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| **Terms & Conditions**Please read these carefully as they form the basis of the contract between Discovery Battlefield Tours Ltd and yourself.**Contract**Your booking is made with Discovery Battlefield Tours Ltd. Any matters arising from it will be subject to English Law and the jurisdiction of the courts of England. Discovery Battlefield Tours is registered with Companies House number 09841902. **Payment** A deposit of £50 per person (or full payment if booking within 8 weeks of departure) must accompany a completed booking form. The person signing the booking form authorises, and is responsible for, the booking on behalf of those included on the form. An invoice will be sent to you 12 weeks before the departure date for final payment no later than 56 days before the departure date. Deposits paid are non-refundable however you may be able to claim them back under the terms of any insurance policy you have in place. Should we not receive payments in time, we reserve the right to treat any booking as cancelled by you.  **Alteration/Cancel of Scheduled Programme by Discovery Battlefield Tours Ltd.**Discovery Battlefield Tours Ltd. reserves the right to make minor adjustments to a published journey itinerary for administrative reasons or in the interest of travellers. If prior to the journey departure Discovery Battlefield Tours Ltd. needs to make a significant change owing to unforeseen circumstances to the journey departure, travel times, battlefield location, method of travel or hotel venue, you will be advised immediately and an alternative Journey (subject to availability) or a refund in full will be offered. In the unlikely event that after departure Discovery Battlefield Tours Ltd. is unable to provide a significant proportion of the Journey package, suitable alternative arrangements will be made at no extra cost to you. If it is not possible to make suitable alternative arrangements, or they are not acceptable to you for good reasons, compensation will be made by Discovery Battlefield Tours Ltd.  **Cancellation of Booking by You** If you are forced to cancel a booking, a verbal notice of cancellation must also be confirmed in writing. Refunds of payments apply on receipt of written notification by you as follows; More than 56 days – Loss of deposit only. 55 to 28 days - 75% refund. 21 to 7 days - 50% refund. Less than 7 days - no refund. Travel insurance may meet any cancellation charges, subject to the insurer's terms and conditions. The date of cancellation is taken as the date written or emailed advice is received by us.**Insurance** It is a condition of booking that all travellers are covered by comprehensive travel insurance and do not travel against medical advice. Most claims against travel insurance are for cancellation owing to illness etc. It is assumed that all travellers are adequately insured. **Travel Documents** You are responsible for ensuring that all passports and any necessary visas are valid and effective. We do not accept any responsibility if any member of the tour party is unable to travel due to non-compliance of passport/visa/immigration requirements. Please note that passports will be checked when joining the tour. You are strongly advised to check your own government’s website for appropriate travel advice and information.  **Discovery Battlefield Tours Ltd. Responsibilities** Discovery Battlefield Tours Ltd. Accepts responsibility for ensuring that the services which we contract to provide are supplied to a reasonable standard. We cannot be held liable for damage or additional expense to you as a result of unforeseen circumstances which could not have been avoided, even if all due care had been exercised, for example (but not limited to);  a) A third party unconnected with the provision of the services contracted for; b) Circumstances relating to Force Majeure (war, threat of war, riot, civil strife, industrial dispute, threatened or actual terrorist activity, natural or nuclear disaster, fire); c) Alteration of ferry timings by ferry company and/or Eurotunneld) Any act personally attributed to you**Complaints procedure**If you have any problem during the tour, please advise us immediately as most problems can be resolved satisfactorily once we become aware of them. In the event that the issue remains unresolved, please put your complaint in writing as soon as possible on your return. Written notice of any claim/dispute must be received within 28 days from the date the tour ended.**Health and Medical requirements**It is the lead client’s responsibility to ensure all members of the tour party comply with any health requirements relevant to the countries being visited. It is recommended that all group members travelling within the EU area have a valid EHIC (European Health Insurance Card) card. Details of how to obtain these are available at [www.gov.uk/european-health-insurance-card](http://www.gov.uk/european-health-insurance-card)**. At present, there are no mandatory health formalities for British citizens however this may change and may vary for other nationalities. If any group member has any medical problem or disability that may be relevant to the tour being undertaken, please advise us before the booking is confirmed so we can advise on the suitability of the tour being undertaken. Discovery Battlefield Tours reserve the right to decline the reservation if we reasonably feel that we would be unable to meet the needs of the person concerned.****Data protection****Information gathered from you will only be used in connection with the planning of our tour. This information will not be passed to third parties for marketing purposes.****Supervision****The lead client accepts responsibility for the good conduct of all members of the tour party and undertakes that at least one responsible adult will accompany any minors travelling at all times. They also undertake to ensure that all group members behave in a responsible fashion and do not cause damage to property or harm/offense to other people and comply with local laws and customs. The nature of the tours means that a significant amount of time will be spent visiting former battlefields. Many of these still contain unexploded ordnance. It is therefore important to follow any advice/instructions provided.****Brexit****As of the end of 2018 the situation regarding the UK leaving the European Union (commonly known as Brexit) is unclear. If the UK’s subsequent departure from the EU means a tour will face insurmountable difficulties (for example, but not limited to, excessive delays at ports) to deliver, then, with the agreement of Discovery Battlefield Tours and the client, a 100% refund will be offered. No further claim against Discovery Battlefield Tours will be considered in respect of this (for example, but not limited to, travel costs, accommodation costs etc incurred prior to, or immediately after, any tour).**  |  |

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