

Terms & Conditions

The following Terms and Conditions together with the exchange regarding a confirmed booking (by email, fax or letter) form the basis of your contract with Monali Travel. Please read them carefully as they set out our respective rights and obligations. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read and have read these booking conditions and agreed to them.

We may, at our sole discretion, modify or revise these Website Terms and Conditions at any time without notice by updating the text of this page so please check this page regularly for any updates.

You and Your means the agent, customer, school or any other party making the booking

We, our, ourselves and us means Monali Travel Ltd

Local Organiser (LO) means the person responsible of her/his host family network, meeting points and all services related to host family accommodation.

1. Booking process

A. How to book

Booking requests must be received in writing by either email, fax or via our website. Depending on previous agreements, our reservation team will either:

- Inform you in which centre/area the group has been placed together with an option expiry date.
- Or send you a customised quote based on your wishes, with details of cost and services.

It is your responsibility to advise Monali Travel at the time of the option request for early mornings, late arrivals, and specific requirements (E.g. specific accommodation for disabled participant, wheelchair user, etc.). Failing to do so, and in rare occasions, may result in having the group placed in the wrong centre or the less adequate host family. Should this happen, we always endeavours to offer the best alternative solution whenever possible. Such changes may incur extra costs which will be discussed and agreed with you in advance.

Any extra information you can provide about the group, such as past experiences and/or concerns, would greatly help us to place the group in the most appropriate centre and help us give your group the best service possible.

Monali Travel encourage equality and diversity, therefore we will do our utmost to include and give the same opportunity to all travellers.

B. Confirmation

All confirmation must be made in writing by the option expiry date. In return we will confirm the booking by sending you a confirmation email along with deposit invoice (please refer to payment in section 5 for more payment details). A contract

will exist between us from the date we issue the confirmation invoice.

Booking of attractions will only be made on reception of payment of the deposit invoice..

Monali Travel cannot be held responsible if the confirmation is received after the option expiry date and space has been allocated to another group. In such cases and whenever possible, we shall do our best to get the space back or provide you with a suitable alternative solution.

C. Information related to the group

All information such as traveler's names, allergies, diets, specific requirements, programme, etc. must be sent to us at least 8 weeks prior group arrival.

It is vital to inform and stress to us whether a participant's diet requires extra care from the host family while preparing meals. It is your responsibility to provide comprehensive medical instruction to us. On some occasions, the participant will be required to bring his/her own staple of food. Any students who cannot manage their medical condition on their own must be accompanied by a parent, a teacher or a carer.

The Group Leader's number should be sent to us between 2 to 7 days prior to arrival.

We cannot be held accountable if we were given insufficient information.

D. Visa, Passports and travel documents

Prior to your departure, we highly recommend that you check the entry and travel requirements for travelling to U.K. by

contacting the proper embassies or consulates. You must have all required documents with you during travel: Identity card; Passport; Visa, etc. Please do check your documentation carefully to avoid incurring costs associated with delays and losses.

We are happy to issue an invitation letter to support a group or an individual with their UK visa application. The invitation will contain all services booked with Monali Travel as well as the full details of each travelers such as their full name, date of birth or passport number.

E. Venues and means of transport

Unless specified otherwise, as bookings for external services will be subject to the external service provider's booking Terms and Conditions, it remains the responsibility of the client to check the external service provider's website.

F. Sending of Final documents

The travel itinerary and vouchers will be sent to you as soon as we have gathered all the necessary information from yourself, the LO/hotel/hostel and, if applicable the attractions or other services you may have booked with us.

Vouchers are only valid for redemption by the group named on the document. They are not transferable, have no cash value and may be redeemed only once. Monali Travel will not refund any unused or partially used vouchers. In case of a change of numbers we will try to accommodate your request but this remain to the venue's discretion. Any extra costs incurred will be invoiced and payment is required immediately. Should the change is not be possible, the group leader or extra participants will be responsible for paying the extra cost and

may not benefit from the group rate. Please do remember to always sign the voucher.

The family list is usually sent at least 2 weeks prior to arrival and will be triggered once we have received the full payment (please refer to payment in section 5 for more details).

2. ALTERATION BY YOU

All requests for changes to a booking must be made in writing. Monali Travel will do its best to make the alteration possible subject to feasibility and acceptance by the supplier. Such changes may incur an extra cost and we will invoice accordingly.

3. CANCELLATION BY YOU

The below cancellation policy are valid for most homestay centres. However, some of them apply a different cancellation conditions which will be notified to you on the price list or at the time of the request.

a. Cancellation of a group If group cancellation occurs:

- More than 30 days before travel: loss of deposit
- 08-30 days before travel: 50% of the total costs
- 0 – 07 days before travel: 100% of total costs

b. Cancellation of an individual within a group If cancellation of an individual within a group occurs:

- More than 30 days before travel: no charge
- 08-30 days before travel: 50% of accommodation costs for individual
- 0-07 days before travel: 100% of accommodation costs for individual

4. CANCELLATION OR ALTERATION BY MONALI TRAVEL

If Monali Travel cancels because of a Force Majeure (or 'act of God'), trade losses or overbooking by a hotel, hostel or Local Organiser, we will do our utmost to offer alternative arrangements of comparable content and standards. If this is not acceptable to you we will refund the total amount received for that specific group within 15 days of your instructions and no compensation will be made.

It will also mean that all previous conditions of contract shall be considered null and void.

5. PAYMENT

All payments must be processed in British Pounds Sterling either by cheque or bank transfer. Account details are shown in all invoices.

All bank charges must be covered by the customer, inclusive of the bank charges in the U.K. Underpayment will automatically be added onto the next invoice.

To secure a booking we require a non-refundable deposit of 20% of the accommodation costs which must be paid within 2 weeks of receipt of the deposit invoice. The balance is due 4 weeks prior to arrival.

Any extra cost incurred after the final payment has been received will be due immediately.

6. INSURANCE

Monali Travel strongly advises all guests to comprehensively insure themselves prior to departure against medical expenses, personal accident, loss of deposit and cancellation fees, and also their baggage against damage and theft.

7. COMPLAINT

Should you be dissatisfied with any services contracted by Monali Travel you must immediately notified to us with as much information and details as possible. This can be done by phone or by email during our office hours or through our emergency line outside office hours (clearly stated in all our travel itineraries). We will then investigate and do our best to rectify the situation.

Failing to notify us, will not permit us to help you and won't

meet the level of service we aim to provide to you. In such a case Monali Travel will not accept responsibility and no refund and compensation will be made.

8. CONDUCT & BEHAVIOR

We reserve the right to exclude one or several participant(s) for inappropriate, offensive or dangerous behaviour. The participant(s) may be asked to leave his/her accommodation and/or the school and no refund will be given. If this results on any additional fees, the participant(s) will be required to pay for it.

Monali Travel will not be held responsible and cannot guarantee an alternative solution.

Please read these Terms & Conditions carefully. They, together with your booking confirmation correspondence (by email or via our website), form the basis of your contract with Monali Travel Ltd. By asking us to confirm your booking you confirm that you have read, understood and agreed to these conditions in full.

These Terms & Conditions should be read alongside Monali Travel's Catalogue Guidelines 2027, which form part of the overall framework governing how our services are delivered. Monali Travel Ltd reserves the right to revise these Terms & Conditions at any time. Please check our website regularly.

You / Your: The agent, client, school, teacher, group leader or any other party making the booking.

We / Us / Our: Monali Travel Ltd, a company registered in England and Wales (Co. No. 11419764).

Local Organiser (LO): The person or organisation responsible for the host family network, meeting points, daily escorting of students, placement logistics and all services related to host family accommodation.

Group Leader: The teacher, chaperone or responsible adult travelling with and accompanying the group throughout the trip.

Participant: Any individual student, adult or traveller included in the confirmed booking.

Host Family: A private household approved by the Local Organiser to accommodate Participants in accordance with Monali Travel's Hosting Guidelines.

Force Majeure: Any unusual or unforeseeable event beyond our reasonable control, including but not limited to: war, riot, civil strife, political unrest, government action, natural disaster, terrorism, pandemic, epidemic, extreme weather, or similar events outside our control.

Services: Accommodation (homestay, hostel or hotel), English language courses, school integration, transport, attractions, theatre tickets, sports activities and any other services arranged by Monali Travel Ltd.

1. Jurisdiction

This contract shall be governed by and construed in accordance with the laws of England and Wales and shall be subject to the non-exclusive jurisdiction of the courts of England and Wales.

2. Booking Process

A. How to Make a Booking

All booking requests must be submitted in writing by email or via our website. Our reservations team will either:

- Advise you of the centre or area in which your group has been placed, together with an option expiry date; or
- Issue a customised quote based on your specifications, detailing full costs and services.

It is your responsibility to advise Monali Travel at the time of your option request of any early morning or late arrivals, and any specific requirements (e.g. disabled participants, wheelchair users, etc.). Failure to do so may result in the group being placed in an unsuitable centre or host family. Where this occurs, we will endeavour to offer the best available alternative, which may incur additional costs to be discussed and agreed in advance.

Monali Travel is committed to equality and diversity and will do its utmost to accommodate all travellers. Any additional information you can share about the group – including past experiences or concerns – will help us make the most appropriate placement.

B. Option Period and Confirmation

Once we issue an option, spaces are reserved exclusively for Monali Travel until the stated option expiry date. If you require an extension, this must be requested in writing before the expiry date. Please note that space cannot be guaranteed after the option has expired, and Monali Travel cannot be held responsible if a confirmation is received after the expiry date and space has been reallocated. In such cases, we will endeavour to source a suitable alternative.

All confirmations must be made in writing by the stated option expiry date. Upon receipt, we will issue a booking confirmation email together with a deposit invoice. A binding contract between you and Monali Travel Ltd exists from the date of our confirmation invoice. Cancellations will not be

permitted once both parties have confirmed the booking in writing.

C. Group Information – Pre-Arrival

All required information must be submitted to us at the following intervals:

- **At least 8 weeks before arrival:** full participant list, all allergies, dietary requirements, medical conditions, specific needs, and the agreed programme.
- **At least 4 weeks before arrival:** finalised itinerary and participant details will be shared with the Local Organiser.
- **2–7 days before arrival:** the Group Leader's emergency contact number must be provided to us.

The Local Organiser will provide the host family placement list at least 2 weeks before arrival, to include: host family name, full address and contact number; student allocation by gender and numbers; pet and smoking details for each property; meeting point(s) and coach parking address; and any special placement notes.

Monali Travel will return a final confirmed version with the group itinerary no later than 5 days before arrival. We cannot be held liable for issues arising from insufficient or inaccurate information provided by the client.

Dietary Requirements and Medical Conditions – Pre-Arrival Disclosure

It is vital that you inform us clearly and thoroughly – and stress to us – whether any participant's diet requires extra care or special preparation by the host family. This includes, but is not limited to, severe allergies, anaphylaxis risk, religious or cultural dietary restrictions, intolerances and medically prescribed diets. This information must be provided at the earliest opportunity and no later than 8 weeks before

arrival.

It is your responsibility to provide us with comprehensive written medical instruction for any participant whose dietary or medical needs involve a health risk. This information will be passed to the Local Organiser and, where necessary, to the host family so that adequate provision can be made in advance of the participant's arrival.

On some occasions, participants with complex or highly specific dietary requirements will be required to bring their own staple food items. Host families are not responsible for providing medical care and cannot be held liable for complications, reactions or health consequences arising from the consumption of food where full and accurate information has not been provided to us in advance. Any participant who cannot independently manage their own medical or dietary condition must be accompanied at all times by a parent, teacher or qualified carer.

Parental Disclaimer – Dietary and Medical Conditions

Where a participant has a dietary requirement, allergy or medical condition requiring extra care, Monali Travel will issue a Dietary and Medical Disclaimer to be signed by the participant's parent or legal guardian prior to the group's departure. This disclaimer acknowledges: (i) the nature of the condition and the care instructions provided; (ii) that host families are not medically trained and cannot be held responsible for medical care; and (iii) that Monali Travel has been given complete and accurate information.

Where a participant or their parent/guardian has withheld, understated or misrepresented a dietary requirement or allergy, and this comes to light before or during the trip, Monali Travel reserves the right to require a signed disclaimer and may review the participant's placement. No refund will be issued in such cases.

D. Passports, Visas and Travel Documents

It is your responsibility to ensure all participants hold valid and appropriate travel documentation before departure, including passports, identity cards and visas where applicable. We strongly recommend verifying entry requirements with the relevant embassies or consulates prior to travel.

Monali Travel is able to issue an official invitation letter to support UK visa applications. This letter will detail all services booked and include full participant information (full name, date of birth, passport number). Please note: if a letter requires amendment after it has been signed, stamped and issued, an administration fee of £25.00 per amended letter will apply.

E. External Service Providers and Venues

Unless expressly stated otherwise, bookings made with external service providers (attractions, venues, transport operators, etc.) are subject to those providers' own terms and conditions. It remains the client's responsibility to review the applicable terms of any third-party provider.

F. Final Travel Documents and Vouchers

Travel itineraries and service vouchers will be issued once all required information has been received from you, the Local Organiser, accommodation provider and any other relevant parties. Vouchers are valid solely for the named group, are non-transferable, have no cash value and may only be redeemed once. Unused or partially used vouchers will not be refunded. Any changes to participant numbers must be requested in writing and are subject to venue discretion; additional charges will be payable immediately.

It is your responsibility to check the accuracy of all documents issued to you, including confirmation invoices, itineraries and vouchers. Inaccuracies must be reported prior

to the group departure.

3. Alterations by You

All requests to alter a confirmed booking must be submitted in writing by email. Monali Travel will endeavour to accommodate requests subject to availability and supplier acceptance. Changes may incur additional administration charges and supplier costs, which will be communicated to you before changes are processed. Changes requested close to the arrival date may, in some cases, require cancellation of the existing arrangement and rebooking at the prevailing rate.

4. Cancellation by You

All cancellations must be submitted in writing by email. Cancellation charges apply from the date we receive written notification. Some homestay centres are subject to different cancellation conditions. Where this applies, the specific conditions will be clearly stated on the homestay catalogue communicated to you. Those specific conditions will take precedence over the standard schedule set out below.

A. Cancellation of an Entire Group (Homestay)

- **More than 30 days before arrival:** Loss of non-refundable deposit
- **15 to 29 days before arrival:** 75% of total booking costs
- **0 to 14 days before arrival:** 100% of total booking costs

B. Cancellation of Individual Participants within a Group (Homestay)

- **More than 30 days before arrival:** No charge
- **15 to 29 days before arrival:** 75% of that individual's

accommodation costs

- **0 to 14 days before arrival:** 100% of that individual's accommodation costs

Important notes on cancellation:

The above charges apply to homestay accommodation only. Cancellation terms for hostel, hotel and other accommodation types will vary and will be notified at the time of booking. Bookings for attractions, transport, theatre tickets, sports activities and other third-party services are non-refundable once payment has been received. We cannot accept group bookings of fewer than 10 students.

If the number of nights is reduced after confirmation, we cannot guarantee acceptance by the Local Organiser, and you may remain liable for the full confirmed period.

5. Cancellation or Alteration by Monali Travel

In the unlikely event that Monali Travel must cancel or significantly alter your booking due to Force Majeure, supplier overbooking or circumstances beyond our control, we will endeavour to offer alternative arrangements of comparable quality and standard at no additional cost.

If no suitable alternative is available or the alternative is not acceptable to you, we will refund all payments received for the affected booking within 15 days of your written instruction. No compensation will be payable in such circumstances.

On rare occasions where arrangements must be changed or terminated after departure due to Force Majeure, no refunds or compensation will be provided, and we will be unable to cover any costs you incur as a result.

6. Payment

All payments must be made in British Pounds Sterling (GBP) by bank transfer. Full bank details are stated on all invoices.

A. Client Payment Schedule

- **Deposit:** A non-refundable deposit of 20% of the total accommodation costs is due within 14 days of the deposit invoice. Failure to pay by the deadline may result in the booking being released.
- **Balance:** The remaining balance is due 4 weeks (28 days) prior to arrival. If the balance is not received in full and on time, we reserve the right to treat the booking as cancelled and apply the applicable cancellation charges.
- **Additional costs** arising after final payment has been received are due immediately upon invoicing.
- Any charges arising during the trip (extra nights, additional meals, add-on attractions, etc.) must be settled directly with the relevant supplier or paid to us before the service can be authorised.

B. Bank Charges

All bank charges – including those levied by banks in your country and in the UK – must be covered by you. We must receive the full amount stated on your invoice. Any shortfall due to bank charges will be carried forward to your next invoice, with any outstanding amounts subject to a final invoice at the end of the season.

C. Refunds and Credits

Refunds will be issued as a credit to your account unless you do not intend to make further bookings with us within 12 months, in which case we will refund to your bank account less any applicable bank charges and a £30.00 processing fee. Credits must be used within 12 months of issuance and will

otherwise be written off.

D. Prices

Once agreed, rates are fixed for the season. Supplements for special requests must be approved in advance and in writing. The information and prices published may change; please verify the price and all details at the time of booking. Monali Travel will make every effort to ensure accuracy.

7. Liability and Insurance

Monali Travel Ltd acts as an agent or intermediary between clients and accommodation providers, schools, activity providers, transport operators and other third-party suppliers. Our total liability in respect of any booking shall not exceed the total amount paid to us for that booking.

Under no circumstances will Monali Travel be held responsible for any injury, illness, death, loss, damage, misadventure, delay or accident occurring during a participant's stay in accommodation, participation in activities, or travel to and from accommodation. Personal property is not covered by host family insurance policies.

Any information we provide regarding accommodation and host families is given in good faith. We are not responsible for inaccuracies not communicated to us by the Local Organiser or a third-party supplier.

Monali Travel strongly advises all clients to arrange comprehensive travel insurance for all participants prior to departure, covering: medical expenses, personal accident, cancellation, curtailment, loss of deposit, baggage damage and theft. It is your responsibility to ensure the policy is appropriate and adequate for the group's needs.

8. Emergencies and Incidents

In the event of any of the following, the Local Organiser and/or Group Leader must contact Monali Travel immediately: sickness or medical emergency, accident or injury, missing student, behavioural incident, or property damage.

Monali Travel will liaise with Group Leaders and overseas partners to assist with resolution. In cases of illness, the Local Organiser may be required to provide host family accommodation with a supplement for daytime use.

24/7 Emergency Line: +44 (0)7562 736 192

Email: groups@monalitravel.com

Office Hours: Monday to Friday, 9:00 am – 5:30 pm

9. Special Requirements, Dietary Needs and Medical Conditions

A full breakdown of all dietary requirements, food allergies and medical conditions must be provided at least 8 weeks before arrival. For severe or life-threatening allergies, this information must be provided at the time of booking, as we cannot guarantee suitable host family placements for complex cases.

Where we are unable to meet a participant's specific dietary or medical needs, we will decline to confirm their booking or, where details emerge after confirmation, cancel their booking and refund their costs. We recommend participants with special dietary needs bring their own food items where appropriate; host families will not be held responsible for complications from food consumption.

Participants with serious medical conditions requiring active management or medication must be accompanied by a parent, teacher or qualified carer at all times. Host families are not

responsible for medical care. In a medical emergency, the participant will be referred to hospital. Should a participant be hospitalised, the Group Leader must remain with the participant until discharged or until a parent or family member arrives.

10. Conduct and Behaviour

Group Leaders and accompanying teachers accept full responsibility for the conduct of all participants throughout the trip. Monali Travel reserves the right to exclude any participant whose behaviour is deemed inappropriate, dangerous, offensive or damaging to persons or property. No refund will be made, and additional costs arising from exclusion will be the client's responsibility.

The following rules apply to all participants in host family accommodation:

- Smoking is not permitted inside host family homes.
- Alcohol is not permitted in host family homes. Please note: the consumption of alcohol by persons under 18 is illegal in the United Kingdom.
- Hair straighteners and similar heat appliances must not be used in host family homes.
- Participants must not leave the host family home in the evening unaccompanied without prior permission from Monali Travel, the Local Organiser and the Group Leader.
- Participants are responsible for treating the host family home, its contents and all communal areas with respect.
- **Luggage:** no individual item of luggage exceeding 55cm x 45cm x 25cm is permitted. Oversized luggage that cannot be transported in the host family's vehicle may incur taxi costs at the client's expense.
- **Valuables:** We strongly recommend that participants do not bring valuable items. Any suspected theft must be

reported to the Group Leader immediately and will be treated as a police matter.

11. Equality and Non-Discrimination

Monali Travel is committed to equality and diversity. It is unlawful in the United Kingdom to discriminate against any person on the grounds of age, sexual orientation, marital status, disability, race, colour, nationality, ethnic or national origin, or religion.

Should any participant or client representative discriminate against or victimise a host family member, Local Organiser, or any employee or supplier of Monali Travel, the booking of the concerned individual(s) will be terminated immediately without refund.

12. Complaints Procedure

If you are dissatisfied with any service arranged by Monali Travel, you or the Group Leader must notify us immediately with full details. This can be done by telephone or email during office hours, or via our 24/7 emergency line.

Where a complaint relates to host family accommodation, the Local Organiser must first inspect the property alongside the Group Leader. If both the LO and Group Leader agree the accommodation is unsuitable, the student will be relocated.

Failure to report a problem at the time will prevent us from investigating and resolving the issue and may prejudice any subsequent claim. Monali Travel will not consider complaints raised only after the trip has concluded unless exceptional circumstances apply. Any refund or compensation will not exceed the total amount paid for the affected services.

13. Data Protection, GDPR and Safeguarding

Monali Travel Ltd processes all personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal information collected in connection with bookings will be used solely for the purpose of fulfilling travel arrangements and will not be sold to third parties. Data may be shared with Local Organisers, accommodation providers and other suppliers as necessary to deliver the booked services.

All parties handling personal data on behalf of Monali Travel – including Local Organisers and host families – are required to comply with UK GDPR regulations. Safeguarding concerns must be reported immediately to Monali Travel and/or the relevant local authorities.

For full details of how we collect, store and use personal data, please refer to our [Privacy Policy](#) at monalitravel.com.

14. General Provisions

Severability: If any provision of these Terms & Conditions is found unlawful, void or unenforceable, that provision shall be deemed severable and shall not affect the validity or enforceability of the remaining provisions.

Entire Agreement: These Terms & Conditions, together with your booking confirmation and the Catalogue Guidelines 2027, constitute the entire agreement between you and Monali Travel Ltd with respect to the subject matter hereof.

Updates: Monali Travel reserves the right to update these Terms & Conditions at any time without prior notice. The version in force at the time of your booking confirmation

shall apply to your contract.

Waiver: A failure or delay by Monali Travel to exercise any right or remedy shall not constitute a waiver of that or any other right or remedy.

Mutual Respect: Monali Travel values transparency, respect and collaboration. We are committed to working constructively with all parties to resolve issues and to continuous improvement of our services.

By confirming a booking with Monali Travel Ltd, you confirm that you have read, understood and agreed to these Terms & Conditions in full.

Monali Travel Ltd | +44 (0)7562 736 192 | monalitravel.com –
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