

THE SMALL PRINT

**Your contract is with The Travel Portfolio Ltd. Studio1, The Warehouse, St Botolphs Lane, Bury St Edmunds, IP33 2BE
a fully bonded member of ABTA-V5732/K0762 and CAA ATOL 6119.
We wish to draw to your attention that these Reservation Conditions and Form which relate to our sports tours.**

1. When you make your booking you must complete a booking form, accepting the terms of these bookings on behalf of all your party, and pay the applicable deposit.
2. When the booking form is received by The Travel Portfolio Limited, a contract is entered into, and a confirmation invoice will be sent showing the date final monies are due. This confirmation will show details of the booking held by The Travel Portfolio Limited. Please ensure that you read the confirmation details carefully, and advise The Travel Portfolio Limited within 7 days if any details are incorrect. The balance of the payment due for your holiday must be paid at least 12 weeks before departure, or earlier if subject to airfare conditions. If the balance is not paid on time, we reserve the right to cancel your holiday, retain your deposit and apply the cancellation charges set out in paragraph 4.
3. If, after our confirmation has been issued, you wish to change your holiday in any way we will do our utmost to make the changes, provided that our office receives notification in writing from the person who signed the booking form, or from their travel agent, **at least 12 weeks before departure**. This must be accompanied by a payment of £50 to cover administration costs. Alterations cannot be made within 12 weeks of departure. Any such request for an alteration will be treated as a cancellation of the original booking, and will be subject to the cancellation charges set out in paragraph 4 below. Please note that certain travel arrangements (e.g. Apex tickets) cannot be changed after a reservation has been made and any alteration request or cancellation may incur a 100% cancellation charge of these airline tickets.
4. You, or any member of your party, may cancel your holiday at any time providing that the cancellation is made by the person signing the booking form, and is communicated to us in writing. As this incurs administrative costs, we will retain your deposit and, in addition, will apply cancellation charges up to the maximum shown below. Due to the extremely strict payment schedule of this event, high cancellation charges are in force. Please be aware of these before you book. There will be no exceptions to these conditions.

When written cancellation is received the following cancellation charges apply.
More than 85 days full deposit
Between 40 and 84 days 80%
Less than 39 days 100%

Note: If the reason for cancellation is covered under the terms of an insurance policy, you may be able to claim these charges.
5. If you have a problem during your holiday, please inform the relevant supplier (e.g. hotel) to try and sort the matter out to your satisfaction. If this proves impossible, please contact our local representative (details provided in your final documentation) who will endeavour to put things right. If your complaint cannot be completely resolved locally, you must submit a detailed report. Please follow this up within 28 days of your return home by writing to Studio1, The Warehouse, St Botolphs Lane, Bury St Edmunds, Suffolk, IP33 2BE giving your original booking reference number and all other relevant information. It is therefore a condition of this contract that you communicate any problem with the supplier of the services in question AND to our local office whilst in resort and obtain a written report form. If you fail to follow this simple procedure we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem. Please note that your contract is with us and not the supplier, therefore we have the total control of your travel arrangements. Any changes must be authorised by us. A "chat" with the supplier to change a service without contacting us, will invalidate any future claim. It is unlikely that you will have a complaint that cannot be settled amicably between us. However, disputes arising out of, or in connection with this contract, which cannot be amicably settled, may (if you wish) be referred to Arbitration under the special scheme, which, though devised by arrangement with the Association of British Travel Agents, is administered quite independently by the Chartered Institute of Arbitrators. The scheme details which can be supplied upon request, provides for a simple and inexpensive method of Arbitration on documents alone with restricted liability on the customer in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person or £25,000 per booking form. Neither does it apply to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness. If you elect to seek redress under this scheme, written notice requesting Arbitration must be made within 9 months after the scheduled date of return from holiday. Full details are available from the Association of British Travel Agents, 68-71 Newman Street, London W1P 4AH.
6. The price of your travel arrangements may be subject to surcharge for increases in transportation costs, Government actions such as increases in VAT, and other Government imposed increases. In relation to adverse exchange rate variations we will absorb an amount equivalent to 2% of the holiday price which excludes any amendment charges. Only amounts in excess of this 2% will be surcharged. If this means more than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid except for any premium paid to us for amendment charges. Should you decide to cancel because of this, you must exercise your rights to do so within 14 days from the date printed on this invoice. The price of your holiday was calculated using exchange rates quoted in the "Financial Times Guide to World Currencies" on the Monday preceding the date of your confirmation invoice, in relation to all currencies used.
7. Match ticket policy
Tickets for sports events are non-refundable once we purchase them. For that reason, Travel Portfolio will not refund any match tickets, should play not last for the full duration.
8. It is unlikely that we will have to make any changes to our holiday, but we do plan the arrangements many months in advance. Occasionally changes may be made, which we reserve the right to do at any time. Most of these changes are minor, and we will advise you at the earliest possible date.

When a major change occurs (such as changes of resort or reduction in the standard of accommodation) provided it does not arise from circumstances amounting to force majeure (see below), you will have the choice of either accepting the change of arrangements, taking another available holiday from us, or cancelling your holiday and receiving a full refund. In all cases we will pay compensation as detailed below. Period before departure within
Compensation notified to you or your travel agent per person

56 days £10 14 days £20 7 days £30

Important Note: Compensation will not be payable if we are forced to cancel or in any way change your holiday due to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or other circumstances amounting to force majeure.
9. Passports, visas, health certificates and other personal travel documents are the responsibility of the client. Whilst The Travel Portfolio Limited will be available to give general advice on these matters, no liability will be accepted in this condition. However, you should seek specific advice on your health, passport and visa requirements from the relevant consulate/embassy or your GP.
10. We accept responsibility for ensuring this holiday which you book with us is supplied as Per our confirmed itinerary, and the services offered reach a reasonable standard. If any part is not provided as promised, we will pay you appropriate compensation if this has affected the enjoyment of your holiday. We accept responsibility for the acts and/or omissions of our employees, agents and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be to "reasonable" costs.
11. We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees or agents together with our suppliers and sub-contractors, servants and/or agents of the same whilst acting within the scope of, or in the course of their employment in the provision of your holiday. We will accordingly pay to our clients such damages as might have been awarded in such circumstances under English Law.
12. If any client suffers death, illness or injury whilst overseas arising out of an activity which does not form part of the foreign inclusive holiday arrangement or excursion arranged through us, we shall, at our discretion offer advice, guidance and assistance to help you in resolving any claim you may have against a third party, provided we are advised of the incident within 90 days of the occurrence. Where legal action is contemplated our authority must be obtained prior to commencement of proceedings and be subject to your undertaking to assign any costs or any benefits received under an appropriate insurance policy to ourselves. Our costs in respect of the above on behalf of you and your party shall not exceed £5,000 in total.
13. We recommend all passengers check travel advisory details from either the FCO on www.fco.gov.uk/knownbeforeyougo.
14. This contract is made on the terms of these booking conditions which are governed by English Law and both parties shall submit to the jurisdiction of the English Courts at all times.

Data Protection Act In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not however, pass any information onto any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Your data controller is: Trevor Davies Director. You are entitled to a copy of your information held by us. If you would like to see this please contact Trevor Davies.