

## **PERFECT WEEKEND TRAVEL ARRANGEMENTS - IMPORTANT INFORMATION**

You are making your own travel arrangements and acknowledge that you have not bought a *package* holiday from us. Please read and accept the following terms and conditions:

### **Key Terms and Conditions**

1. You are responsible for selecting each part of your travel arrangements.
2. You accept we have not in any way selected, assembled or arranged your travel arrangements for you.
3. Your **Perfect Weekend** travel arrangements are **not a package** and do not fall within the meaning of The Package Travel, Package Holidays and Package Tours Regulations 1992. Are not, therefore, ATOL protected.
4. We are acting as booking agents only and do not contract as principal.
5. By proceeding with these travel arrangements, you accept that you will be entering into a contract with each of the accommodation providers and other suppliers of services on their standard terms and conditions. You understand that where you have chosen more than one travel component, you will be entering into multiple contracts. If they are provided, we will endeavour (but undertake no liability to do so) to make copies of the terms and conditions of the contracts you enter into available to you at your request.
6. You understand that we have not conducted any quality or other checks on the individual components of your Hotel arrangements. We have made no representations about the suitability of the accommodation, products and services offered by the hotel through us and the inclusion or offering for sale of any accommodation, products or services by us does not constitute an express or implied endorsement or recommendation by us of such accommodation products or services.
7. We do not guarantee the accuracy of, and disclaim liability for any inaccuracies relating to, the accommodation, products and services offered for sale through us.
8. We undertake no responsibility for and are not liable for the misrepresentations, breaches of contract, breaches of statutory duty or negligence of any of the carriers, accommodation providers and other suppliers of services who sell their products and services through us. This means that in the event of you suffering personal injury, illness or death as a result of any act or omission of a carrier, accommodation provider or other supplier of services (or their employees) or your having any complaint about the quality of the services provided or having any other complaint at all, your sole right of redress will be against the independent third party who provided such service and that we will be under no liability at all (whether in contract, tort or otherwise howsoever).

### **Who We Are**

We are a trading division of Just Results Limited [Trading as perfect Weekend], having its Registered Office address at 12 Burton Road Poole BH13 6DU.

### **Your Travel Booking**

1. Whether you book alone or as a group, we will only deal with the lead booking name/passenger in all subsequent correspondence, including changes, amendments and cancellations. The lead name will be responsible for the group and it will be assumed that he/she has the authority to act on their behalf. You must be 18 years old at the time of booking to book as the lead name/passenger.

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2. Your booking does not include any transport element.
3. If you wish to book more than one room, each additional room will need to be booked in a different name or the duplicate room may be cancelled by the hotel.
4. When you ask for your booking to be processed, we will confirm the booking and take steps to secure your choice of accommodation. Next, we will send you a confirmation email/documentation. You must check the email/documentation confirmation and advise us immediately if it is inaccurate in any way.
5. We reserve the right to correct any inaccuracy in the confirmation email/documentation. If there is an obvious error in the confirmation email/documentation we reserve the right to correct it as soon as we become aware of it.

### **The Price You Pay**

All prices advertised are accurate at the date and time published. Any VAT changes will be reflected in your final account.

### **If the Hotel Cancels Your Booking**

Your contract with your Hotel may allow the Hotel to cancel the booking. Where this occurs, we will ensure that you are promptly notified after we are made aware of the cancellation, but accept no liability for the changes or costs incurred which may result.

### **If the Hotel Changes Your Booking Details**

Your contract with your Hotel may allow the Hotel to change your booking details. Where this occurs, we will ensure that you are promptly notified of any significant changes, but accept no liability for the changes or costs incurred which may result.

### **What Happens to Complaints**

If you have a complaint whilst away, you must immediately notify the Hotel of the service in question locally. If the Hotel is unable to resolve the problem immediately, and a member of our staff is not available, you can write to us at Perfect Weekend 12 Burton Road Poole BH13 6DU, within 28 days of your leaving the accommodation to allow your complaint to be investigated properly. Please provide us with your booking reference in your letter, and include telephone numbers.

### **Your Contract**

By asking us to confirm your booking, you are accepting that the terms of this agreement (and the conditions of any contract made with your suppliers) apply to your booking and your travel product components. You also consent to our processing personal information about you and other members of your party. More information about our data protection policy is available on our website). Your contract with us is subject to the laws and jurisdiction of England and Wales. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you are resident in either of these jurisdictions but not to any other law and/or jurisdiction.

### **Paying for Your Travel Product Components**

1. You will be liable to pay the full amount for each of the Hotel product components that you have asked us to book for you when your booking is made. Once confirmed, these amounts will become due and not be refunded except in accordance with the terms and conditions of the Hotel of each product component and always subject to the provisions on

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our booking form. "No money will be taken until 1 month prior to the event, if after this date you need to cancel there will be an administration charge of £15 per person. Please note that refunds cannot be made in the case of cancellation in the 2 weeks immediately before the event, please take out appropriate insurance.

2. Any money you pay to us we will hold it as agent for your Hotel from the time we receive it until we pay the money to your Hotel.

3. If payment for your booking is made by credit card/debit a per transaction handling fee of £3.00 per person will be made.

### **If You Cancel, Amend or Change Your Booking**

1. If you want to cancel [all cancellation MUST be in writing], amend or change any aspect of any supplier's travel product component that we have booked for you including any extras you have booked, we will do our best to help but please note that any cancellation, amendments or change can only be made in accordance with the Hotels terms and conditions, which may incur a charge of up to 100% of your booking price for the relevant product component plus administrative expenses. In addition, we will make a £15 service charge per person for processing each cancellation, amendment and change.

2. If the cancellation fee is 100% and you wish to re-book, the price of each new Hotel product or component will usually be based on the prices that apply on the day you ask for the change. These prices may not be the same as when you first booked that particular Hotel product component.

3. Some types of accommodation are priced according to the number of adults and children staying there. Most hotels consider guests aged 15 and under, at the time of travel, to be children. If your booking changes because someone in your group cancels, your Hotel or Perfectweekend may recalculate your booking cost based on the new number of people staying. If fewer people share the accommodation, then the cost for them may go up. We cannot guarantee availability of accommodation for extra guests.

4. Please ask for full details of cancellation charges at time of booking. Depending on your circumstances, you may be able to claim for some of the cancellation charges on insurance. Please check your insurance policy.

5. Should you instruct your credit/debit card company to "charge back" any payment(s) properly due from you in respect of your booking, we will charge you an administrative fee of £10 per incident and associated costs. We further reserve the right to cancel your booking and/or take legal action against you for all outstanding payment(s).

### **How to Contact Us to Cancel, Amend or Change Your Booking**

If you want to amend or change your booking please call us on 01202 757594.

If you want to cancel your booking or part of it, you must advise us in writing at our Perfect Weekend 12 Burton Road Poole BH13 6DU quoting your booking reference and the relevant travel product component booking reference(s). The letter must be signed by the lead name/passenger on the booking and once we receive it we will do our best to deal with your request as soon as possible and notify you accordingly.

### **Your Accommodation (if one of your travel product components)**

Any accommodation booked through us must only be used by those people named on your confirmation email/documentation (or on any amendment email/documentation issued) and in accordance with the terms and conditions of the Hotel of the relevant accommodation

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component. You are not allowed to share the accommodation or let anyone else stay there. You are responsible for the cost of any damage caused to your accommodation or its contents during your stay. These charges must be met by you and may have to be paid locally to the Hotel.

### **Your Travel Destination & Insurance**

By offering for sale travel product components to particular destinations we do not represent or warrant that travel to any such destination is advisable or free from political or health risks and we are not liable for damages for damage or losses that may result from travel to such destinations. You are strongly advised to review any travel prohibitions, warnings, announcements and advisories issued by The Foreign and Commonwealth Office Travel Advice Unit prior to booking travel to international destinations. Information on conditions in various countries and the level of risk associated with travel to particular international destinations is currently located at <http://www.fco.gov.uk/travel>. Online medical advice for travellers is currently located at <http://www.doh.gov.uk>. Otherwise, please contact your GP or the Department of Health. We strongly suggest that you take out appropriate health and cancellation insurance.

### **Contacting You**

If you book via our website, or by mail and have opted in other circumstances for us to contact you via email, we will communicate with you using the email address you have provided. We will assume that your email address is correct and that you understand the risks associated with using this form of communication, all cancellation MUST be in writing. Please note that you may still have to contact us via our office, tel 01202 757594 or in writing as required in our terms and conditions.