

HOTEL ACCOMMODATION BOOKING CONDITIONS



PLEASE KEEP A COPY OF THESE CONDITIONS FOR YOUR RECORDS

BOOKING CONDITIONS

These conditions are our contractual terms with any accommodation booking. They contain important information, so please read them carefully.

1. Accommodation reservations, deposits and balances.

To make a reservation, a non refundable deposit of £25.00 per room is required. Upon receipt of this we will then forward confirmation. The payment of the balance is due no later than 8 weeks prior to arrival. (Competitive hotel prices have been negotiated, therefore pre-payment is required prior to your stay.) Non-receipt of the balance on the date due will result in the accommodation being liable for cancellation.

2. Change of booking by you.

Should you wish to change your accommodation arrangements in any way after we have accepted your booking we will endeavour to meet your wishes to the best of our ability. A handling fee of £10.00 per room will be charged per alteration to cover administration costs. Name changes will incur a charge of £5.00 per alteration. If you make any change to your booking after the balance due date, then the hotel may also charge a fee, of which we will advise you.

3. Cancellation by you.

All cancellations must be confirmed in writing. If you find it necessary to cancel your booking the following cancellation charges will apply:

Notified 56 or more days before departure - Accommodation only – Loss of deposit

Less than 56 days - As above + any cancellation fee levied by hotel (100% cancellation charge may apply if rooms cancelled within 7 days of arrival)

4. Alteration to confirmed booking by us.

It is unlikely that we will have to make any change to your accommodation but we do plan the arrangements many months in advance. Occasionally we need to make changes, which we reserve the right to do at any time. Most of these changes are minor and we advise you at the earliest possible date. If a major change becomes necessary we will advise you as soon as is reasonably possible if there is time before your arrival. When a major change occurs (such as moving you to a different hotel), you will have the choice of either accepting the change of arrangements, or cancelling your accommodation and receiving a full refund.

5. Your responsibilities.

a) Please note that upon arrival at your hotel, you may be asked for a credit card imprint or a cash deposit to cover any additional expenses incurred during your stay.

b) If you fail to check in at your hotel on your arrival date, please be aware that the hotel will treat this as a 'no-show' and your booking will be cancelled in full for the duration of your stay unless you inform them or FFT of your delay. No refund will be given for 'no-shows' as the hotel may not be able to re-sell the room.

c) Any name changes or cancellations made after the start date of your booking must be made with the hotel and you must also notify FFT of your changes.

6. Complaints

We hope that you have an enjoyable and trouble free stay however things can and do go wrong. Any cause for complaint must first be notified to the provider of the service (the hotel). If your problem is not resolved to your satisfaction then you must notify FFT within 14 days of your return by sending your complaint to Field Farm Tours Ltd, Field House, 3 Stephenson Court, Stephenson Way, Newark, Notts, NG24 2TQ. We cannot accept responsibility if you fail to notify the complaint in accordance with these conditions

Bonding

Field Farm Tours Ltd are an established tour operator and our air holidays and flights are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is 10350. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad, and will arrange to refund any money you have paid to us for an advance booking. If you buy anything other than a package holiday or a flight, such as accommodation only, this financial protection does not apply. For further information, visit the ATOL website at www.atol.org.uk

Field Farm Tours Ltd is a Member of ABTA. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist when things don't go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For more information on ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London SE1 9EQ, Tel: 020 31170581 www.abta.com



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