





# DUNDEONALD GAMES

## Links golf day



## **BOOKING CONDITIONS**

Please read these Booking Conditions carefully. They include important information and set out contractual terms and conditions which apply to bookings you make with Plan B (Scotland) Ltd.

### **How To Make a Booking**

We will quote a Booking reference number, which should be noted on your Booking Form. You must sign the Booking Form accepting the Terms and Conditions and pay a deposit of £95 per golfer, plus insurance premium if required. You must pay the balance of your account no less than eight weeks before departure. Note, we reserve the right to cancel your booking if payment is not received. If you book within eight weeks of departure the full package price must be paid at the time of booking.

### **Your Contract**

After the correct deposit has been received your holiday invoice will be sent out. Once money has been paid to Plan B (Scotland) Ltd., your contract comes in to force. This contract is governed by the laws of Scotland and any action which may arise under, in connection with, or in relation to the contract may be brought only in the courts of Scotland.

### **Our Changes**

We reserve the right to make changes to bookings at any time. These changes are usually minor and occur infrequently. Should a major change become necessary, we will inform you as soon as we have been advised and have found a suitable alternative to offer you. Major changes include a change of departure Airport, a departure time change of more than five hours, or a change of accommodation to a category lower than that booked.

In the case of major change you have a choice of either:

- Accepting the changed arrangements as notified to you, or
- Purchasing another available holiday from us, or
- Cancelling your holiday.

If you choose: a) or b) we will pay you compensation the scale shown below. If you choose to cancel we will refund all monies you have paid to us.

Compensation payments are as follows:

Major change is notified to you	Compensation per person excluding infants
More than 8 Weeks before departure	Nil
Between four and eight weeks	£10.00
Four weeks and under	£20.00
Compensation does not apply to holiday changes caused as a result of force majeure, war, riots, terrorist activity, civil strife, industrial action, fire, flood, drought or natural disasters, closure of airports or similar events beyond our control.	

### **Your Changes**

We will do our best to help you should you wish to change any details of your holiday after you have booked. However if Plan B (Scotland) Ltd incur charges from the airline or ferry company we reserve the right to pass these charges on to you. In addition an amendment fee of £25.00 per person may be charged. Changes made within eight weeks of departure may incur cancellation charges. Please telephone us as soon as you know of a possible change and we can explain the exact position. Insurance premiums are non-returnable and non refundable. See policy for details.

### **Cancellation**

If you cancel your holiday or we have to cancel because payment has not been received, you will have to pay cancellation charges. All cancellations must be made in writing and signed by the person who signed the booking form. The cancellation will be effective on the date we receive written instructions. Cancellation charges are calculated from the scale below and are based on total holiday cost:

Holidays is cancelled by you	Cancellation Charge
More than 8 Weeks before departure	Deposit Only
Eight weeks and under	100%

### **Complaints**

If a problem arises please inform the management of the premises where you are staying, who will have the opportunity to solve your problem. If the matter cannot be resolved locally please contact Plan B (Scotland) Ltd on +44 (0) 1292 521404. Where a complaint remains unresolved you should forward details in writing to Plan B(Scotland) Ltd within 28 days of the completion of your holiday. We are not able to accept responsibility for complaints received outside this period. Please note that we do not accept liability for consequential loss. Apart from personal injury claims our maximum liability to you is limited to the price of your holiday.

### **Misbehaviour**

We reserve the right in our absolute discretion to terminate without notice the holiday arrangements of any client whose behaviour is such that it is likely in our opinion to cause distress, damage, danger or annoyance to our other clients, employees, property, or to any third party. If you are prevented from flying, because in the opinion of any person in authority you appear to be unfit to travel or likely to cause discomfort or disturbance to other passengers, our responsibility, for your holiday thereupon ceases.

In any such case full cancellation charges will apply and we will not be responsible in any way for any refund, compensation or costs. Plan B (Scotland) Ltd has no control over the behaviour of persons staying at or visiting your holiday accommodation and is not responsible for any withdrawal or impairment of facilities or other loss or damage caused by them. Under no circumstances are you entitled to sublet or share your accommodation with anyone other than those individuals shown on the final invoice.

### **Travel Documents And Health Matters**

Passport, Visa and Health Certificate requirements are your responsibility and we do not accept responsibility for any delay or expense incurred through any irregularity in your documents. Please contact Plan B (Scotland) Ltd for specific advice.

## **Plan B Scotland Ltd,**

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