

## Terms & Conditions

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### Booking Procedure

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Use the booking form on the Militour website for all booking enquiries including the construction of bespoke trips and paying for your tour.

If you are booking your trip less than 2 months (60 days) before the start of a trip, full payment is required to confirm your booking. All bookings must be accompanied by a completed booking form.

Militour Ltd requires your booking request in writing and the required deposit in order to secure a place for you on a trip. Please completed and send the booking form to Militour together with the required deposit, cheque if you did not pay on website. We will acknowledge your booking within 14 days of its receipt.

### GENERAL BOOKING CONDITIONS

#### 1. Booking

Your booking is with Militour Ltd registered in England and Wales, company number 9967720 trading as Militour, Registered office 70-72 Victoria Road, Ruislip Manor, Middlesex HA4 0AH. United Kingdom, (Tel: 07838003021).

#### 2. Contract

There will be no contract between Militour Ltd and the Client until the Client has signed the booking form and paid the requested deposit and Militour Ltd has issued a confirmation. Full payment is due immediately for bookings made within 60 days of travel (cancellation of the holiday by the Client is subject to the charges in Paragraphs 5 and 9). In signing the booking form, the Client accepts these conditions on his/her behalf and on behalf of all other persons named on the booking form, including those substituted or added by agreed alterations. It is a condition of the contract that the Client will take out adequate travel insurance.

#### 3. Balance of Payment

The balance of the total booking price is payable not less than 60 days prior to the trip start date. If the balance has not been paid by 50 days prior to departure, Militour Ltd may cancel the booking and levy the cancellation charges set out in Paragraph 5. No reminders or statements will be sent.

#### 4. Special Requests

Special requests should be indicated on the booking form. Militour Ltd will try to arrange special requests to be met, but cannot guarantee that they will be, unless an extra fee is charged. Adding requests after booking could lead to an alteration charge.

## **5. Cancellation & Refund policy**

In the event of cancellation by the Client, the following cancellation charges will be made by Militour. Additional fees may be required by our suppliers however we will notify the Client at the time of booking.

Cancellation period before the start of the trip (charge as a proportion of total invoiced cost):

60 days or more: Deposit only

59 days to 49 days: 20%

48 days to 29 days: 40%

28 days to 22 days: 60%

21 days to 10 days: 80%

9 days to 0 days: 100%

## **6. Client does not show up**

If a client does not show up for their scheduled trip for any reason whatsoever, the cancellation fee will be 100%.

## **7. Booking Alterations**

Militour Ltd reserve the right to charge a fee of £45 for each alteration to a confirmed booking to cover administration costs in addition to any following charges passed onto us by our suppliers.

## **8. Cancellation of Trip by Militour**

If Militour Ltd cancel the trip after it has been confirmed, but before the trip starts, the Client will have the choice of either accepting the cancellation and receiving a full refund or taking an alternative tour with Militour Ltd (if it is more expensive, the Client must pay the difference, but if it is cheaper, then Militour Ltd will make an appropriate refund).

## **9. Liability**

We cannot accept liability where the performance of our obligations under our contract with you is prevented or affected or you otherwise suffer any damage, loss or expense as a result of force majeure. "Force Majeure" means unusual and unforeseeable circumstances beyond the control of Militour Ltd, the consequences of which neither Militour Ltd nor our suppliers could avoid, including but not limited to war, riot, civil conflict, terrorist activity, industrial dispute, natural or nuclear disaster, fire, flood, adverse weather conditions or the threat of any of these.

## **10. Insufficient Passenger Numbers to operate Tours**

Up to 14 days before trip start, Militour Ltd reserves the right to cancel a tour if that tour has insufficient numbers of people booked to allow the tour to be operated. Militour Ltd however will make every effort to operate tours with a low number of bookings.

### **11. Client Documentation: Travel Documents: Passports, Visas, Health Certificates, etc.**

Any passports, visas, health certificates, international driving licenses and other travel documents required for the Client's travel must be obtained by the Client and it remains the Client's responsibility to ensure that these are all in order, and to pay any additional costs incurred as a result of failure to comply with such requirements.

Whilst we will provide up to date information and supporting documentation as required, general information concerning passport, visa and health requirements applicable to all Clients will vary depending on their nationalities and are subject to change, and the Client is responsible for checking current requirements before departure. It is the Client's responsibility to ensure that they comply with all applicable requirements and takes with them all documents required for the trip.

**Militour Ltd will not be liable for any failure by the Client to fulfil these responsibilities and the Client will have to reimburse Militour Ltd for any costs they incur as a result of such failure.**

### **12. Complaints**

All complaints must be made at the time of their occurrence to the supplier of the facility or service concerned, to allow Militour Ltd the opportunity to resolve the cause of the complaints. Failure to do so will mean that the Client's legal rights will be reduced or even extinguished. Any claims whatsoever against Militour Ltd must be submitted in writing to Militour Ltd in the UK within 21 days of the Client's return. Any issues in connection with this contract, which cannot be settled between the Client and Militour Ltd alone, may be referred to a court of law, if the Client wishes.

### **13. Photographs of Clients**

Unless specifically requested otherwise, clients accept that they may be photographed during the course of the trip and that Militour Ltd may use such photographs for promotional purposes.

### **14. Data Protection & Privacy Policy**

During the course of booking your trip, Militour Ltd will be receiving personal data from you such as your name, email address, billing address, product selections, as well as your credit or debit card number and expiry date. Militour Ltd will not copy, store, disclose or otherwise process this data other than as is necessary for providing the trip chosen by you in the booking form and for the purpose of informing you of other trips and services offered by Militour from time to time.

If, at any time, you wish to update your Information, or if you wish to no longer receive these notifications from us, please contact us on [info@militour.com](mailto:info@militour.com).

### **15. "Cookies"**

Militour does NOT use 'cookies'.

### **16. Travel Insurance**

It is **compulsory that ALL our clients are adequately insured for the duration of their travels with Militour Ltd** (for example, in case of illness or damage abroad) otherwise they will not be permitted to take part in our trips. A copy of an insurance certificate has to be sent to Militour Ltd 14 days before the trip starts.

## **17. Your Responsibilities**

The Client is responsible for arriving at stated times and places and any loss or damage which the Client suffers through failure to do so lies with the Client and Militour Ltd has no liability whatsoever to the Client through the failure of the Client to do so.

## **18. Use of Militour Ltd Website**

Militour Ltd owns this Website, the copyright and other related rights such as the wallpaper, characters, artwork, images, graphics, music, text, software, and other content on this site ("Content"), and all other HTML, PHP, Java Script, code and scripts in any format used to implement this site ("Code"). You may not copy, modify, upload, download, transmit, or otherwise distribute any Code or Content from this site except as expressly permitted by these rules and the instructions section of this site. You may not modify or use the Content or Code you get from this site for any purpose other than those listed and doing so will violate our copyright and other proprietary rights.

## **19. Law of Contract**

The contract for the provision of your trip is governed by and construed in accordance with English law. Each party submits to the exclusive jurisdiction of the English Courts to settle any claim or matter arising under or in connection with the contract.

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## **Health and Safety**

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### **Fire Safety**

Different countries have different fire regulations and procedures. When you first arrive in your accommodation we recommend that you familiarise yourself with the escape routes and locate the nearest fire exit to your room. We suggest that you study the instruction notice in your room and identify the method of raising the alarm on discovering a fire. If you discover a fire, evacuate the area immediately closing all doors behind you and raise the alarm. Do not stop to collect your personal belongings. To minimize the risk of fire we ask you to take care to extinguish all cigarettes and cigars and avoid smoking in bed.

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### **Balcony and Glass Safety**

If you are travelling with young children in your party, please make sure that they are not left unsupervised on the balcony area. We advise you to keep all balcony furniture away from the railings or balcony wall. Adults and children should remember not to lean over, sit or climb on the balcony wall or railings. The majority of hotels and apartments overseas are not required to install toughened glass in their windows and balcony patio doors. It is recommended that extra care is

taken around these areas, particularly in bright sunlight, as it often may not be obvious whether the window or door is open or closed.

Encourage children not to run to and from the balcony.

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### **Bathroom**

We ask you to take care in the bathroom as condensation and water spray can make surfaces slippery and bath or floor mats are rarely provided. Please also familiarise yourself with the taps and fittings as the control and type may differ from that of the UK. Take extra care with hot water and ensure mixer taps are set at a suitable temperature for use.

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### **Electrical Appliances**

Please exercise caution when using electrical appliances. You should avoid using mains electrical appliances when near water, when physically wet, or when standing on wet surfaces. Children should be closely supervised when using electrical appliances. If you have brought electrical appliances with you from the UK, we recommend that you use an adapter suitable to the local voltage. If electrical cooking facilities are provided in your room or apartment, please ensure that these are turned off when not in use.

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### **Lifts**

Children should always be accompanied when using any type of lift. Occasionally you may find that the lift in your accommodation is not fitted with internal doors. This means that the lift shaft wall is visible when the lift is in motion. Please take care when using this type of lift and stand well back from the exposed wall. Also 'Do Not Smoke' in the lift & 'Do Not Use in Case of Fire'.

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### **Insect Bite Avoidance**

In some resorts, you need to take precautions against biting insects such as mosquitoes. Please cover up arms and legs when entering the forest, especially in hot/humid conditions or in the evening.

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### **Children's Safety**

Children's curiosity and excitement about their new surroundings will mean that they are not aware of hazards which are obvious to adults. Please supervise your children at all times and be extra vigilant about watching your children, particularly when they are on a balcony, using lifts, or, in or around the pool area, on the beach or at playgrounds.

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### **Food and Drink**

We recommend that you always drink bottled water and ensure the seal is intact.

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### **Safe and Health in the Sun**

Apply high factor sunscreen and re-apply this frequently, particularly after swimming. Never expose babies to the sun and always take extra care with children. Wear a hat. Use water-resistant sun-block on children. Please drink plenty of water to prevent dehydration and if you show any signs of burning, you should get out of the sun immediately.

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### **Room Safety**

When out and about in resort please be aware of what is going on around you and keep away from situations where you do not feel comfortable. Drugs and alcohol can lead to you being less alert, less in control and less aware of your environment. If part of a group look out for one another and consider carefully whether you should leave a pub, club or event with someone you have just met.

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### **Drinks/Drugs (non-medical/recreational)**

Please don't accept drinks from strangers and avoid sharing or exchanging them. Try to keep your drink with you at all times or ask someone to watch it if you leave your group or go to the toilet. We advise you to have nothing to do with drugs. Possession of even small amounts for personal use may result in severe penalties.

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### **Beach Safety**

When on the beach familiarise yourself with the beach area and be aware of heavy surf or undercurrents. It is recommended that you swim where there are other people, preferably where lifeguards are present. Take advice given locally and obey any flag system or warning signs. We recommend that you do not swim after dark, after drinking alcohol or immediately after eating.

Children should always be closely supervised, even when a lifeguard is present. Take extreme care when boats and jet skis are in the area. Follow any zoning scheme designed to separate water craft and swimmers.

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## **Swimming Pool Safety and Hygiene**

The vast majority of swimming pools overseas do not have lifeguards. We recommend that you familiarise yourself with the design and layout of the pool prior to use, taking into account any depth changes or unusual features.

To make your time around the pool a “Safe and Healthy” one and please follow any pool rules displayed on notices around the pool area.

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## **Getting Around a Resort On foot**

When walking around a resort, please take care, as pavements may not be of the standard you are used to in the UK. The rules of the road overseas also differ and pedestrian crossings do not always oblige drivers to stop for pedestrians. Try and avoid walking around dimly lit areas. We would always recommend that you take a resort map, usually available at reception, if you are not familiar with your resort. We recommend that you do not carry your valuable belongings around with you (passports, large quantities of money etc.) and store things in your room safely. Remember to familiarise yourself with the direction of traffic.

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## **By Coach**

- Follow safety information given by your driver or guide.
  - Not all foreign coaches will be equipped with seatbelts.
  - Never leave your luggage in the aisle.
  - Always remain seated until the coach has stopped.
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## **Avian Influenza**

Foreign and Commonwealth Office advise that the risk of avian and pandemic influenza to British nationals visiting countries affected by avian flu is believed to be very low. The following precautions are recommended:

- Avoid visiting live animal markets, poultry farms and other places where you might come in to contact with wild, domestic or caged birds.
- Avoid surfaces contaminated with animal faeces or fluids.
- Avoid eating or handling poultry, egg or duck dishes if they are undercooked or raw.
- Wash hands regularly.

- Do not attempt to bring any live poultry products back to the UK.
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