

Loch Lomond Travel Booking Terms and Conditions

These terms and conditions detail the company policies for Loch Lomond Travel Services Ltd, a company registration number SC779291, registered office 99 Earnhill Road, Larkfield Industrial Estate, Greenock, United Kingdom, PA16 0EQ

The Contract

These conditions of booking and the confirmation of booking will be part of the contract. Under the contract we agree, subject to these conditions of booking and the confirmation of bookings, to provide the holiday to you and anyone on whose behalf you book the holiday.

Online Bookings

Loch Lomond Travel accepts your booking in good faith that you have read and understood the booking conditions during the booking process.

General Policy

To secure your holiday a deposit from £35 is required (depending on the holiday you book). Deposits are strictly non-refundable. Balances must be paid 42 days before your departure date, as stated on your confirmation invoice. No reminder will be sent and failure to pay your balance could result in the loss of your holiday and monies paid, although we will endeavour to contact you if you miss your payment date.

You will receive your booking invoice and confirmation once payment has been processed, at which time all terms and conditions set out below will come into immediate effect. If you have requested a copy by email, you should receive this within 24 hours. If you have booked by telephone and have requested your booking confirmation be sent by post, you should receive this within five working days. It is the customers' responsibility to ensure they have received their booking confirmation and reviewed that all the information provided is correct including passenger names, room allocation, pick up point, and price. If you have not received your booking confirmation within the time deadlines set out above, please contact our office so that we can arrange for a second copy to be sent to you.

Privacy Policy / GDPR 2018

Loch Lomond Travel will not pass your personal details to any third-party companies in compliance with the Data Protection Act 1998.

Our full privacy policy is available at www.lochlomondtravel.com

Holiday Prices

Prices and availability are correct at time of going to press although we reserve the right to change any prices online or in our brochure at any time prior to booking date. The price which is offered and accepted at the time of booking is

set and no increase or reduction will be made unless the content of the package is altered. If the price of your holiday is to be increased or decreased after you have booked, your holiday cost will be unaffected. No retrospective refunds will be given if the holiday is discounted at a later date.

Loch Lomond Travel operates a dynamic pricing strategy known as Fluid Pricing. Fluid Pricing is a flexible approach where the cost of our breaks varies based on demand, seasonality and availability. It's common practice within the travel industry, aimed at offering you the best value for your travel experience.

Invoice by Post Fee: At Loch Lomond Travel Ltd., we are dedicated to providing our clients with the most affordable holiday experiences. In line with this commitment, a nominal fee of £1 will be charged for clients who opt to receive their invoices by post. This measure is a part of our broader strategy to keep overall holiday prices low for all our clients. By minimising unnecessary operational costs and promoting digital invoicing, we can maintain competitive pricing and focus our resources on enhancing your travel experience. We encourage clients to join us in this effort by choosing electronic invoices, which are not only cost-effective but also environmentally friendly.

Payments

Breaks including tickets/admission may at times require a higher deposit. However our standard deposits are as follows:

	UK	Ireland & Europe
2 Days	£35	£35
3 Days	£35	£35
4 Days	£45	£50
5 Days	£45	£50
6+ Days	£60	£65

Child Prices

Children are most welcome on all breaks unless specifically advised otherwise.

Children 2- 12 years of age inclusive may be applicable for a child rate reduction, please see the individual tour for details.

Infants under 2 years old are free of charge but we may not be able to guarantee an individual coach seat. A small charge is applicable to reserve a coach seat for an infant. Please ask at the time of booking with regard to special requests at your chosen accommodation for cots.

Transportation

When bookings are made with Loch Lomond Travel we act as an agent for a third-party provider, the provider of the transportation. We reserve the right to substitute the carrier if necessary. It is the passengers' responsibility to ensure they are at their coach departure points 20 minutes prior to stated departure time. If you miss your departure it is the passengers' responsibility to make their own alternative travel arrangements to their hotel.

Loch Lomond Travel offers reserved seating for the duration of your break. Due to operational changes, it may be necessary to change your departure time or reserved seat at short notice. In the unlikely event this is necessary Loch Lomond Travel will notify you.

Cancellation by You

Please ensure that all members of your party have holiday insurance to protect them from financial loss in the event of cancellation.

Should you cancel your break, cancellation charges apply based on the number of days before your break starts.

42 Days or more prior to departure - Deposits Only

31 - 41 Days prior to departure - 30% of the total cost

22-30 Days prior to departure - 50% of the total cost

8-21 Days prior to departure - 75% of the total cost

7 Days or less - 100% of the total cost

Minimum Numbers

All breaks are organised on the basis that a minimum number of passengers will travel. If there is an insufficient number of bookings we may deem it necessary to cancel a break. In the unlikely event cancellation is necessary we will notify you at least 7 days before departure. When cancelling an alternative date or destination will be offered. If our alternatives are not suitable, a full refund will be provided.

Single Room Supplements

Single room supplements vary across our programme. Singles are available on the majority breaks subject to availability. Please see individual tours/breaks for prices.

Luggage

All luggage carried on board our coaches is so carried at your own risk. Loch Lomond Travel accepts no responsibility for any luggage that is damaged or goes missing during transit. Loch Lomond Travel advises all customers to take out a comprehensive travel insurance policy to cover loss or damage to luggage. We operate with no restriction on the amount of luggage taken on your break. However we

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recommend a maximum of 20kg per item.

Special Requirements or Requests

Please notify us of any special requests at the time of booking.

Low floor rooms or special diets requests must be advised at time of booking. We will do our best to meet your requirements, but please note that special requests cannot be guaranteed. For guests with severe walking difficulties we recommend seats to the front of the coach. However, particular seats cannot be guaranteed. Regretfully we do not have the facilities on the coaches or at the hotels to assist passengers who are wheelchair bound.

We will accept mobility scooters containing non spillable sealed lead acid (SLA/dry cell/gel cell or lithium batteries but NOT wet cell batteries. We can only carry 1 scooter per tour so this will be on a first come first served basis.

Scooter must be a travel collapsible not exceeding 22 kg in weight and dimensions when folded must not exceed H 74cms D 120cms. Dimensions and weight must be provided at time of booking and we cannot carry any scooters that have not been pre-authorized. You will be provided with confirmation from the office which you must carry as this will be required for the driver or carriage will be refused. Specific arrangements with hotels and other suppliers may be necessary.

It is the responsibility of the client to make full contingency for any pre-existing illness or disability. Loch Lomond Travel will offer advice regarding the suitability of any break. We accept no liability for any circumstances arising from failure to notify us of any illness or disability.

Changes to your Break

Should you require to make changes to your holidays such as the passenger names or departure points, you can do so up to 7 days prior to your departure. A £10 per person administration charge will apply, in addition to any further associated costs.

Complaints

The vast majority of our customers enjoy their holiday and are perfectly satisfied with Loch Lomond Travel. However, in the unlikely event that you have any issues regarding your accommodation, please report them immediately to reception at the hotel to enable the staff to rectify these issues. If you feel the issue reported has not been fully rectified, please ask to speak to a senior hotel manager who will endeavour to help you and rectify any problems. If your complaint relates to your coach travel, please speak with your coach driver as soon as possible to

give him the opportunity to correct any deficiency.

In the unlikely scenario that the hotel management has been unable to resolve a particular issue to your satisfaction, please contact the Loch Lomond Travel office during your stay at your earliest convenience to enable us to pursue the complaint with the Hotel on your behalf in an effort to resolve any issues. We want you to enjoy your holiday. It is far easier to rectify any problems when you are at the hotel than when you return from your holiday. Should you have reported any issues during your holiday and feel that they were not adequately addressed please complain to the Loch Lomond Travel office in writing. Such complaints must be received in writing by letter or email within 28 days of returning from your holiday in order for the issues to be fully investigated. We aim to reply to any complaints in writing within 28 days of receipt of the letter or email of complaint. However sometimes it can take longer if we require to await a response from our service suppliers. We are unable to investigate any issues if they have not been reported to the hotel management or Loch Lomond Travel during your stay.

Behaviour

If you or any member of your party is considered likely to cause offence, danger, damage or distress to others, we reserve the right to terminate your holiday completely. If this situation arises our responsibility under the contract will cease and we will be under no obligation to cover expenses incurred nor shall we consider any claims for compensation or refunds.

Stag and Hen Parties

As our hotels are family hotels, we are not able to accept bookings for stag or hen parties without prior notice. If you are to book online and fail at the time of booking to state the booking is for a stag or hen party, you will be refused entry to the hotel on arrival.

Law

Scottish law applies to this contract and any claims brought under it.

Advertised Facilities

Leisure facilities on some of our breaks may attract a supplementary charge.

All-Inclusive Breaks

UK licensing legislation stipulates that alcoholic drinks promotions may not be unlimited. Most all-inclusive breaks will include a maximum number of alcoholic drinks available to each guest per day and we may use a drinks voucher or bar credit system to comply with licensing laws. Drinks will be advertised on arrival and generally will be house brands. For hotels in Scotland, as required in terms

of the Licensing (Scotland) Act 2005, the supply of alcoholic drinks in our inclusive packages is not unlimited. Subject to our discretion in the case of drunkenness, patrons on Scottish all-inclusive packages shall be permitted a maximum of £15 worth of alcoholic drinks per day as part of the package.

Transferring your Break

If for any unforeseeable circumstances you are unable to travel, you may transfer your break to another person providing you notify us as early as possible and at least 7 days before departure. We will charge a £10 admin fee to amend the booking to cover additional costs incurred.

Circumstances beyond our Control

We shall not be liable for any delay in performing any of our obligations under this contract where delay is due to circumstances beyond our control. Examples of circumstances would include strikes and inclement weather conditions.