

Booking Terms & Conditions

The following Booking Conditions together with the General Information contained in our brochure form the basis of the group leader's contract with Sports Travel International Limited t/a S.T.I. registered number 2687145. Please read them carefully as they set out our respective rights and obligations. These booking conditions also contain terms which we are entitled to rely on in relation to individual group members. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read and have read these booking conditions and agree to them. Except where otherwise stated, these booking conditions only apply to tour arrangements which you book with us in the UK and which we agree to make, provide or perform (as applicable) as part of our contract with you. All references in these booking conditions to "holiday", "booking", "contract", "package", "tour" or "arrangements" mean such holiday arrangements unless otherwise stated. In these booking conditions, "you", "your" and "group leader" means the person who makes the booking or, if appropriate for or required by the context, all persons named on the booking (including anyone who is added or substituted at a later date) or any of them. "We", "us" and "our" means Sports Travel International Limited. There is always a great deal of information in brochures and inserts and we have tried to make it as clear as possible. For your financial protection our coach tours are bonded by AITO Trust. We also hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 5675). When you buy an ATOL protected air inclusive tour or flight* from us you will receive a confirmation invoice from us confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. *The air inclusive tours and flights we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight or flights we arrange for you commences in the UK. For further information, visit the ATOL website at www.atol.org.uk.

BOOKING

To make a booking, the group leader must complete and sign our booking form. The group leader must be authorised to make the booking on the basis of these booking conditions by all persons named on the booking and by their parent or guardian for all group members who are under 18 when the booking is made. By signing the booking form, the group leader confirms that he/she is so authorised. The group leader is responsible for making all payments due to us and for communicating to all group members all terms of these booking conditions which apply to or affect individual group members including, without limitation, the clauses below headed "Responsibilities of Leaders, Staff and Individuals" and "Liability". The group leader must be at least 18 when the booking is made. The completed signed booking form must then be sent to us together with the payments referred to below. Subject to the availability of your chosen arrangements, we will confirm your tour by issuing a confirmation invoice. This invoice will be sent to the group leader. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We advise that you keep copies of all documentation for your records.

PAYMENT

In order to confirm your chosen tour, a deposit (as advised) per person (or full payment if booking within 10 weeks of departure) must be paid at the time of booking. If you wish to purchase the insurance policy we offer, all applicable premiums must also be paid at the time of booking should you wish to be covered from that time. You will not be covered until the applicable premium has been paid. You may be required to make further interim deposit payments (if pre-advised). You must pay the balance as invoiced, no less than 10 weeks prior to travel. For a selection of the packages we offer, individual group members may make payment of their tour cost online, although a fee is charged for this service. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown below depending on the date we reasonably treat your booking as cancelled. Alternatively, late payment may result in an additional charge being levied of up to 10% of the cost of your tour.

YOUR CONTRACT

A binding contract between Sports Travel International Ltd and the group leader comes into existence when we despatch our confirmation invoice to the group leader. We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us (except as set out below). We both also agree that any dispute, claim or other matter of any description which arises between us must be dealt with by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any dispute, claim or other matter of any description which arises between us governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

SECURITY DEPOSIT

A security deposit (typically £250, depending on the group size, sport and destination) will be added to your invoice, refundable within 4 weeks after your return from the tour once an inspection has taken place of your accommodation, coach and by other tour providers. We reserve the right to keep your deposit to compensate our suppliers for breakage, damage or for broken obligations (including non-fulfilment of sports fixtures). Some accommodation centres will also require an additional security deposit to be paid directly to them on arrival. We will advise you in advance should this be necessary, if we are aware of it. Should the cost of any damage or loss or broken obligations exceed the amount of the security deposit you have paid you will be liable to pay the excess charges (please also see below).

CHANGES / ADDITIONS REQUESTED BY YOU

If you want to make any alteration to your booking details once confirmed, we will do our best to meet your request but please note that changes cannot be guaranteed. Due to the additional work and costs involved, we may charge an administration fee of £20 for each alteration. If we accept any additions to the tour party after the final invoice, a late booking fee of £20 per person may be charged. You may change your booking up until the day of departure by transferring it to another person if the replacement meets any terms and conditions which may apply to the tour and the suppliers agree to the change. This transfer is subject to an administration fee of £20 (plus insurance if applicable). For all changes you must pay all additional charges imposed or incurred by us or our suppliers in making the change.

CANCELLATION BY A GROUP OR INDIVIDUAL

If you wish to cancel your booking, the group leader must notify us in writing by registered post. As we incur costs from the time your booking is confirmed, the cancellation charges set out below will apply depending upon the date when written advice of the cancellation is received by us. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges. Insurance premiums and amendment charges are not refundable in the event of cancellation.

- Cancellation more than 10 weeks prior to departure date - Loss of all deposit payments.
- Cancellation within 2 to 10 weeks prior to departure date - 75%.
- Cancellation 2 weeks or less prior to departure date or after departure - 100%.

A complete change of travel arrangements shall also be classified as a cancellation. If you have taken our insurance, you may be able to claim a refund depending on the reason for the cancellation. Claims must be made direct to the insurance company. It is important to note that if any cancellation reduces the size of the group, the tour price and any concessions will be adjusted to reflect the new party size. Failure to accept the adjusted price and concessions will be treated as a cancellation by the party as a whole and all party members will be subject to the above cancellation charges.

RESPONSIBILITIES OF LEADERS, STAFF & INDIVIDUALS

The group leader is responsible for the booking and for the completion of personal arrangements which may be necessary such as passport, visa, currency and medical requirements. British Citizens require a valid British passport (or be covered under a group passport) to travel overseas. Please allow a least 12 weeks to renew a British passport. Depending on your travel destination, you may also require a visa and/or for your passport to be valid for six months after the return date of your trip. We shall advise you with your booking confirmation of any such requirements for your tour. If you or any member of your party is not a British citizen or holds a non British passport, you must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending to travel. It is your responsibility to ensure that you and your party have the proper documentation, and to check that it is valid for the whole of your trip. You should seek medical advice if you are in any doubt about your fitness to travel. Travellers from the UK to Europe should travel with an EHIC (European Health Insurance Card). Eligible travellers from the UK are entitled to receive free or reduced-cost medical care in many European countries on production of a valid EHIC card. Further details on travelling abroad can be obtained by visiting www.fc.gov.uk/travel which provides important information including health and safety issues. Please note: Passport, visa and health requirements may change and you must check the up to date position in good time before departure. The group leader (and other supervisors) is also responsible for the supervision of children in the party and for the behaviour of your club, team or group. S.T.I shall be entitled to recover from you, the cost of any damages or loss caused by you, including repairs, to our satisfaction and that of our suppliers. Your group must undertake

to behave with decency as ambassadors for the company and the country and in such a manner as not to damage the reputation of S.T.I or any of its suppliers or other clients of S.T.I or other persons. We reserve the right to immediately terminate all services we are contracted to provide for you if we, the accommodation owner, manager, employees, agents or any other person in authority in any place consider your behaviour to damage the interests of S.T.I or those of its suppliers or any property or be a cause of nuisance to other persons. Any such client(s) will have their tour terminated forthwith and S.T.I shall have no further contractual obligations towards the group concerned. No refunds will be made and we and our suppliers will not pay any expenses or costs incurred as a result of the termination. The taking of drugs, smoking and drinking alcohol on board a coach or inside any accommodation or anywhere else (without permission) would automatically result in the holiday being terminated immediately with no refunds being made. S.T.I shall accept no liability to meet any costs or expenses incurred by you as a result of the misbehaviour of you or the group at any stage, nor any claim made as a result of such activities including drinking alcohol or the taking of drugs during the tour.

PRICES

Please note, changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking. We reserve the right to increase / decrease and correct errors in advertised prices at any time before your holiday is confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking. Once the price of your chosen tour has been confirmed at the time of booking, then subject to the correction of errors, we will only increase or decrease the price in the following circumstances. Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, in the event of any change in our transportation costs or in dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports or in the exchange rates which have been used to calculate the cost of your holiday. Even in the above cases, only if the amount of any increase in our costs exceeds 2% of the total cost of your tour (excluding insurance premiums and any amendment charges) will we levy a surcharge. If any surcharge is greater than 10% of the cost of your tour (excluding insurance premiums and any amendment charges), you will be entitled to cancel your booking and receive a full refund of all monies you have paid to us (except for any amendment charges) or alternatively purchase another holiday from us as referred to in "Changes and Cancellations by us" below. Although insurance (where purchased through us) does not form part of your contract with us or of any "package", we will consider an appropriate refund of any insurance premiums you have paid us if you can show you are unable to use/reuse or transfer your policy in the event of cancellation or purchase of an alternative holiday. You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to choose option (b) or (c) as set out in "Changes and Cancellations by us" below. If you do not tell us that you wish to choose either of these options within this period of time, we are entitled to assume that you do not wish to do so and will pay the surcharge. Any surcharge must be paid with the balance of the cost of the tour or within 14 days of the issue date printed on the surcharge invoice, whichever is the later. Please note that arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your tour due to contractual and other protection in place. A refund will only be payable if the decrease in our costs exceeds 2% of the total cost of your tour as set out above. Where a refund is due, we will pay you the full amount of the decrease in our costs. We promise not to levy a surcharge within 30 days of departure. No refund will be payable if any decrease in our costs occurs during this period either. The prices in our publications have been based on calculations from Friday 21st August 2009 using the following exchange rates: £1 = Euro EUR 1.161; USA USD 1.652; South Africa ZAR 13.183; Barbados BBD 3.304

CHANGES AND CANCELLATIONS BY US

We start planning the tours we offer many months in advance. Occasionally, we have to make changes to and correct errors in brochure and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. Please note, some of our tours require a minimum number of participants to enable us to operate them. If the minimum number of bookings required for a particular tour have not been received, we are entitled to cancel it. We will notify you of cancellation for this reason no less than 4 weeks before the date your tour is due to commence.

Most changes are minor. Occasionally, we have to make a "significant change". A significant change is a change made before departure which, taking account of the information you give us at the time of booking and which we can reasonably be expected to know as a tour operator, we can reasonably expect to have a major affect on your holiday. Significant changes are likely to include the following changes when made before departure; a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away, a change of accommodation area for the whole or a major part of the time you are away, a change of outward departure time of 12 or more hours, a change of UK departure point to one which is more inconvenient for you and, in the case of multi-centre trips, a significant change of itinerary missing out one or more major destination substantially or altogether (except as detailed in "Sports Arrangements" below). If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:-

- (a) (for significant changes) accepting the changed arrangements or
- (b) purchasing an alternative tour from us, of a similar standard to that originally booked if available. We will offer you at least one alternative tour of equivalent or higher standard for which you will not be asked to pay any more than the price of the original tour. If this tour is in fact cheaper than the original one, we will refund the price difference. If you do not wish to accept the tour we specifically offer you, you may choose any of our other then available tours. You must pay the applicable price of any such tours. This will mean your paying more if it is more expensive or receiving a refund if it is cheaper or
- (c) cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

If we have to make a significant change or cancel we will where compensation is due, pay you reasonable compensation depending on the circumstances and when the significant change or cancellation is notified to you subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where (1) we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care or (2) we have to cancel because the minimum number of bookings necessary for us to operate your holiday has not been reached (see above). No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or where a change is a minor one. A change of flight time of less than 12 hours, airline (except as specified in "Flights" below), type of aircraft (if advised) or destination airport will all be treated as minor changes.

Please also see "Delay and Denied Boarding Regulations" below.

Very rarely, we may be forced by "force majeure" (see below) to change or terminate your tour after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

FORCE MAJEURE

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of "force majeure". In these booking conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include actual or threatened war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

SPORTS ARRANGEMENTS

S.T.I via its UK and foreign agents will make suitable sports arrangements for your tour. Where friendly matches have been requested, then these will be organised, limited to the number specified in our price and booking guidelines or on your tour proposal, but additional matches cannot be guaranteed. It is important to note that bookings cannot be accepted on the basis of specific opposition, dates and timings, or locations of matches. Those teams entered into a tournament or festival must adhere to the rules, regulations and decisions of the event organisers. Matches will be played to international or local clubs rules, details of which may be available on request. Sports arrangements may occasionally need to be changed or cancelled before or after departure due to circumstances beyond our control, including adverse weather, where the playing surface has become dangerous, unsuitable or susceptible to unacceptable damage in the opinion of local club officials, or because the local club, authority or association decides that the arrangement cannot take place. Should any arrangement be cancelled, S.T.I will try to make other comparable arrangements. We have no control over the actions of other teams or their members, including no shows. No compensation will be payable as a result of any cancellation (unless we obtain any refunds from our suppliers), except if it is as a result of our failure to use reasonable skill and care in making the arrangement. Groups must honour commitments at friendly matches and sports events where arrangements have been made. We cannot be held responsible for any arrangement being cancelled where you are late or do not respect host club timings, regulations or traditions, or where you have insufficient players to form a full team. You are responsible for contacting the appropriate sporting body(ies) in good time prior to departure in order to obtain all necessary approval and advices for your tour. S.T.I is not liable for any failure to comply with these rules and regulations. Where training sessions have been published with coaching staff, S.T.I will try to ensure that any

named staff will be present, but this cannot be guaranteed due to the commitments of staff and other factors out of the control of S.T.I. The calibre of coaching staff will of course be maintained, whenever possible.

COMPLAINTS

We hope that you enjoy your tour with us at S.T.I. However, should a problem arise during your tour or you are dissatisfied, then please immediately inform the tour representative or supplier as we will try to put things right without delay. Should the problem continue, please call our office (24 hours) so that we may attempt to deal with matters quickly for you. Our representatives and suppliers are not authorised to promise any refund in respect of a clients claim and no such promise will be binding on S.T.I. Should you wish to complain to us on your return, then you should do so in writing by registered post within 14 days of your return from tour, giving us all relevant information. We aim to reply promptly and fairly. However, if you are not satisfied with our response we must be informed within a further 14 days from our correspondence in order for us to deal with the matter further. Should a satisfactory conclusion not be achieved, the matter may be referred to arbitration. We regret that we cannot accept liability in respect of any complaints which are not reported in entire accordance with this clause. Furthermore, we are not responsible for any payments made by you or your group in respect of your tour, or problems that may arise, unless they have been specifically authorised in writing by our Head Office in advance of any such arrangement.

SPECIAL REQUESTS / MEDICAL CONDITIONS

If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. For your own protection, you should obtain confirmation in writing that a special request will be compiled (where it is possible to give this) where it is important to you. We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as "standard" bookings subject to the above provisions on special requests. If you or any member of your party has any medical condition or disability which may affect your tour or has any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you confirm your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your tour develops after your booking has been confirmed. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking or the condition / disability develops after booking, cancel when we become aware of these details.

HOTEL, TRAVEL & OTHER SERVICES

All transportation is supplied by S.T.I. Transport Ltd (which is a wholly owned subsidiary of S.T.I.) and those suppliers subcontracted by the company. Please note that we do not own the sports clubs, accommodations, or transportations we use or operate and therefore all contracts entered into by us on your behalf for travel, accommodation and other services are subject to any conditions imposed by the suppliers. These conditions may include clauses exempting such persons from liability from injury, loss or damage to persons and property. The safety standards and regulations overseas are those of the country in question, and not necessarily the same as the equivalent standards in the UK. The monitoring and enforcement of, and compliance with, local regulations are carried out by the appropriate authorities in the country concerned. Naturally, we urge you to take all reasonable precautions while on tour with your group.

INFANTS

Infants under six weeks old may not be allowed to fly. Infants no older than 23 months at the time of your return from tour may sometimes travel free of charge or pay a reduced price. No seat on the coach or aeroplane will be allocated to the infant, who shall be required to sit on an adults lap. Should a seat be vacant, this may be utilised if allowed at your own risk. British registered airlines stipulate that one of the specifically approved car seats be used in this instance. No bed will be allocated in your accommodation for any infant travelling, so you will need to supply your own travel cot, unless the infant is to share a bed with an adult. Some accommodation suppliers may be able to provide a cot which you should request in advance.

COACH TRAVEL

Transport is by standard, luxury or executive coach unless otherwise stated. You will be met at your designated pickup point on the UK mainland (or destination airport as appropriate), but additional pickups cannot be guaranteed. You are responsible for meeting the coach at the times specified in your itinerary or as advised by our representatives. In the event that you are late, we will not be responsible to you if the coach has departed. Should this result in your late arrival at an event, then we are not liable to you if this does not proceed or you are excluded. For flight-inclusive packages, it is your responsibility to contact us or our representatives to advise us of any flight delay, so as not to jeopardise your onward travel arrangements. In the interests of safety, it is the responsibility of you and all your party to ensure that all hand luggage is stowed safely. Each member of the party may carry one large sports bag or case and one hand luggage. It is your responsibility to insure against the risk of loss or damage to all packages and personal effects. S.T.I cannot accept any responsibility whatsoever for any such loss or damage except as expressly specified in these booking conditions. If you travel with one of the ferry companies or Eurotunnel, your journey will be subject to their terms and conditions. You may be refused any form of transportation if considered to be under the influence of alcohol. Although every effort is made to ensure that the facilities quoted for coach travel are present and in working order prior to departure, we cannot accept responsibility for the mechanical failure or omission of this equipment before or during the tour. Smoking is prohibited onboard at all times.

FLIGHTS

Only flight-inclusive tours arranged through us are protected by our ATOL (5675) (see above for full details). Note: Groups making their own flight arrangements are not protected by our ATOL. The flights we purchase on your behalf are with a variety of scheduled, no-frills and charter airlines, each governed by their own terms and conditions. It is a requirement that our groups check in at least 2 hours prior to the scheduled departure of your flight and it is your responsibility to ensure that all your party are able to do so together before this time. You may be refused boarding should you arrive too late at check-in or should you be under the influence of alcohol. You will be responsible for your own subsequent arrangements and costs should you not be accepted onto the flight or should you arrive too late to travel. Regulations vary from airline to airline, but some will refuse to carry women who will be 28 weeks or more pregnant on the date of return travel. If you are in doubt, please check with the airline concerned and your doctor. Infants must be at least 6 weeks old to travel by air. Your seats are not normally pre-bookable. Many airlines now charge for luggage checked-in for the hold, for priority boarding and other facilities and services. These are not included in your package unless specifically shown as an inclusion on your Tour Proposal. Either way, you will be responsible for your own excess luggage supplements at check-in should you exceed the free luggage allowances quoted to you for your airline. Although handling agents at UK airports have a good reputation, there are occasions when your baggage may be delayed. Please ensure that you have adequate insurance cover for your needs. We shall not be held responsible or accept liability whatsoever for the loss of any contractual obligation or enjoyment as a result of any delay or cancellation of your self-arranged flights. You must contact us or our representatives as soon as possible to advise us of your amended schedule. Furthermore, we reserve the right to impose additional charges as incurred by us or our suppliers for the rescheduling of any of your tour arrangements as a result of the delay or cancellation. In accordance with EU Directive (EC) No 2111/2005 Article 9, we are required to bring to your attention the existence of a "Community list" which contains details of air carriers who are subject to an operating ban within the EU. The Community list is available for inspection at http://europa.eu.int/comm/transport/air/safety/lywell_en.htm. In accordance with EU Regulations we are required to advise you of the actual carrier(s) or, if the actual carrier(s) is not known, the likely carrier(s) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/ the carrier are unable to offer you a suitable alternative, the provisions of "Changes and Cancellations by us" will apply. We are not always in a position at the time of booking to confirm the flight timings which will be used in connection with your flight. The flight timings shown in our brochure, on our website and/or detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. Flight timings are outside our control. They are set by airlines and are subject to various factors including air traffic control restrictions, weather conditions, potential technical problems and the ability of passengers to check in on time. Specific instructions relating to departure and travel arrangements will be sent with your air or other travel tickets approximately 1 week before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs. Any change in the identity of the carrier, flight timings, and/or aircraft type (if advised) will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions.

DELAY AND DENIED BOARDING

We regret we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. Any airline concerned may however provide refreshments etc. We cannot accept liability for any delay which is due to any of the reasons set out in "Liability" of these Booking

Conditions (which includes the behaviour of any passenger(s) on the flight who, for example, fails to check in or board on time). In addition, we will not be liable for any flight unless it has a significant effect on your tour arrangements. If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances which would entitle you to claim compensation or any other payment from the airline under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004, you must pursue the airline for the compensation or other payment due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations.

ACCOMMODATION

Your accommodation will be as advised in the brochure, tour proposal, or other promotional material. Clients must abide by any rules and regulations as may be in force at their accommodation, including regulations regarding the supervision of children. Anyone who leaves the accommodation of their own choosing, or anyone ordered to leave accommodation due to behaviour or other causes must subsequently make their own tour arrangements at their own expense with no recourse to S.T.I whatsoever. Your accommodation will normally be ready for you from 15:00hrs on the day of arrival in the resort. On some occasions you will be able to check in earlier so please check with reception on arrival. On departure, you are usually asked to vacate your rooms by 10:00hrs. A damage deposit may be requested by the accommodation, payable directly on arrival. Regardless, the costs of any damages caused should be settled in full prior to departure. If your group will be choosing to camp or use a school classroom at a tournament site as published in the brochure, then you do so entirely at your own risk in every respect, as these options are offered by host clubs and tournament organisers and are not officially approved accommodations. S.T.I will not be responsible for the nature of changing and wash room or any other facilities that may be available. You should also pay particular attention to insurance exclusions in terms of loss of personal effects and security issues.

LIABILITY

(1) We promise to make sure that the tour arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted tour arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted tour arrangements. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

(2) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:-
- the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
- the act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
- 'force majeure' as defined above

(3) Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us and we have not agreed to arrange them as part of our contract and any excursion you purchase in resort. In addition, regardless of any wording used by us on our website, in any advertising material or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

(4) The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holidaymaker/tour-participant to refuse to take the holiday/tour in question.

(5) As set out in these booking conditions, we limit the maximum amount we may have to pay you for any claims you may make against us. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £500 per person affected unless a lower limitation applies to your claim as set out in (6) below. You must ensure you have appropriate travel insurance to protect your personal belongings. For all other claims which do not involve death or personal injury, if we are found liable to you on any basis the maximum amount we will have to pay you is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim as set out in clause (6) below. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your tour.

(6) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotelier concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Athens Convention for international travel by sea, the Berne Convention for international travel by rail). Please note: where a carrier or hotelier would not be obliged to make any payment to you under the applicable international convention or regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the carrier or hotelier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request.

(7) Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses.

INSURANCE

Travel insurance is not included in our tour packages unless specifically shown as an inclusion in your Tour Proposal. The cost of the insurance will be shown as a separate item on the invoice. In the event that you make your own insurance arrangements it is a condition of the contract that you send us a copy of the policy effective in relation to the holiday, at least 10 weeks prior to the departure date. For the avoidance of doubt, any policy insurance which you take out must cover as a minimum the full cost of cancellation by you and repatriation in the event of accident or illness. The group leader agrees to indemnify and hold harmless S.T.I. its directors, employees, servants and agents from and against and in respect of any and all liabilities, losses, damages, claims, costs and expenses (including but not limited to action, costs and demands for loss or damage indirect or consequential) arising out of or in any way connected with your failure to comply with this condition. Any accidents or injuries that occur on tour must be reported to us in writing within 7 days even if you do not intend to make a claim. Please read your policy details carefully and take them with you on tour. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. We do not check alternative insurance policies. Sports Travel International is an appointed representative of Fogg Travel Insurance Services Ltd. for the sale of travel insurance. Fogg Travel Insurance Services Ltd. is authorised and regulated by the Financial Services Authority.

DATA PROTECTION

We collect certain information from you when you register on our website, request a brochure or make a booking. In order to process your booking we must pass on some information to the relevant suppliers of your tour arrangements, such as airlines, hotels, transport companies etc. We will hold your information and may use it to inform you of future offers, send you brochures or company literature. If you do not want us to do this please let us know at the time of booking or at any time afterwards. However we will not pass or sell on your information to anyone else for marketing purposes without your prior approval. STI is registered to comply with the Data Protection Act 1998. By signing our terms and conditions, you also agree that we may, if appropriate, use any photographs taken by us, our representatives of individual players or teams in our publicity material, advertising documentation, brochures and websites.