

TERMS AND CONDITIONS

1. Who We Are

Single Parents on Holiday Ltd. is a limited company, registration number 5500196, registered offices at 28 Murray Avenue, Bromley BR1 3DQ.

2. How to Book Your Holiday

If you want to reserve a place on one of our holidays, you are required to post or email a completed booking form together with a deposit payment as per section 6 of our Terms and Conditions. Your contract will be with Single Parents on Holiday Ltd.

3. Prices

All prices advertised are accurate at the date published and include the services stated for that holiday on our website. In the unlikely event of major currency fluctuations, we reserve the right to increase the price of your holiday after you have booked. We will do this no later than 30 days before the departure date stipulated and would forward an amendment invoice reflecting any changes made.

If the increase is 2% or less of the holiday price, we will absorb the changes in our costs. If the increase is more than 10% of the holiday price, then you may cancel your holiday booking within 14 days of the amendment invoice date and receive a refund of all monies paid to us.

4. Paying For Your Holiday

You will be required to pay a deposit for each person in your party at the time of booking your holiday with us, unless this is within ten weeks of departure when the full amount for the booking is payable. The deposit is £100 per family member unless another arrangement has been agreed between you and us in writing.

You must pay any outstanding amount on any invoice/s issued to you at least ten weeks before departure, or if the booking is made less than ten weeks before departure, upon receipt of your invoice. If we have not received the full balance due ten weeks before departure, we reserve the right to treat your booking as cancelled and to charge you a cancellation fee of up to 100% of the total value of your holiday booking. You can pay the outstanding amount by cheque, bank transfer, debit or credit card, except where the holiday is close to departure in which case we may limit acceptance of payment to debit or credit card payment.

5. Your Financial Protection

In accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with Single Parents on Holiday Ltd are fully insured for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Single Parents on Holiday Ltd.

A certificate detailing this cover will be given to each and every passenger as evidence of cover. Please ensure that you have been given the appropriate certificate(s) at the time of booking.

This insurance has been arranged by Towergate Chapman Stevens through AmTrust Europe Limited.

6. If We Cancel Your Booking

We aim to provide your holiday as booked. But if, for example, there are not enough people booked on your holiday, we reserve the right to cancel your holiday. In such a case, we would give you the option to accept a refund or replacement holiday from us of equivalent or similar standard and price (subject to availability). In any case, we will not cancel your holiday less than four weeks before departure, unless this is the result of one or more Events Beyond our Control.

7. If We Make a Change to Any Details of Your Booking

We hope that we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes need to make minor changes. We reserve the right to do this at any time. We will let you know about any important changes when you book or, if you have already booked, we will let you know as soon as we can, if there is time before your departure.

Should the change to your holiday be major, such as changes to the accommodation of the holiday you have booked, then you may either accept the new arrangements offered by us or accept a replacement holiday from us of equivalent or similar standard and price, subject to availability, or you may cancel your holiday with us and receive a full refund of all monies paid.

8. If You Change Your Booking

If you want to change any details of your booking such as your arrival or departure time, we will do our best to accommodate your request.

9. If You Cancel Your Booking

If you want to cancel your booking or part of it, we will require written confirmation. We reserve the right to charge you a cancellation fee as follows:

Cancellation charges

Period before departure within which written notice of cancellation is received	% of total booking price
90 days and more	Loss of deposit
89-60 days	50%
59-30 days	75%
29-0 days	100%

10. If You Have a Complaint

If you have a complaint whilst travelling, you must immediately notify the member of staff accompanying the group who will endeavour to assist and resolve any issues locally so that your holiday experience is not affected. If you are still not satisfied on your return home, you must write to us at our registered address within 28 days of returning from your holiday to allow your complaint to be investigated properly. Please write your holiday resort on your letter, and include your daytime and evening telephone numbers. If you do not give us the opportunity to resolve any problem locally, then we may not be able to deal positively with any complaint on your return.

11. Your Accommodation

The accommodation we arrange for you must only be used by those people named on your booking confirmation. 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, except damage caused by persons not known to you, for example in case of burglary. These charges must be met by you and may have to be paid locally.

12. Your Responsibility

We want all our customers to have an enjoyable, carefree holiday. But you must remember that you are responsible for your actions and the effect they may have on others. If we, or another person in authority, believe your actions could upset, annoy or disturb other customers, our suppliers or our own staff, or put them in any risk or danger, or damage property or you are unfit to travel, we may end your holiday and terminate your contract. You and your travelling party will be prevented from using your booked accommodation, transport, and any other travel arrangements forming part of your booking and we will not be liable for any refund, compensation or any other costs you have to pay.

In addition to the above and the effect your actions may have on others, you must particularly also bear in mind that you are responsible for your safety, and that you are responsible for the condition of the property you occupy. We are not responsible for any accidents which occur due to your inappropriate or irresponsible behaviour.

13. Our Responsibility to You

We accept liability for any loss or damage suffered by you through the failure to perform or the improper performance of the contracted holiday arrangements unless the failure or improper performance is attributable to yourself, an unconnected third party or Events Beyond our Control including circumstances which could not be anticipated or prevented despite every effort and care undertaken by us or a third party supplier.

14. Passports, Visas and Health

We can provide general information about the passport and visa requirements for your trip. Your specific passport and visa requirements, and other immigration requirements, are your responsibility and you should confirm these with the relevant embassies and/or consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Many countries now require passports to be valid for at least 6 months after your return date.

We can provide general information about any health formalities required for your trip but you should check with your own doctor for your specific circumstances.

15. Climate

We can provide general information about weather and conditions but these are for guidance only. It is not possible to predict the weather at the time of your travel, and we cannot be held responsible for weather conditions at the time of your holiday.

16. Website Accuracy

Every effort is made to ensure that details of all holidays, including prices, displayed on our websites are accurate. However, it is inevitable that, in exceptional cases, mistakes will arise or third party suppliers change their services without notifying us promptly. To avoid any misunderstanding, please check the details of your holiday at the time of booking. Any mistakes will be corrected as soon as possible and, if material, we will notify you of such changes if you have already booked the holiday.

Where we provide links to other company websites, we are not endorsing their products or services. Your use of these links is entirely at your own risk, and we cannot accept responsibility or liability for the content, use or availability of these sites. Our website may also contain some material provided by third parties and we can't accept responsibility or liability for the accuracy of that material.

17. Liability

Single Parents on Holiday is NOT liable for any loss, delay, damage, injuries, illness or death of its customers which occur in connection with your holiday. We strongly recommend that you take out adequate travel insurance to cover you for your transfers back to the UK in case of illness, hospital treatments abroad, lawsuits brought against any responsible party in case of injury as well as other reasons such as short-term cancellation of your flight/s and/or the loss or theft of luggage or travel documents. By agreeing to these Terms & Conditions, you waive to the fullest extent permissible in law any claim you may have against us, in respect of such loss, delay, damage or injury.

We are not responsible for any consequences resulting from travel plans that are disrupted, changed or cancelled, for whatever reasons, including (but not limited to) actual or potential severe weather conditions, fire, flood, strike, natural and nuclear disasters, hurricane, epidemics, industrial dispute, war, threat of war, terrorist activity, hostilities, political unrest, riots, civil commotion, health risks, technical problems with transport, including changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type for reasons beyond our control or that of our suppliers, closed or congested airports or ports, you or anyone in your party missing their flight/s or any other circumstances beyond our control ("Events Beyond our Control").

Excursions and activities attended in resort: Excursions and activities which can be booked and, if applicable, paid for locally and are supplied by third party suppliers, are subject to the third party suppliers' own booking terms and conditions of carriage, and you will be bound by these, so far as the relevant supplier is concerned. We will provide general information about locally available excursions and activities but do not accept any responsibility or liability whatsoever for anything which may go wrong on such excursions or activities.

Single Parents on Holiday 

www.singleparentsonholiday.co.uk