

TERMS AND CONDITIONS OF SALE

DEPOSIT - TIME SCHEDULE.

With your group having a tour start date of 22nd July 2018, deposit timetable would be as follows.

FIRST PAYMENT	10% Deposit. by the 1st December 2017---In pounds sterling.
SECOND PAYMENT	40% Second payment by 1st April 2018---In pounds sterling
FINAL PAYMENT	Final Payment by 9th June 2018.---In pounds sterling. 6 week deadline
	Refunds see below

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We are sure your colleagues will ask you “how safe is our money” perhaps the following few paragraphs will help you understand the sort of financial stability we offer. Close monetary control is essential when dealing with other people’s money.

YOUR MONEY

We fully understand the concern in regards the sending of money overseas and how safe is it. Can we try and reassure you on this point. We only take on a small number of tours per year. Except for Angela my wife, two sons Simon & Adam and Sara my daughter in law, we have no other direct staff liabilities. We are also financially very positive, we have low overheads and absolutely no liabilities. Your money is transferred into our Business account. This account is held with one of the big high street banks (Santander Business or HSBC Euro). There it will remain and only services purchased for your tour will be paid from your money. We will also start a ledger for the tour which will show your payments and the amount spent. Therefore we have complete control over your tour money from day one.

WE GUARANTEE

UNDER NO CIRCUMSTANCES WILL ANY OF YOUR MONEY BE USED TO PAY FOR OTHER TOURS

Each tour we undertake will have money deposited and recorded in its own ledger. We will never pay any invoice until the specific client has deposited money with us and in certain circumstances until the client has given permission, i.e., payments made where a deposit is non-refundable. In this way we always have funds available for that particular group.
(In simple terms NO MONEY PAID, NO TOUR COMPLETED).

WE GUARANTEE

UNDER NO CIRCUMSTANCES WILL WE TAKE EVEN ONE CENT OF YOUR MONEY FOR PERSONAL PAYMENTS UNTIL THE TOUR IS COMPLETE AND YOU HAVE ARRIVED HOME.

We live on income one year behind. Therefore money drawn this year is a part of our margin from last year and previous years.

WE GUARANTEE.

UNDER NO CIRCUMSTANCES WILL WE REMOVE ANY OF YOUR TOUR MONEY FROM OUR BUSINESS ACCOUNT INTO ANY MORE SPECULATIVE HIGH INTEREST ACCOUNT.

The whole amount of your tour money will be available on request in an immediate access situation, less only that which has been spent on your behalf for services applicable to your tour.

WE GUARANTEE.

IF DUE TO CIRCUMSTANCES BEYOND YOUR CONTROL CANCELLATION OF THE COMPLETE TOUR TAKES PLACE. WE WILL RETURN ALL MONIES PAID, LESS ONLY THAT WHICH IS DESCRIBED BELOW:

- 1) “NONE REFUNDABLE DEPOSITS WITH SUPPLIERS”

WE WILL ONLY AGREE TO PAY A SUPPLIER A NON-REFUNDABLE DEPOSIT AFTER FULL CONSULTATION WITH YOU.

- 2) “AT OUR DISCRETION A MAXIMUM OF 10% NON-REFUNDABLE DEPOSIT TO COVER OUR INITIAL TRIP SET UP COSTS & WORK TO DATE”

IT IS WITH REGRET WE HAVE DECIDED TO APPLY A PART NON-REFUNDABLE DEPOSIT SITUATION AFTER TRADING FOR OVER 35 YEARS. UNFORTUNATELY THE PAST 4/5 YEARS HAVE BEEN VERY DIFFICULT AND OUR WORKING FIXED OVERHEADS HAVE INCREASED TO SUCH A LEVEL WE CANNOT ANY LONGER SUSTAIN A FULL REPAYMENT CONDITION IF WE WANT TO STAY IN BUSINESS

INDIVIDUAL CANCELLATIONS ALONG THE WAY

MAKE YOUR OWN DECISION ON INDIVIDUAL SITUATIONS WITHIN THE GROUP. AT OUR DISCRETION WE MAY ASK FOR A MAXIMUM 10% CANCELLATION FEE FROM AN INDIVIDUAL DEPENDING ON DATE OF CANCELLATION. BUT THIS IS RARE. WE WILL USUALLY RETURN SUCH INDIVIDUAL DEPOSITS UP TO THE 6 WEEK DEADLINE THEN WE ARE LOCKED IN WITH SUPPLIERS

ONCE THE 6 WEEK BEFORE ARRIVAL DEADLINE IS PASSED UNFORTUNATELY NO REFUND CAN BE EXPECTED. WE MUST EMPHASISE THIS

WE GUARANTEE.

IF CIRCUMSTANCES OCCUR IN WHICH WE NEED TO CANCEL OUR INVOLVEMENT WITH YOUR TOUR AND CANCELLATION OF THE TOUR TAKES PLACE. WE WILL RETURN **ALL MONIES PAID.**



ON BEHALF OF CHARTER TRAVEL (FOR GROUPS) LTD