmed. Once we receive such confirmation from the supplier you will receive a confirmation from us and will have the opportunity to review/confirm all relevant details of the booking before making payment. Please advise us immediately in the case of any error or amendments required (lead traveller acts as responsible person for the whole group under the same booking). Please also ensure that the traveller names given are the same as noted within their relevant passports. Please note that we are not liable if any of the information you have provided to us is missing or incorrect.

Be aware that you have entered into a legally binding agreement to purchase these Travel Arrangements/Services subject to the Supplier/Principal(s)'s terms and conditions and subject to these booking conditions upon receiving from us a confirmation containing.

Once you have received your confirmation, you will be asked for a payment of the deposit (this can vary but in most cases £300 or 30% of the total). The balance needs to be paid 12 weeks before the departure date. In case you purchase a flight ticket, this will be paid immediately. By making a payment you are accepting the terms and conditions of "PSO" (PSO Travel UK Ltd).

You will receive a confirmation receipt/invoice from us after making your deposit payment, with details of your remaining payment plan. You are liable to pay the outstanding balance by the relevant payment date. A final confirmation with all necessary information about accommodation, meal board, sporting details and transfer arrangements will be sent 21 days prior to departure.

The lead traveller must be over 18 years. Travellers under 18 years of age will only be accepted with an accompanying adult.

GROUP BOOKINGS

To be considered as a group, you should name a lead traveller who will make all booking requirements on the behalf of the group. The same booking procedures as set out within these terms apply to group bookings.

SPECIAL REQUESTS

Special requests in any form must be advised at the time of the booking. Although we do everything in our power, special requests will be noted but cannot be confirmed or guaranteed. However, PSO will handle every request as a high priority and will try to cater to them.

PAYMENTS

We require a deposit payment for all bookings under 12 weeks before the departure date. The amount of the deposit can vary but, in most cases, it will be £300 or 30% of the total). The balance needs to be paid 12 weeks before the departure date. In case you purchase a flight ticket, this will be paid immediately. Deposits are non-refundable and non-transferable.

The balance is to be paid 12 weeks before departure date, unless otherwise stated.

Early booking discounts are only valid with payment of the full amount at the time of booking. Where cancellation occurs 70 days or more from the start date the deposit sum will be retained by Us. Where full payment has been made at the time of booking the 'notional' sum of the deposit to be retained in the event of cancellation will be £300.

If you chose to pay by monthly instalments, you have a legal duty to pay each instalment on the payment due date specified in your booking confirmation. Should

we be unable to collect a payment from you on the date on which it is due, we will contact you to enable you to make payment or let us know immediately if you can't pay in time and/or want to make changes to your payment date. We will make every effort to help with your payments. If you don't contact us before the said date and we are unable to contact you or to collect payment within a reasonable timeframe, we reserve the right to cancel the whole booking with the same booking number without any notice or compensation. We reserve the right to hold the deposit and to invoice you for possible cancellation fees by the Supplier/Principal(s) or any additional loss.

ACCURACY

We take all reasonable steps to ensure that we have the correct information and prices on our website, social media accounts or advertisements in any form. However, errors may occur, and we reserve the right to correct these in that occasion. In the case the incorrect price or details have been confirmed, we reserve the right to cancel the booking and provide a full refund to you.

We reserve the right to amend any declared price or detail on every sales platform or advertisement at any time.

WHAT DO WE DO WITH YOUR DATA?

We require relevant information for your booking to be passed on only to the Supplier/Principal(s) and/or their third parties of your Travel Arrangements or other persons relevant for the provision of your Travel Arrangements. Your data may be required by law in the country to which you intend to travel. The data provided may be passed on to public authorities such as customs or immigration. This may contain sensitive information such as details of religious requirements, ethnic group, or any disabilities. With the purchase of our service, you agree to pass on your data to relevant persons or authorities. Please be aware that countries outside the European Economic Area, may handle your data differently according to their legal requirements, over which PSO has absolutely no control. PSO cannot be held responsible for data protection in these countries.

If you don't consent of sharing your data with the above-mentioned parties, we are unable to proceed with or accept your booking.

INSURANCE

We strongly recommend adequate travel and/or sports insurance for oversea travel. Your policy should cover travel risks covering, but not limited to, cancellations of any part of the travel service, loss of baggage, loss, damage, death and illness and sport injuries (including all kind of extreme sport, diving and adventures) which covers medical treatments and expenses abroad. To be eligible to book a holiday with PSO, travellers MUST accept these risks and assume full responsibility for any loss, injury, theft, death or damage to them, their party, their family or their dependents

arising in connection with their participation, or the participation of their family, on the holiday. It is the traveller's responsibility to have their own insurance appropriate to their needs and the needs of their party, their family or dependents in respect of loss, accident, illness, injury, death, loss of money and damage. Please ensure you also take out an insurance policy to cover you and all members of your party against any Covid-19 issues and the cost of cancellation by you; any cost in relation of repatriation in the event of death, accident or illness; loss of material belongings and other possible expenses. PSO nor the Supplier/Principal(s) cannot be held responsible for any damage or loss if you travel without adequate insurance cover.

FITNESS TO TRAVEL AND TO PARTICIPATE IN ACTIVITIES

We require every traveller/participant to be physically and mentally fit to fulfil all the demands of the sporting events and/or tour requirements. Please inform us if any traveller/participant of your part has any medical problems or disability and provide full details. We reserve the right to decline to confirm any booking and may ask for a doctor's certificate certifying that the traveller/participant are fit to travel and participate in our activities or tour.

Every participant should be aware of the demands of our activities and trips. We reserve the right to exclude anyone not fit to fulfil the activities we provide, and we shall not be liable for any resulting costs which may be incurred. PSO and the Supplier/Principal(s) cannot be held responsible for any loss, illness or injury resulting from a failure to inform us of any details regarding physical and/or mental problems or disabilities of any participant. You will be liable for all relevant or associated charges.

AMENDMENT OR CANCELLATIONS BY YOU

If you need to amend your booking, you must inform us in writing. Every minor amendment can result in an administration fee of £20. Major amendments are subject to the nature of the amendment and can result in a fee in accordance with the terms and conditions of the Supplier/Principal(s) of your Travel Arrangements. We will do our utmost to assist you and keep the costs as low as possible for you and will confirm the exact charges in each case.

If you need to cancel your Travel Arrangements, you must inform us in writing. A cancellation fee may apply according to the Supplier/Principal(s)'s terms and conditions. We will confirm the exact charges at the time of your cancellation. You may then have alternative options to choose from to cancel your booking without losing your deposit.

You;

1. can re-book to another date
2. can receive a credit note for the full amount

3. can get refunded according to the cancellation rules mentioned below:

Cancellation Charges (before start date of holiday)

- 70 days or more from the start date*: lose deposit.
- Between 69 days – 29 days lose 50%
- Between 28 days – 15 days: lose 90%
- Between 14 days – start day: 100% charge (including 'no show' or 'leaving early')

* The "start date" is the first day of the whole period booked.

AMENDMENT OR CANCELLATIONS BY US

In the event we need to amend or cancel any of your booking arrangements, we will inform you immediately. We will do our utmost to provide alternative arrangements. We will liaise between you and the Supplier/Principal(s) to offer alternative travel arrangements but will have no further liability to you.

We may need to cancel your booking if we can't reach the minimum number of participants or because of any unavoidable event over which we have no control, even where we have taken all necessary steps to avoid the event.

If we are able to offer you an alternative, you must confirm to us in writing that you choose to accept the offer.

In the case of cancellation, you may choose to;

- join one of our trips on another date.
- receive a credit note in the full amount.
- receive a full refund within 15 working days.

We will do our best to inform you immediately in the event of minor changes and will amend your booking accordingly in such cases. However, compensation will not be provided.

FORCE MAJEURE

PSO and/or all Supplier/Principal(s) cannot be held liable for any loss, delay, damage or expense arising from the travel arrangements, or make refunds in the event of any changes arising from force majeure such as war, threat of war, riots, civil unrest, strikes, natural disasters, fire, technical problems with transportation, airport closures, quarantine, epidemics, pandemics, weather conditions,

government action, or other events beyond our control. However, we will take every step to notify you promptly and may offer alternative arrangements, depending on the nature of the force majeure.

MARKETING & PHOTOGRAPHY/VIDEO

We may photograph or film any participant for any publication, promotion, production and/or commercial purposes relating to our holidays, without any remuneration to the traveller. Please notify us if you do not wish to be photographed or filmed or for your images to be used for any of the above-mentioned purposes.

EXCLUDING A PARTICIPANT FROM OUR SERVICE

We reserve the right to reject any applicant from participating from our services offered without notice. We also reserve the right to exclude any participant from our services without being held responsible for any costs incurred, including return arrangements. Reasons for exclusion can be, but is not limited to, breaking the rules of the travelling group, disturbing and distressing group members, holding the group up from participating in activities, damaging goods of group members or Supplier/Principal(s), displaying misbehaviour of any form, being under influence of drugs and alcohol, showing racist or sexist behaviour. PSO is not reliable for a person's behaviour and will not accept any loss or damage caused by any person to any other parties.

ADVERTISING MATERIALS

Our advertising materials such brochures, catalogues, flyer and posters or posts on social media are based on information available at the time of printing or sharing. Occasionally, some information may change after the date of publication. Where such changes are necessary, we will use our best endeavours to ensure that our website description and reservations system are updated as soon as possible and that any such changes are notified to you as soon as possible.

COMPLAINTS

Whilst we strive to ensure that you are happy and satisfied with our services, there may be some occasions whereby you are dissatisfied with us or our services. To give us the opportunity to correct the matter, please immediately report any concerns to us in the first instance in order that we may attempt to rectify them immediately. We can then attempt to resolve the problem ourselves or by contact with the Supplier/Principal(s). You can report any such concern by contacting your host whilst on holiday, or in writing by emailing info@polats.co.uk. If you fail to follow this procedure and to notify us of any issues as they arise, you will not be entitled to compensation.

If we can't help with the problem or if you remain unsatisfied, you can complain to the same email address no later than 28 days after your date of return, whereby we

will endeavour to assist in our capacity as an agent by liaising with the Supplier/Principal(s) on your behalf.

We cannot accept any liability for any claim received outside this period.

EXCURSIONS

In the event you want to attend an excursion, PSO will liaise with the Supplier/Principal(s) on your behalf. For all excursions, events or any other services booked on your holiday, your contract will be with the Supplier/Principal(s) and not with "PSO". PSO cannot be held responsible of the quality or any complaints of the service.

TRAVEL DOCUMENTS

We can assist you with general information about passport and visa requirements for your trip, but it is your responsibility to check and fulfil the passport, visa, health and immigration requirements of the country you are planning to visit for your own specific circumstances. You should confirm these with the relevant Embassies and/or Consulates in good time before departure, as these may change from time to time. Neither we nor any Supplier/Principal(s) accept any responsibility if you cannot travel or if any delays or expenses incurred because you have failed to comply with any passport, visa or immigration requirements.

Most countries now require passports to be valid for at least 6 months after your return date, so check your passport's expiry date. If you are not a British passport holder you should also check whether you need a visa.

Health & Safety Overseas

Health & Safety standards in some countries may differ from those applicable in the United Kingdom. We strongly advise that all customers seek to minimise their exposure to injury by familiarising themselves with relevant safety information.

Sport Activities

As most of the sporting activities are held outdoors, there may be a chance that activities need to be cancelled due weather conditions. Whilst we make every effort to replace such cancelled events, we cannot guarantee this. PSO and/or the Supplier/Principal(s) cannot be held responsible for any such cancellations due to adverse weather conditions. Every participant should be aware of the risk of cancellation due to adverse weather conditions. PSO and/or the Supplier/Principal(s) also reserve the right to cancel a sporting activity for reasons connected with health & safety issues whatever the reasons may be.

On rare occasions, the Supplier/Principal(s) may need to make some changes/repairs to sporting fields or equipment to prevent potential injury to the participants. PSO and/or the Supplier/Principal(s) cannot be held responsible for any disturbance or cancellation of activities in such cases.