

GENERAL TERMS AND CONDITIONS

Key points:

You enter into a booking with us when we issue our confirmation invoice. If you then cancel, there will be cancellation charges. Initially this may only be a deposit, but can go up to 100%.

You can make changes to your booking in certain circumstances. We make a charge for this. We can change and cancel your booking. We'll pay you compensation in certain circumstances.

We are responsible to you for providing your holiday but there are legal limits.

NB read the full terms below for more information and for other important rights and obligations.

1. Our details

1.1 YOUR PACKAGE HOLIDAY BOOKING IS WITH NARAT LIMITED of 71-75 Shelton Street Covent Garden London WC2H 9JQ

1.2 These booking terms and conditions, and other information which we bring to your attention prior to confirming your booking form the basis of your contract with NARAT Limited. Please read them carefully as they set out our respective rights and obligations.

1.3 In these booking conditions references to "we" and "us" indicate NARAT Limited and references to "you" and "your" include the first named person on the booking (the Lead Name) and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

1.4 Your use of our website is expressly conditioned on your acceptance of the following terms and conditions. If you do not agree with any part of the following terms and conditions, you must not use this site.

2. Your holiday booking

2.1 A booking will exist as soon as we receive a deposit based on our issued confirmation invoice.

2.2 This booking is made on the terms of these booking conditions. When you make a booking you guarantee that you are over 18 years of age and have the authority to accept and do accept on behalf of your party the terms of these booking conditions.

3. Paying for Your Holiday

3.1 When you make your booking you must pay an initial deposit plus a further payment(s) which will be advised to you prior to booking and will also be found at the bottom of your quote.

3.2 The balance of the price of your travel arrangements must be paid at least 90 days before your departure date.

3.3 If the deposit and/or balance is not paid in time, you are deemed to have cancelled the booking and we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit in addition to any non-refundable supplier charges.

3.4 Deposits are used by us to enter into the contractual arrangements on your behalf and are non refundable. Payments can be made with a valid Credit Card or online bank transfers where upon receipt we will endeavour to place the booking for you at the same price, although this cannot be guaranteed. We will however notify you should there be an increase in price.

Please note: The deposit represents part payment of the holiday cost. The deposit required will be shown on the quotation page of your itinerary. In addition to the deposit, further non-refundable instalments payments may be required and will be advised to you prior to booking and payable either at the time of booking or in accordance with the payment plan on the quote ("Advance Payment"). Advance Payment(s) will be shown on your quote. The balance must be paid not later than the date specified on the booking confirmation/invoice. The final payment is normally no less than 90 days before the departure date. If we do not receive all payments due in full and on time, we will remind you that payment is due before treating your booking as cancelled. Full payment is required at the time of booking for all bookings made within 90 days of departure.

4. If You Cancel Your Holiday

4.1 You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the Lead Name or your travel agent must be received at our offices.

4.2 Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows in addition to any non refundable supplier charges (see also the exception below):

Period before departure in which you notify us	Cancellation charge
More than 180+ days	25% of the holiday cost
Less than 180 days	50% of holiday cost
Less than 145 days	75% of holiday cost
Less than 90 days	100% of holiday cost

Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

6. If You Change Your Booking

6.1 If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes, but it may not always be possible.

6.2 Any request for changes to be made must be in writing by the Lead Name or your travel agent. You will be asked to pay any supplier costs we incur in making this alteration.

6.3 You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible.

6.4 Please Note: Certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements. We will advise you of any such non-refundable travel arrangements prior to you confirming your booking.

7. If we cancel your booking

7.1 We reserve the right to cancel your booking. We will not cancel less than 30 days before your departure date, except for unavoidable and extraordinary circumstances, or failure by you to pay the final balance.

7.2 Unavoidable and extraordinary circumstances means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

7.3 If your holiday is cancelled you can either have a refund of all monies paid or accept an alternative holiday of comparable standard from us if we offer one (we will refund any price difference if the alternative is of a lower value).

8. If we change your booking

a) It is a term of your booking that we are able to make changes to any aspect of your booking. If the change is insignificant, we will ensure that you are notified about it. Examples of insignificant changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers, change of value added benefits such as a romantic dinner.

b) If we are constrained by circumstances beyond our control to alter significantly any of the main characteristics of the travel services that make up your package you will have the rights set out below:

i) We will contact you and you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative holiday, where we offer one (we will refund any price difference if the alternative is of a lower value). We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not

respond to us within the timescale given your booking may be cancelled.

9. Our Liability to You

9.1 You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package.

9.2 If any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both.

9.3 We will not be liable where any failure to perform or improper performance of the travel services is due to: you or another member of your party; or a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable; or unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

9.4 Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to:

a) The contractual terms of the companies that provide the travel services that make up your package. These terms are incorporated into this booking; and

b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions.

Please Note: this entire clause 9 does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday.

10. Protecting your money

10.1 We provide full financial protection for our package holidays.

NARAT LTD is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations" all passengers booking with NARAT LTD are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. Your money is fully protected and is held within an independent Trust Account, managed by Protected Trust Services Ltd of 307-315 Holdenhurst Rd, Boscombe, Bournemouth BH8 8BX and its Trustees, chartered accountants - Elman Wall Ltd of 8th Floor, Becket House, 36 Old Jewry, London EC2R 8DD.

11. Behaviour

11.1 You accept responsibility to ensure that you and the members of your party do not behave in a way which causes disruption or offence to others or risks any loss or damage to property belonging to others or our suppliers.

11.2 Payments for any such damage or loss must be made at the time direct to the accommodation owner or manager or other supplier. You indemnify us against any claims (including legal costs) subsequently made against us as a result of your actions.

11.3 If in our reasonable opinion or in the opinion of any other persons in authority you are behaving in such a way to cause or to be likely to cause distress, danger or harm to any third party or damage to property, we reserve the right to terminate your arrangements without notice. In this situation your total booking with us, including your return transportation arrangements, will immediately cease and we will not be responsible for paying any costs, expenses, refunds or compensation.

12. Customer Feedback

12.1 If you have a problem whilst on your booking then you must contact the appropriate person(s) at the earliest opportunity, for example accommodation / restaurant manager. Unless there is a valid reason why you did not report your problem to the appropriate person(s), we will not consider ourselves liable for those complaints. If they are unable to resolve matters to your satisfaction then you must write to us within 7 days of the conclusion of the event. No complaint will be accepted outside of this time frame thus deeming you fully satisfied with all aspects of the event and the services we have provided to you. We will acknowledge any correspondence within 5 working days and endeavour to deal with the complaint as quickly as possible.

13. Additional assistance

13.1 If you're in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

14. Passport, Visa, Immigration and Health Requirements

14.1 Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates of the destinations you intend to visit abroad: www.fco.gov.uk to check general visa, passport, health and safety information prior to booking.

14.2 Passengers must hold valid ID with a photograph i.e. International Passport. It is your responsibility to ensure that you have a valid photo ID. British Citizens must hold a valid 10-year passport. EU National IDs must be valid for entry into the country of intended destination. Passports for British citizens are valid for travel to any EU country up to and including the passport expiry date.

14.3 Most countries require a passport to have a certain period of validity left on it, such as 6 months, or blank pages.

14.4 It is your responsibility to make sure you arrange your visa and that you have the correct documentation to allow entry, and travel to and from, the country you are visiting. UK Citizens can check out the Gov.uk website for passport, visa and health information. Other nationalities should check with their own governments.

14.5 We can provide general information about the passport and visa requirements for your trip. However, your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates.

14.6 Neither we nor the principal(s) or supplier(s) accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Please note that these requirements may change between booking and departure.

14.7 Health requirements and vaccinations are updated by various destinations regularly and may change at any time. We suggest you consult your doctor before you depart at least 8 weeks prior to departure. It is your responsibility to ensure you have obtained all the necessary vaccinations required for your trip and in accordance with your doctor's recommendations prior to travel. We do not accept any responsibility if you are unable to travel as a result of your failure to comply with any necessary health requirements.

14.8 Some countries require you to have an International Certificate of Vaccination or Prophylaxis (ICVP) before you enter. For example, Uganda requires proof of vaccination against Yellow Fever.

14.9 Many tropical countries in Africa and South America won't accept travellers from an area where there's yellow fever unless they can prove they've been vaccinated against it.

14.10 We can provide general information about any health formalities required for your trip but you should check with your own doctor for your specific circumstances.

14.11 If pregnant or planning to get pregnant, please ensure you take medical advice before travelling. We cannot give medical advice of suitability to travel if planning or are pregnant, nor can we give advice regarding an contagious infections or diseases in location. You must take advise on suitability to travel

prior to booking a holiday.

14.12 For further information on passports, visas, health/medical requirements and destination information, please visit:

- a) <https://travellaware.campaign.gov.uk/>
- b) <https://www.gov.uk/foreign-travel-advice>
- c) <https://travelhealthpro.org.uk/>
- d) <https://www.nhs.uk/conditions/pregnancy-and-baby/travel-pregnant/>
- e) <https://www.nhs.uk/conditions/zika/>

15. Travel Insurance

15.1 You must purchase adequate travel insurance as a condition of your contract with us. Your insurance should cover cancellation charges, early/unexpected curtailment of your holiday, medical and repatriation costs in addition to personal accident and loss/damage/delay of your baggage or personal effects. If you fail to purchase travel insurance to protect you and your party against these risks, we will not be responsible for any losses you incur which might otherwise have been protected by insurance.

16. Excursions

16.1 Excursions or other tours that you may choose to book or pay for whilst you are on holiday or prior to departure through NARAT but that are not included in your itinerary, are not part of your package holiday provided by us. In this scenario, in respect of any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

16.2 Any optional tours/excursions booked with NARAT at the time of booking and included in your itinerary will be included in your package holiday contract with us.

17. Special Requests and Impaired Mobility

17.1 Please advise us of any special requests prior to confirming your booking. We will endeavour to forward any such requests to the relevant suppliers of your travel arrangements, however, we cannot guarantee that any such requests will be agreed.

17.2 If you have any specific medical or mobility requirements you must advise us prior to booking and confirm the details of your requirements in writing in order to ensure that your chosen holiday is suitable for your needs. Please advise us of any mobility or medical requirements via email to: tours@narat.org. You will be contacted by a member of our team to discuss and confirm the suitability of your proposed holiday prior to booking. In the event that we do not feel the chosen destination or supplier can accommodate the necessary requirements for your benefit, we must reserve the right to decline or cancel your booking and charge the appropriate cancellation fee applicable (if your requirements are advised after you have confirmed your booking). In order to avoid any unnecessary charges, it is therefore imperative that you advise us of any specific mobility or medical requirements prior to confirming your booking with us. We cannot accept any responsibility if you fail to advise us of your requirements and it transpires that your holiday is unsuitable for your needs or you have been unable to travel as a result.

18. Brochure/Website and Pricing Accuracy

18.1 We will provide the facilities and services advertised in this brochure and on our website.

18.2 If our suppliers withdraw any facilities or limit them for any reason in advance of travel, we will try to notify you prior to travel wherever possible and, where appropriate, pay you compensation if applicable.

18.3 We cannot pay any compensation for events which are outside our, or our suppliers', control.

18.4 It is common for facilities and services to be less widely available, both at your accommodation and in your destination resort, outside of peak

season travel periods. We cannot accept liability in those circumstances. There are also occasions, particularly at the beginning or end of peak travel periods, when accommodation management may decide to close a property down due to a low number of guests or bookings. In such circumstances, we have no obligations other than to find you suitable alternative accommodation of the same standard in the same resort and section 7 will apply in relation to your entitlements.

18.5 The information in this brochure is correct at the time of going to print. However, as this is many months before your holiday, and despite careful checks, errors or changes may occur after the date of publication. If we are made aware of such errors, we will of course endeavour to inform you of them prior to booking. For the most up to date information please check our website.

18.6 In rare cases errors may occur when entering prices into our reservations system or website. We regret that any contract entered into on the basis of an incorrect price will not be valid. In the unlikely event that such a situation arises, you will be given the option to either pay the correct price or cancel with a full refund.

19. Law and jurisdiction

19.1 This agreement shall be construed in accordance with the laws of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to deal with any disputes arising between you and us or our suppliers.

20. Changes to these Terms and Conditions

20.1 We may need to make changes to these terms and conditions. Any changes can only be made by us and not any third party member. We reserve the right to amend or improve these terms and conditions without prior notification. When it is necessary for changes to be made, we will forward you a copy of these changes and all reservations will abide by the amended terms, with the exception of reservations already made.