

# 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 in 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.