



# Terms and Conditions

## DEPOSIT AND PAYMENTS:

A non-refundable deposit, as shown in the booking form, together with a signed booking form is required. Please read these conditions carefully before completing the booking form. Final payment of the balance is required 30 days before departure date.

## CANCELLATION AND REFUNDS:

If it becomes necessary to cancel your booking, please notify us immediately in writing.

Cancellation of any bookings after the booking is confirmed but prior to payment of balance will result in the loss of deposit paid. After balance is paid monies will become non-refundable. Should there be too few people booking a tour, we reserve the right to cancel the tour, with full refund of all monies paid. *EoL Tours* is not responsible for any incidental expenses incurred as a result of your booking.

## REFUNDS:

No refund is available after the tour has commenced in respect of any services not utilised. Be sure to obtain a medical certificate if, for medical reasons, you must withdraw from a tour after it has begun.

## TRAVEL INSURANCE:

Personal Travel Insurance is not included in the tour price. The holding of personal comprehensive travel insurance including cancellation cover is a condition of booking on all tours. Emergency contact number and policy number must be provided prior to travel.

## HEALTH REQUIREMENTS:

We recommend that all guests consult their doctor or a Travel Medicine Specialist regarding necessary vaccinations and or medication before any overseas trip. Guests over the age of 70 are required to supply a doctor's certificate confirming their fitness to participate in the tour.

## ITINERARY VARIATIONS:

*EoL Tours* reserves the right to make changes to the itinerary in the case of unforeseen circumstances. We reserve the right to vary itineraries and to substitute activities or accommodation if necessary.

## TOUR PRICE:

Prices quoted are current in Euros, however, *EoL Tours* reserves the right to vary the tour price to accommodate for fluctuations in currency exchange rates.

## TOUR PARTICIPATION:

Our destinations, in general are not geared to cater for the handicapped or medically unsound traveller at this time. Any traveller who requires any special consideration and assistance must have a full-time carer/companion. *EoL Tours* reserves the right to withdraw tour membership from anyone whose behaviour or attitude is likely to affect the smooth operation of the tour or adversely affect the enjoyment, harmony, or safety of other passengers, and shall not be required to show reason. If *EoL Tours* refuses to carry or accommodate any passengers on these grounds, the passenger shall have no right to claim damages against *EoL Tours*.

## STATEMENT OF RESPONSIBILITY:

*EoL Tours* acts only as agents for passengers with respect to services provided, included, but not limited to hotels, restaurants, sightseeing, and all forms of transportation. *EoL Tours* takes all reasonable precautions to make the tours as safe as possible for tour passengers and others. *EoL Tours* shall not be liable for any loss or damage of whatsoever nature suffered by the passenger or any other person, or any injury or death of any person howsoever any such loss, damage, injury or death may be caused to arise. Any travel involves some measure of personal risk that the passenger has to determine. *EoL Tours* will not be responsible should the standard of the services be below the expectations of the passenger. Any questions regarding specific aspects of the tour can be directed to *EoL Tours* via email or by telephone. Under the Consumer Protection Act, consumers have a right to compensation if services are not provided with care and skill or if services are not

reasonably fit for a particular purpose made known by the consumer. This right cannot be excluded. Subject to the above statutory rights, *EoL* Tours shall not be liable for any injury, damage, loss, accident, delay, or irregularity that may be caused to persons or property however caused or arising during or in connection with the tour, including any service provided by contractors.

**PRIVACY NOTICE:**

*EoL* Tours collects information about you including health if necessary, to provide services and products to you, process your travel arrangements and ensure efficient completion of your travels. We may need to pass on this information to airlines, embassies/consulates, other operators and other agencies for security, customs and immigration purposes. You can have full access to this information by contacting our office.