

Booking Conditions

Preamble

These booking conditions apply to the contract when you purchase hotel accommodation through this website from youtravel.com Limited. We are a service provider in the field of travel and tourism and we act as a **principal** in the supply to you of hotel accommodation. Our goal is to provide you with all necessary information on hotels that we contract so you are in a position to purchase accommodation through our site. You may also find other travel related products or services that you can access via our website, which are offered by partners of ours.

Purchase

At the moment of purchase, you will receive a confirmation for your booking and a voucher and you will then be bound by these booking conditions. Please note that when you receive the details of your booking it is important that you check them carefully and advise us within 48 hours if any errors have been made in order that those errors can be rectified or the booking cancelled. Please note that we also reserve the right to cancel your booking if within 48 hours we notice that there has been a loading mistake in respect of price, availability, room type or board type. An invoice will be sent to you on the next working day after the date of your booking.

Your rights

When a purchase has been completed, the hotel you have selected is obliged to provide you with accommodation as described on your voucher. Rooms will be allocated at the time of check-in. Please note that hotels cater for an international clientele and staff working in the hotels may not all be English-speaking. Please also note that whilst this website endeavours to offer accurate information at all times, certain facilities may occasionally be withdrawn due to low occupancy, to enable repairs to be carried out, at the beginning and end of the season, or for any other valid reasons.

Your obligations

Invoices must be paid promptly in accordance with the agreed terms of payment. Unless the invoice has been paid in full you are not entitled to the accommodation booked. If you want to amend or cancel your booking then you are subject to our amendment and cancellation terms, given below. All minors must be escorted by their parents or provide us with an appropriate consent form before bookings will be accepted. Please note that you must in all instances make yourselves aware of and respect the terms and conditions of the hotel (which can be requested upon application) and also any local or national legislation that may apply in the resort of your choice as youtravel.com will not accept liability for any financial or other loss incurred if you fail to do so. Please be aware that it is the policy of some hotels in certain countries (eg Egypt, Tunisia and Morocco) not to allow nationals to book at special contracted rates sold outside of that country. Please contact youtravel.com prior to making such a booking.

Multiple Bookings

With party bookings, we will communicate only with the party leader who will be deemed to take responsibility for all members of his or her party and who will be expected to communicate to the remaining members of his or her party any information supplied regarding the booking. We will act at all times upon the assumption that the party leader has obtained agreement from all party members to the original booking and to any subsequent changes of any nature that maybe made to the booking.

Insurance

You must ensure that you have proper holiday insurance in place. From time to time you may be linked via this website to a partner who will be able to supply information on insurance policies but you must use your own discretion when choosing an insurance provider.

Payments

All bookings are due for payment at the time of booking. However, in case your arrival is outside of 90 days from the booking date you will be given the option to either pay 100% of the purchase price on the time of booking OR 20% in the time of booking and the outstanding balance 56 days prior to arrival. In case you pay by credit or debit card, we shall automatically process the payment at the time of booking in accordance with the above terms. You hereby give us your consent for this procedure. Failure of payment due to unauthorized or improper use of the credit card or any other reason shall result in your booking being cancelled.

Amendments & Cancellations by You

If you wish to make changes to a confirmed booking we will try to accommodate any such requests but since there may not be availability on the date required we cannot guarantee to do so. If the requested amendment can be made, a fixed fee of £20 per booking will apply. This fixed fee will be increased by any costs that may be charged by the provider of the accommodation to us when the original booking is cancelled. Please note that if the required amendment involves a change of hotel, the amendment will be considered to be a cancellation of the original booking and appropriate charges will apply. Cancellation charges will vary dependent upon the date of cancellation i.e. the sooner you cancel, the lower the cancellation fees.

Resort Hotels Cancellation Terms	Cancellation Charges
More than 56 days before arrival	20% of booking value
15-56 days before arrival	30% of the value of the booking
4-14 days before arrival	50% of the value of the booking
3 days or less before arrival	100% of the value of the booking
City Hotels Cancellation Terms	Cancellation Charges
5 days or more before arrival	No fee
Within 4 days before arrival	100% of the value of the booking
Note : For bookings during periods of trade fairs, exhibitions and other special events different	

cancellation terms will apply. We suggest you call us for the cancellation policy of the hotel you require at the time the booking is made.

If your booking is for more than one person and one or more members of the party cancels, the remaining members of the party may find that the cost of their accommodation changes to reflect the consequent under-occupation of the accommodation booked.

Changes

We will endeavour at all times to ensure that hotels make no changes to bookings that we have made with them. If, however, we are advised by the hotel that they have to change your booking or they are unable to provide the accommodation booked we will inform you as soon as possible before departure if we are able to do so. Under those circumstances we will endeavour to provide you with similar accommodation but if you do not choose to accept that accommodation you can cancel with a full refund. Please note, however, that we will have no other liability towards you in respect of any other services booked with third parties that may be affected by the accommodation change. If, for whatever reason, we cannot contact you before departure or if a hotel (or supplier) is forced to transfer you to alternative accommodation when you arrive in resort, they will undertake to transfer you to alternative accommodation of equivalent rating to that originally booked and when that undertaking has been fulfilled neither they nor we will have any other liability towards you. Please note that if for any reason (for example a significant flight delay of two hours or more) your arrival date or time changes it is vital that the hotel be notified immediately. Otherwise you may be considered to be a no show and your accommodation may be released. Please also note that no refund can be claimed if you stay at the accommodation for a shorter period than that for which you have booked.

Behaviour

If the hotel management has reason to believe that any member of your party has caused damage to hotel property and/or has behaved in a way that has caused or is likely to cause danger and/or distress to other guests and/or hotel staff, they reserve the right to terminate your stay immediately and we will in those circumstances be under no further contractual obligation to you. Full cancellation charges will then apply and neither the hotel nor youtravel will have any further responsibility for you or liability towards you. Furthermore, if any member of your party causes damage to the hotel or to any other third party during your stay, you will be liable for the cost of repairing any said damage and will be liable for any subsequent claim made against us or the local representative or the hotel by the relevant party. You will in all instances be liable for all and any expenses incurred during your stay and these must be paid in full before you leave your hotel.

Communication

All communication and confirmations between the parties will be done through emails.

Limitation of Liability

Any special requests must be made directly to the hotel and we offer no guarantee that those special requests will be met.

We do not give any undertaking as to whether a hotel will be able to cater for those who require special diets nor do we give any undertaking as to the suitability of properties for disabled clients. If any member of a party requires a special diet or suffers from a disability appropriate checks should be made before booking to establish that the property chosen is suitable.

We cannot respond immediately to or accept immediate liability for complaints relating to accommodation arrangements apart from cases where complaints relate to negligence on the part of youtravel itself. However, we will investigate all complaints and when appropriate we will pursue on your behalf against the hotel owner any claims for compensation or damages for any incident that may occur during your stay at the hotel and you will agree to provide all reasonable assistance to enable us to do so including any appropriate evidence, witness statements etc.

We assume no liability for any products or services that may be supplied by partners nor for any other services (eg flights or transfers) booked with third parties. Our liability is in respect of the provision of the accommodation only.

Complaints

If you have any complaints during your stay at the hotel, please try to resolve them immediately by reporting them to the hotel staff. If your problems are not resolved, you can contact the local representative whose details are listed on your voucher. If those problems remain unresolved, please call the agent through whom you booked your holiday in order that they can contact us. If you remain dissatisfied after your holiday ends, please write to your agent within 28 days of your return to the UK.

Governing Law

This agreement is governed by the laws of England, Scotland and Wales, and all disputes arising under or in connection with it shall be referred to an English, Scottish or Welsh Court dependent upon the location of the Claimant in each instance.

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