

## BOOKING CONDITIONS



Your contract is with Coco Golf Thailand Our registered office address is 84/76 Chotana Nivate, Chotana Road, Chiangmai 50300, Thailand

When you make your booking you are accepting on behalf of all your party the terms of these booking conditions and pay the deposit shown on your booking confirmation. All moneys paid to us will be held on your behalf until we issue our confirmation invoice. Thereafter those moneys will be held on our behalf. A contract will exist when we issue our confirmation invoice. The balance of the price of your holiday must be paid at least 6 weeks before your departure date. If the balance is not paid in time we have the right to cancel your holiday, retain your deposit, and apply the cancellation charges set out below. You, or any member of your party, may cancel your holiday at any time providing that the cancellation is made by the person making the booking and is communicated to us in writing. As this incurs administrative charges up to the maximum shown below: -

<b>Written Cancellation received:</b>	<b>Amount of Charge:</b>
More than 35 days before departure	Deposit only
More than 21 days before departure	50% of Tour Cost
<b>Written Cancellation received:</b>	<b>Amount of Charge:</b>
More than 7 days before departure	75% of Tour Cost
Less than 7 days before departure	100% of Tour Cost

**PEAK SEASON (DEC 15 - JAN 15)** Please note holidays booked during these dates are subject to a 100% cancellation fee unless cancelled more than 21 days prior to departure, when normal conditions apply.

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

If you have a problem during your holiday, please inform immediately the relevant supplier (e.g. hotel) and our Tour Guide who will endeavor to put things right. If your complaint cannot be resolved locally, you must complete a report form, which can be obtained from our Tour Guide. Please follow this up within 28 days of your holiday ending by writing to us at Coco Golf, giving all relevant information. It is therefore a condition of this contract that you communicate any problem to the supplier of the service in question AND to the Tour Guide whilst in the resort and obtain a written report form. If you fail to follow procedure we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem. It is unlikely that you will have complaint that cannot be rectified amicably between us. **Price increase / Surcharges** will only be made due to increased transportation costs including fuel surcharges, Government action including any taxes and VAT, or Exchange Rate movements. However, we will absorb any increases up to 5%. Also we will not surcharge within 30 days of the start of your holiday. We will not guarantee to make any refunds in the event of currency fluctuations in the favour of the Thai Baht. It is unlikely that we will have to make any changes to your holiday, but we do plan the arrangements many months in advance. Occasionally changes may be made, which we reserve the right to do at any time. Most of these changes are minor, and we will advise you at the earliest possible date. If a major change becomes necessary, we will inform you as soon as reasonably possible if there is time before departure. When a major change occurs you will have the choice of accepting the change of arrangements, taking another holiday from us, or cancelling your holiday and receiving a full refund. In all cases we will pay compensation as detailed below:

Compensation per person of a major change (not infants)  
**More than 4 weeks £20.00 More than 2 weeks £30.00 Less than 2 weeks £40.00**

**Important Note:** Compensation will not be payable if we are forced to cancel or in any way change tour holiday due to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, or any other circumstances amounting to force majeure. We reserve the right in any circumstances to cancel your holiday and all holidays operate subject to a minimum number of participants. However, in no case will we cancel your holiday less than 4 weeks before the scheduled departure date except for reason of force majeure or failure to pay the final balance. In circumstances where we are unable to provide the holiday booked we will return to you all moneys paid, or offer an alternative holiday of comparable standard and if cancellation occurs within 4 weeks of departure, compensation as shown above.

We accept responsibility for ensuring the holiday, which you book with us, is supplied as described in the brochure and the services offered reach a reasonable standard. If any part is not provided as promised, we will pay you appropriate compensation if this has materially affected the enjoyment of your holiday. We accept responsibility of the acts of our employees, agents and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of the holiday cost. We accept responsibility for death, injury or illness caused by the negligent acts and /or omissions of our employees or agents together with our suppliers and sub-contractors, servants and / or agents of the same whilst acting within the scope of, or in the course of their employment in the provision of your holiday. We will accordingly pay our clients such damages as might have been awarded in such circumstances under law. In respect of carriage by air, seas and rail and the provision of accommodation our liability in all cases will be limited in the manner by the relevant international convention. When you travel with the carrier, the conditions of carriage of that carrier apply;

some of which may limit liability. Our brochure is not issued on behalf of, and does not commit the airlines mentioned therein or any airline whose services are used in the course of the tour. Please note that in accordance with Air Navigation Orders, an infant must be under 2 years of age on the date of their return flight to qualify for infant status.

**Holiday Insurance** is an essential part of your travel if you do not have an annual policy covering World Travel; insurance will need to be purchased prior to departing from the UK. Please note several Credit Cards now offer adequate holiday insurance as long as the holiday is paid for in full with their card. It is a condition of travel with Coco Golf that you hold valid travel insurance, we will not be responsible if insurance is not in place.

**Important Note:** Our contract is made on the terms of the booking conditions above.