

Terms & Conditions of booking:

All short break bookings, once submitted, must be followed by a £50 per person non refundable deposit sent to: SPTC, 23 Eylesden Court, Bearsted, Nr.Maidstone, Kent. ME14 4BF.

The final balance for all holidays will be payable no later than 8 weeks before the departure date, and failure to pay by this time will constitute a cancellation of your holiday.

Bookings for holidays made less than 8 weeks before departure must be accompanied by the full payment.

The Silver Phoenix Travel Club (hereafter referred to as the Club), or its appointed agents, will send final confirmation of travel details by no later than 10 days before departure.

Cancellation

If you wish to cancel your holiday, you must do so in writing to the Club at the address on these booking conditions, or by e-mail to: **bookings@silverphoenixtc.com** or write to **SPTC, 23 Eylesden Court, Bearsted, Nr.Maidstone, Kent. ME14 4BF**. Such cancellation will only be effective from the date on which written notification is received by the Club.

Cancelling your holiday, for whatever reason, will incur the following cancellation charges:

56 days before departure	Deposit only
55 to 28 days before departure	30%
27 to 14 days before departure	50%
13 to 3 days before departure	75%
less than 3 days or failure to be at the departure point at the appointed time.	100%

If any person with whom you are travelling cancels but you wish to travel, we shall endeavour to replace the accommodation booked with suitable alternative arrangements. Any costs incurred in making such arrangements will be passed on to the person who submitted the original booking form.

If we cancel your holiday

If we cancel your holiday for any reason whatsoever, our liability to clients shall extend no further than a full refund of monies paid. It should be noted, that the Club reserves the right to cancel holidays which attract a less than viable amount of bookings. Any cancellation will be notified and refunds made by no later than 8 weeks before the advertised departure date.

Alteration to advertised holiday

Because arrangements for holidays have to be made by the Club or its agents far in advance, circumstances beyond our control may make it necessary to alter the advertised arrangements. Any material changes will be notified in writing as soon as possible, and clients given the opportunity to cancel without penalty. Please note that changes to the Itinerary which affect only the date on which a particular excursion is offered, will not constitute a material change.

Booking amendments

If you wish to change the names of any person travelling under your booking, you must notify the Club as soon as possible. We reserve the right to make an administrative charge of £10 for such amendments.

Your holiday

We shall endeavour to provide single accommodation without additional charge, Where, however, hotels charge us, we shall pass this charge on. Sometimes, by virtue of the demand for single rooms exceeding our allocation given by the hotel, a charge may occur for later bookings.

Passengers with special dietary requirements must notify the Club at the time of booking. Such requests will be passed on to the hotel. PLEASE NOTE THAT WHERE SPECIAL DIETS ARE REQUIRED FOR MEDICAL REASONS, THEY CANNOT NECESSARILY BE GUARANTEED.

Where hotels offer additional facilities, e.g. swimming pool, health spa, etc., we cannot guarantee that these will always be available at the time of your visit although every effort will be made to avoid disappointment.

Advertised excursions are normally included within the price of your holiday. Our Tour Managers may additionally offer further 'optional' excursions for which they will tell you the charge and make all appropriate arrangements.

General

Smoking and the consumption of alcohol is not permitted on any tour coach.

The Club and/or its tour managers, reserves the right to terminate the holiday of any passenger who, in the opinion of the Club or its representative, conducts themselves in a manner which it is considered to be inappropriate to the overall well being of other passengers or guests.

Complaints procedure

In the event of passengers having cause for complaint during their holiday, such complaint must immediately be brought to the attention of the supplier of the service and the Tour Manager. Failure to follow this procedure denies the Club an early opportunity to rectify the problem and we shall therefore NOT accept any responsibility.

If you are not satisfied with the solution offered at the time, you must put your complaint in writing, and this must be received by the Club no later than 28 days from the final day of the holiday.

Insurance

The Silver Phoenix Travel Club does not offer travel insurance. It is, however, advisable to take out insurance to cover both cancellation and in the case of continental holidays, medical charges and repatriation. By sending the booking form and paying the full deposit for each person, you agree to adequately insure yourself and members of your party.