

Single Parents on Holiday

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. Travel Bookings

If you want to book a holiday with us, you are required to post or email a completed booking form together with a deposit payment as per section 5 of our Terms and Conditions.

3. Prices

All prices advertised are accurate at the date published. 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. 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 it. 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 of the events listed under 'Events beyond our control'.

5. 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 do 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.

Events beyond our control

Events beyond our control include: war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, 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, hurricanes and other actual or potential severe weather conditions, and any other similar events.

6. 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 the amount on the invoice issued to you at least ten weeks before departure. 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. If payment for your booking is made by credit card, we will charge you a handling fee of 2.5% per transaction, which is non-refundable should you cancel your holiday. No charge is made for payments made by debit card. Regrettably, credit card companies charge high fees for processing credit cards forcing us to pass part of these fees on to our customers.

7. 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.

8. 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%

9. 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.

10. 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.

11. Liability

Single Parents on Holiday is NOT liable for any injuries, illness or death of its customers. Therefore, we strongly recommend that you take out adequate travel insurance to cover you for 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 holiday and/or the loss or theft of luggage or travel documents.