

Glenville Nutrition

Agency Booking Terms & Conditions

Except where otherwise specified, we Glenville Nutrition Limited of 14 St. Johns Road, Tunbridge Wells, Kent, England, TN4 9NP (“we”, “us”, “our”) act only as an agent in respect of all bookings we take and/or make on your behalf.

We accept no liability in relation to any contract you enter into or for any accommodation or arrangements you purchase (“**arrangements**”) or for the acts or omissions of any supplier(s) or other person(s) or party(ies) connected with any arrangements.

For all arrangements, your contract will be with the supplier / principal of the arrangements in question (“**Supplier/Principal**”). When making your booking we will arrange for you to enter into a contract with the applicable Supplier/Principal of the arrangements. Your booking with us is subject to these Agency Terms and Conditions and the specific booking conditions of the relevant Supplier/Principal you contract with and you are advised to read both carefully prior to booking. The Supplier/Principal’s terms and conditions may limit and/or exclude the Supplier/Principal’s liability to you. Copies of applicable conditions are available on request from us.

All references to ‘packages’ and ‘package holidays’ on our website, marketing material or in these Agency Terms & Conditions means packages organised by third party Supplier/Principals on whose behalf we act as an agent. We do not organise or sell packages in our own name.

By making a booking with us, you agree that you:

1. have read these Agency Terms and Conditions and agree to be bound by them;
2. consent to our use of your information in accordance with our Privacy Policy;
3. are over 18 years of age and where placing an order for services with age restrictions you declare that you and all members of your party are of the appropriate age to purchase those services; and
4. accept financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

1. Booking and Payment

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party these booking conditions. In order to confirm your chosen arrangements, you must pay a deposit, as required by the Supplier/Principal of the arrangements in question (or full payment if booking within 70 days of departure). You must also pay all applicable booking fees.

Your booking is confirmed and a contract between you and the Supplier/Principal will exist when we issue you with a confirmation on the Supplier/Principal’s behalf.

Please check your confirmation carefully and report any incorrect or incomplete information to us immediately. Please ensure that names are exactly as stated in the relevant passport. As we act only as booking agent, we have no responsibility for any errors in any documentation except where an error is made by us.

If you have paid a deposit, you must pay the full balance by the balance due date notified to you. If full payment is not received by the balance due date, we will notify the supplier who may cancel your booking and charge the cancellation fees set out in their booking conditions.

Except where otherwise advised or stated in the booking conditions of the supplier concerned, all monies you pay to us for arrangements will be held on behalf of the supplier and forwarded on to the supplier in accordance with our agreement with the supplier.

2. Prices

We reserve the right to amend advertised prices at any time. We also reserve the right to correct errors in both advertised and confirmed prices. **Special note: changes and errors sometimes occur. You must check the price of your chosen arrangements at the time of booking.**

3. Insurance

You are strongly recommended to take out personal travel insurance for all members of your party. Some Supplier/Principals require that you do so. It is your responsibility to ensure that the insurance you purchase is adequate and appropriate for your particular needs. Please read your policy details on receipt and take them with you on holiday.

4. Special Requests

If you have any special requests please let us know at the time of booking. We will pass on all such requests to the Supplier/Principal, but we can't guarantee that they will be met and we will have no liability to you if they are not.

5. Changes and Cancellations by You

Any cancellation or amendment request must be sent to us in writing, by email, fax or post, and will take effect on the day we receive it. Please ensure that you have received written confirmation of any changes to your booking prior to travel. Whilst we will try to assist, we cannot guarantee that such requests will be met.

Amendments and cancellations can only be accepted in accordance with the terms and conditions of the Supplier/Principal of your arrangements. The Supplier/Principal may charge the cancellation or amendment charges shown in their booking conditions (which may be as much as 100% of the cost of the arrangements and will normally increase closer to the date of departure).

Please note: some Supplier/Principals do not allow changes and therefore full cancellation charges will apply in such circumstances.

6. Changes and Cancellations by the Supplier/Principal

We will inform you as soon as reasonably possible if the Supplier/Principal needs to make a significant change to your confirmed arrangements or to cancel them. We will also liaise between you and the Supplier/Principal in relation to any alternative arrangements offered by the Supplier/Principal but we will have no further liability to you.

7. Our Responsibility for Your Booking

Your contract is with the Supplier/Principal and its booking conditions apply. As agent, we accept no responsibility for the actual provision of the arrangements. Our responsibilities are limited to making the booking in accordance with your instructions. We accept no responsibility for any information about the arrangements that we pass on to you in good faith. However, in the event that we are found liable to you on any basis whatsoever, our maximum liability to you is limited to twice the cost of the commission we earn on your booking (or the appropriate proportion of this if not everyone on the booking is affected). We do not exclude or limit any liability for death or personal injury that arises as a result of our negligence or that of any of our employees whilst acting in the course of their employment.

8. Visa, Passport and Health Requirements

Unless you tell us otherwise, we are entitled to assume that all members of your party are British citizens who hold or will hold full British passports valid for the entire duration of the arrangements you chose to purchase. Information on visa, passport and health requirements, where given and applicable, is so given on this basis. Requirements may change and you are therefore strongly recommended to check the up to date position with the supplier of the arrangements, Passport Office, appropriate embassy or consulate or your doctor as applicable in good time before departure.

9. Complaints

Because the contract for your arrangements is between you and the Supplier/Principal, any queries or concerns should be addressed to them. If you have a problem whilst using the arrangements, this must be reported to the Supplier/Principal immediately. If you fail to follow this procedure there will be less opportunity for the Supplier/Principal to investigate and rectify your complaint. The amount of compensation you may be entitled to may therefore be reduced or extinguished as a result.

If you wish to complain when you return home, you should write to the Supplier/Principal. You will see their name and contact details in any confirmation documents they send you.

If you wish to complain about any service we have provided to you (i.e. our booking service) then please contact us directly.

Please note that we do not offer an alternative dispute resolution service. However, the European Commission's Online Dispute Resolution Platform is available at <http://ec.europa.eu/odr>.

10. Law and Jurisdiction

These terms of business are governed by English law and the courts of England and Wales have jurisdiction (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scots or Northern Irish law, as applicable.)

11. Accommodation Ratings and Standards

All ratings are as provided by the relevant Supplier/Principal. These are intended to give a guide to the services and facilities you should expect from your accommodation. Standards and ratings may vary between countries, as well as between Supplier/Principals. We cannot guarantee the accuracy of any ratings given.

12. Documentation & Information

All descriptions and content on our website or otherwise issued by us is done so on behalf of the Supplier/Principal(s) in question are intended to present a general idea of the services provided by the Supplier/Principal(s) in question. Not all details of the relevant services can be included on our website. All services shown are subject to availability. If you require any further details, in respect of any accommodation or any other services please contact us.

13. Accuracy of Prices and Details

Important note: the information and prices shown on any advertising material that we issue may have changed by the time you come to book your arrangements. Although we make every effort to ensure the accuracy of the information and prices at the time of printing, regrettably errors do occasionally occur. You must therefore ensure you check the price and all other details of your chosen arrangements with us at the time of booking.

