



YOUR BOOKING WITH US

PLEASE READ CAREFULLY OUR BOOKING CONDITIONS BEFORE YOU MAKE A BOOKING WITH US.

These Terms and Conditions are in compliance with the GDPR (General Data Protection Regulation) requirements.

Any booking you make over the phone after visiting our website www.berakhatours.co.uk is a contract with Berakha Tours & Travel LTD, 12 Park Lane, Tilehurst, Reading RG31 5DL company number 11386747. Please read carefully the following booking conditions as they set out our respective rights and obligations. In these Booking Conditions references to 'you' and 'your' include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

Your contract with us starts as soon as you confirm your booking over the phone with us. This means that:

- Your contract with us starts as soon as you confirm your booking over the phone with us. This means that:
- you have read and understood these terms and conditions and has the authority to and does agree to be bound by them;
- You have the legal age to do so: 18 years or over or are the parent or guardian of all-party members under the age of 18.
- You are responsible for payment of the booking on behalf of all members of the party.
- You give us permission to use your details in accordance to our Privacy Policy that can be found on our website.

1. PAYMENTS

- a. Deposit: A non-refundable deposit of £250pp is payable when the booking confirmed.
- b. Final payment is due 10 weeks before departure.

2. PRICING

We will uphold any price that we've quoted as soon as the booking is confirmed regardless of any fluctuation in currency exchange rates or increases in international air fares or other costs associated with the holiday. However, this is not applicable to optional excursions, visa fees and amendment fees.

3. IF WE CANCEL YOUR BOOKING

In the event that we cancel your booking due to external events outside our reasonable control, such as natural disaster, terrorism, political instability, we will transfer any amount you've paid to an alternative date or refund the monies. We will however not be responsible for any extra expenses you have incurred such as: visa fee, vaccinations or flight costs.

IMPORTANT NOTE: We will not pay you compensation in the following circumstances:

- ✓ where we make an insignificant change;
- ✓ where we make a significant change or cancel your arrangements more than 10 weeks before departure;
- ✓ where we make a significant change and you accept those changed arrangements or you accept an offer of alternative travel arrangements;
- ✓ where we have to cancel your arrangements as a result of your failure to make full payment on time;
- ✓ where the change or cancellation by us arises out of alterations to the confirmed booking requested by you;
- ✓ where we are forced to cancel or change your arrangements due to Force Majeure (see clause 9).

Refund will be made by cheque or bank transfer.

4. IF YOU CANCEL YOUR BOOKING

We only accept cancellation in writing so you decide to cancel your booking, please do so by email us as soon as at: info@berakhatours.co.uk or write to us. You can notify us by calling us on our 24-hour help line: 0333 577 3074 but it must be followed by a letter or an email from the person who made the booking. Our WhatsApp number is: 0044 7726 188176. Below are the cancellation charges excluding amendment fees:

70 or more days - Retention of deposit

69 – 51 days - 30% including deposit

50 – 31 days - 60% including deposit

30 days or less - 100% including deposit

Refund will be made by cheque or bank transfer.

5. AMENDING YOUR BOOKING

If for any reason, you have to change your travel date or your tour, you have to inform us as soon as possible over the phone and confirm the amendment request in writing. There will be an administration fee of £50pp for any amendment made before 10 weeks before your departure date in addition to any charge from our suppliers (airlines, hotels and grounds handlers).

Name changed are not permitted and no amendment is permitted 8 weeks prior to departure.

6. PASSPORTS & VISAS

Visa is required for all our destinations and all passports should have a validity of 6 months from the validity of the trip and should have 2 blank pages that don't have to be next to each other. We have included the cost of all the visas in all group tours for UK & EU passport holders; you will need to send your passports and completed visa application forms by Royal Mail special delivery to us 3 months before your trip so we can apply for the visa on your behalf. There will be an extra charge for passports sent to us 30 days before departure. We will also pass onto you any extra charge that will incur if there is a visa fee increased by the Embassies. We will apply for your visa but we cannot guarantee that your visa will be granted. Therefore, in the event that your application is not successful for any reason and that you wish to cancel your booking, cancellation charge will apply as per clause 4.

We are not responsible for any loss of passport in the post and you are responsible for making sure that all your travel documentation is accurate.

7. INSURANCE & HEALTH

It is compulsory that you give us details of your insurance and next of kin 14 days before you leave the UK. Berakha Tours & Travel will not be liable if for any cost incurred you are on holiday because you fail to take a suitable insurance policy.

As you will be travelling to high risk malaria countries, we recommend that you contact your local GP or nurse for prevention. It is also compulsory to carry a Yellow Fever card in some of the countries. For more information please visit: <https://www.fitfortravel.nhs.uk>

8. RETURNING HOME BEFORE THE END OF YOUR TRIP

In case you have to fly back home for any reason, we will not refund any unused holiday paid.

If you decide to cut short your trip because you are not happy with any of the arrangements, we suggest that you either inform your local guide, who will try his/her best to deal with the issue or you contact us directly.

9. FORCE MAJEURE

Except where otherwise expressly stated in these Terms, we will not be liable or pay you compensation if its contractual obligations to you are affected by 'unavoidable and extraordinary circumstances' meaning any event beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Examples include warfare and acts of terrorism (and threat thereof), civil strife, labour difficulties, interference by authorities, political disturbance, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport, closure of airports, ports or airspace or changes of schedules by airlines and all similar events outside our or the supplier(s) concerned control.

10. SPECIAL REQUESTS

Any special requests must be advised to us at the time of booking. You should then confirm your requests in writing. We will try to arrange your reasonable special requests by passing them to our ground handlers but cannot guarantee that we will achieve them.

Unfortunately, we cannot confirm a booking that is conditioned by a special request.

11. FINANCIAL PROTECTION

Berakha Tours & Travel Ltd is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations" all passengers booking with Berakha Tours & Travel Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Berakha Tours & Travel Ltd. **This insurance has been arranged by The Travel Vault in conjunction with Towergate Travel through Zurich Insurance PLC.**

Claims

In the unlikely event of Insolvency, you must Inform Towergate Chapman Stevens immediately on **+44 (0) 1932 334140** or by email at **tcs@towergate.co.uk** . Please ensure you retain the booking confirmation form as evidence of cover and value.

Policy exclusions: This policy will not cover any monies paid for Travel Insurance

12. COMPLAIN

We make every effort to ensure that your arrangements run smoothly but if you do have a problem during your holiday, please inform our local guide or the relevant supplier immediately who will endeavour to put things right. If your complaint is not resolved locally, you must ask the guide or representative for a Holiday Report Form, which you must then complete in his or her presence. One copy will be given to you and the other copy sent to head office. You can also contact us on our 24-hour Duty Office number, the details of which will be provided in your booking documentation. If the problem cannot be resolved and you wish to complain further, you must send formal written notice of your complaint by email to: reine@berakhatours.co.uk

13. CHANGES WE MAY MAKE TO THESE TERMS AND CONDITIONS AND OTHER DOCUMENTATION:

We reserve the right to update these Booking and Conditions, our privacy policy, and any other documentation referred to in any of these documents from time to time. We may change our Terms and Conditions and other documentation for any reason, including:

- a) To reflect any changes in the way we carry out our business;

- b) To account for any change we make to our website, including, without limitation, any new features or functionality we provide, any adjustments to the means by which we provide notices to you, or any changes in the content, purpose or availability of the website;
- c) To accurately describe our current services and tours so that you are kept up to date with our latest details;
- d) To inform you of any changes in the way that we use cookies or similar information-gathering technologies; or
- e) To ensure that our documentation complies and remains compliant with any and all current and future applicable laws, regulations and official guidance.

If required by law, we will provide you with notice of any changes in these Terms and Conditions or the other documentation referred to in them by posting a notice on the website and/or by posting an updated version of these Terms and Conditions or other such documentation on our website with a new effective date stated at the beginning of them.

By continuing to access our website after we have updated our Terms and Conditions, and/or user content agreement, you agree to be bound by those updated versions.

You must check these Terms and Conditions and all other documentation referred to in them each time you access our website in order to ensure that you are aware of the terms that apply to you at that time.