



Active Sports Holidays & Tours Ltd – Tennis Holidays

Terms & Conditions

These terms and conditions detailed below will apply to the purchase of all goods and services detailed in our quotation by the customer from Active Sports Holidays & Tours Ltd (Company Number: 11875349) of Croft Close, Two Gates, Tamworth, Staffordshire, B77 1BF.

These terms and conditions will be deemed to have been accepted by you when you accept them or the quotation, or from the date of delivery of goods or services (whichever happens earliest) and will constitute the entire agreement between you and us.

These terms and conditions and quotation (together, the contract) apply to the purchase of and sale of any goods or services between us and you, to the exclusion of any other terms that you try to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

Interpretation:

1. A 'business day' means any day other than a Saturday, Sunday or Bank Holiday.
2. The headings in these terms and conditions are for convenience only and will not affect their interpretation.
3. The words 'us', 'our' or 'we' mean Active Sports Holidays & Tours Ltd.
4. The words 'you' or 'your' means the customer.

Pricing Policy:

5. Our pricing when given to you in a quotation format includes all taxes, VAT and local charges.
6. A safety deposit of £50 per person is included within the overall price which will be refunded to each person within 14 working days of return*.
7. Upon a quotation being completed by us and received by you, we cannot guarantee the price will remain the same from the next working day due to prices changing by our suppliers which is beyond our control.

Payment/Booking Policy:

8. At the time of booking we will require a non-refundable deposit of 40% of the overall booking quotation which will secure your trip.

9. The remaining 60% of the overall booking price will then need to be paid by 30 working days before departure date.
10. If the final payment is not made 30 days prior to departure the individual(s) who has not paid the balance will lose their place and their initial non-refundable deposit.
11. If the trip is being organised within less than 30 working days of the departure date, the whole overall amount of the quotation will be required to be paid upfront at the time of the booking.
12. If the trip is being organised with at least six months prior to the departure date, we can accept 40% non-refundable deposit at the time of booking. The remaining 60% can be spread over the remaining months in three equal payments, as long as the final payment is received no later than 30 working days before departure date. Our policy is, the remaining 60% can be split into three equal payments of 20% of the overall remaining amount.
13. We will only accept payment from one person which can be the club coach or trip leader/organiser. We will not accept individual payments from each traveller.
14. A safety deposit is included within the overall price which will be refunded within 14 working days of return
15. We can offer advice and direction on finding the best flights via our partner travel agent; however, it is the responsibility of you to book both outward and return flight. This can be done through our partner travel agent or directly through your own search.
16. It is your responsibility to arrive on time for both outward and return flights and also any transfers involved in the trip. We will take no responsibility for lateness or missed flights or transfers.
17. Travel insurance is required before departure date and is your responsibility to ensure this is in place. The insurance must cover the whole duration of the trip.

Cancellation Policy:

18. A booking which is cancelled 31 days or more before departure date will result in a refund of any money paid after the non-refundable deposit.
19. A booking which is cancelled with less than 30 working days prior to departure date or any 'no shows' all money paid will not be refunded.
20. A cancellation due to family death or player hospitalisation (after receipt of a doctor's note) will result in a refund of the 50% deposit and then any money paid after.

Conduct/Behaviour Policy:

21. We expect each traveller within your travelling group to behave in an appropriate manor and respect all our suppliers at all times during your trip.
22. If we receive any complaints from one of our suppliers stating one of your travellers has behaved in an inappropriate manor this may affect any future bookings you may wish to make with us to any of our destinations.
23. Any damages or fines incurred while on the trip including travel to and from the airport and whilst on the resort, will be deducted from the safety deposit from the

whole group. Any remaining money will then be split equally between the whole group.

24. We will not take any responsibility for any damages, fines or inappropriate behaviour or conduct.

Complaints Policy:

25. If for any reason you are not satisfied with the way your booking has been made by us please contact our team immediately on the following info@activesportsholidays.co.uk. Please ensure you put as much detail in the complaint as possible to ensure the issue can be resolved in a timely manner.
26. If you have any complaints or issues which may have a raised with one of our suppliers please contact our team as soon as possible on the following info@activesportsholidays.co.uk. Please ensure you put as much detail in the complaint as possible to ensure the issue can be resolved in a timely manner.

**This only applies if no damages or fines or incurred while on the trip. If any damages or fines are incurred while on the trip, the cost will be taken off the safety deposit given from the whole group, not from an individual person.*