

## Terms and Conditions

Last Updated Wednesday, 07 October 2009

Important Notice Please read the following carefully. If you feel the need for us to clarify any details or you have further questions then please use the online enquiry form to submit your questions. For the purpose of booking enquiries Western Front Battlefield Tours is abbreviated to "WFBT". Western Front Battlefield Tours is operated by Nancy & Stephen Binks. Our address is, Bishops Lodge, Plas Yn Llysaen, Dolwen Road, Llysaen, Conwy, LL29 8TE How to Book Complete the online enquiry form. We will then contact you either by email or telephone to discuss your requirements in full. Alternatively you can contact us on 01492 516725. Both the online booking enquiry and telephone booking enquiry quotes will be held for five working days. There will be no surcharges to the price, once you have received written confirmation. Payment A deposit of £50 per person is payable on booking a tour. Payment should be made by cheque and payable to "Western Front Battlefield Tours client account." No contract shall exist between WFBT and you until the signed booking form has been received, the required deposit paid and the booking confirmed in writing by WFBT, normally within 5 working days. Final Balance The outstanding balance is payable not less than six weeks prior to your departure date. If you book within six weeks of your departure date, then full payment is required. Failure to comply with this provision may, at the discretion of WFBT, be deemed to be a cancellation (See cancellations below). In accordance with the provisions of the Package Travel, Package Holidays and Package Tour Regulations 1992, all monies paid to WFBT either as a deposit or final settlement (including all credit card payments), will be held in a separate client account. (Barclays Bank plc. Mostyn Street, Llandudno, Conwy, LL30 9NR. Account number 80439711) No monies can be released to WFBT until the specified tour has taken place. This regulation guarantees a full refund of all monies paid in the unlikely event of WFBT failing to provide the tour booked. Cancellations In the unlikely event of WFBT having to cancel a tour for whatever reason, you will be informed as soon as possible. You will have the choice of accepting either an alternative tour or having an immediate full refund of all monies paid (including deposit) Should it be necessary for either you or any member of your party to have to cancel a booking, then the person making the booking must notify WFBT in writing. The cancellation will be effective from the date that written communication is received by WFBT. The following scale of cancellation charges shall apply (relative to the date of departure) More than 56 days - tour deposit 56 - 28 days 30% of tour price 27 - 8 days 70% of tour price 7 days or less 100% of tour price "Force Majeure" WFBT accepts full responsibility for ensuring that the services it contracts to provide are to a reasonable standard, subject to the provisions of "force majeure". This provision means that WFBT does not accept liability for any damage, losses or additional expenses suffered by you or any member of your group, as a result of causes beyond the control of WFBT. Such as war, riot, accident, civil strife, industrial disputes, crime, natural or nuclear disaster, disease, acts of god, adverse weather conditions or similar occurrences. WFBT will however do its utmost to minimise additional expenses in the unlikely event of such occurrences. Travel Insurance WFBT are fully covered for public liability and for the hire and reward of fare paying customers. However, clients must be insured for travel to France/Belgium, especially in respect of medical cover. This is not included in the price and is mandatory for you and all members of your party. An E.111 card is required, however this is not sufficient on its own. Tour Party Size I drive all my own tours, so the group size (excluding myself) will be limited to a maximum of 12; there is no minimum size of group, but costs for groups of less than 4 would be expensive. Coaches with driver will be hired to facilitate larger groups. Clothing We get out and about whatever the weather. Wet weather clothing is essential on the tours, as are a comfortable pair of walking boots. Please keep luggage compact as space is limited, preferably a holdall. Passports Travellers must be in possession of a valid passport. Transport A people carrier or minibus will be used for the tours. Seat belts must be worn at all times. Please exercise great care when accessing and exiting the Vehicle. For larger tour groups we use coach and driver hire. Pickup Points Unless otherwise stated, door to door pick up and drop off is included in the cost of our tours. The pick up is from one address or an agreed location. Where the group is "Coach sized", a central location will be agreed upon. For those customers who want to organise a battlefield tour as part of a larger European tour, we can facilitate your travel from U.K and European airports. Accommodation We only use hotels which have accommodated our tours previously. These are usually the major chain hotels, Ibis, Holiday Express and Best Western. Occasionally we will use smaller independent hotels; all offer en-suite facilities, and a buffet style continental breakfast. Our chosen hotels are three star rated and based in the larger towns of Ypres, Arras and Cambrai, for example. For those travellers who want the true battlefield experience, accommodation can be arranged closer to the battlefields. With the increasing cost of hotels, many of these smaller establishments offer a very good alternative. All our selected "Chambre d'hotels" have en suite facilities. Using this style of accommodation can usually bring the cost of the tour down, particularly for smaller groups. A single supplement of £30 per person per night is payable by those customers who opt for single room accommodation. Single supplements will be levied at a lower rate when staying at Chambre d'hotels. Meals The tour cost includes all meals. Lunch will usually be a packed lunch on the battlefields and consist of a choice of baguette, crisp, drink and a chocolate bar or a piece of fruit. Our evening meal will be from a set 3 course menu in a local restaurant or the hotel where we are staying. Drinks are not included. Vegetarians are not well catered for in France or Belgium and therefore if you are vegetarian please advise before we travel. Smoking Smoking is not permitted in the vehicle. Some hotels have no smoking policies, please enquire when you book. Tour Itinerary Full tour itineraries are sent out several weeks prior to travel. This is to ensure that any special requests that have been made have been fully researched and included within the itinerary. Live Ammunition Even after over ninety five years, live ammunition including bullets, grenades and shells are a common site and therefore extreme care should be exercised on the battlefield. It is possible to purchase relics that have been deactivated from several museums on our tours.