

Terms and Conditions: Please read carefully.

Wren Elite Travel & Luxury Adventure Holidays is a trading name of Wren Elite. Wren Elite t/a Wren Elite Travel & Luxury Adventure Holidays is a member of the Travel Trust Association, membership number U5961. Wren Elite Travel & Luxury Adventure Holidays acts as agent to the suppliers with whom you book ('suppliers' means accommodation providers, the airlines, car hire companies, tour operators and any other companies we may deal with and obtain products or services from on your behalf). This means that each individual supplier's own terms and conditions will apply to your booking and copies are available upon request.

Please note that in ALL cases the lead name on the reservation must be 18 years or over at the time of booking. The lead name will be the individual in contract with the supplier and will be responsible for the information provided to the agent for all members of the party - this includes the correct spelling of names, and title, age, passport and visa information, as well as taking responsibility to ensure that all party members travel with full valid travel insurance. Please note that ALL travel products featured on Wren Elite Travel & Luxury Adventure Holidays and any associated websites or materials are subject to availability.

Insurance/Stand Alone Safe Seat Plan

Each passenger must travel with adequate insurance cover. Such insurance will ensure that you are covered against unforeseen cancellation charges, medical costs incurred whilst away from home (subject to approval), personal liability claims, loss of money and so on.

Wren Elite Travel & Luxury Adventure Holidays can, as agent, offer you very competitive travel insurance premiums. A quote can be given at the time of booking and full policy wordings and cover details can be obtained from your Agent. Please make your Agent aware of any pre-existing medical conditions of all party members at the time of your quotation, existing medical conditions and fitness to travel must be declared at the time of quotation and purchase otherwise the policy could be rendered null and void.

We recommend that insurance is purchased at the time of booking to insure against possible cancellation costs.

It is a condition of booking with us that if you do not buy a travel insurance policy from us, because you may already own it, then our Stand Alone Safe Seat Plan (specific to the Travel Trust Association and in operation with the Trust account) MUST be purchased, at a cost of £2.73 per passenger. This Guarantee offers financial protection for your holiday (it is NOT travel insurance and this requirement does not void the need for the purchase of an adequate travel insurance policy).

Passports & Visas

All passengers must be in possession of a valid 10 year passport. Persons over 16 on the day of travel must have their own passport. Those travelling on family passports must travel with the main passport holder.

You must inform your Agent at the time of your enquiry of the nationality of passport you hold so that correct visa information can be sourced, however, it is your responsibility to ensure you have the correct visa and documentation for the destination you are visiting.

Please ensure that, if making a late booking, you will have enough time to obtain the necessary visas if required. It is your responsibility to ensure you have the correct passport and visa

documentation in time. Neither we nor the suppliers accept any responsibility if you cannot travel because you have failed to comply with any passport, visa or immigration requirements.

Medical advice and inoculations

Please seek your doctor's advice for specific information relating to your journey – Wren Elite Travel cannot accept any responsibility for any consequences if you fail to check the appropriate health advice and receive the required vaccinations or malaria treatment for the country which you are visiting.

Prices

All prices are subject to availability and final confirmation from the supplier. Further information on each supplier's pricing policy can be found in their booking conditions.

Payments & Credit Card Charges

Wren Elite Travel & Luxury Adventure Holidays will not charge for payments made by debit cards, but a 2% charge will apply to Mastercard or Visa credit cards payments.

All payments made by cheque should be made payable to 'TTA Trustees (UK) Ltd T/tees of Wren Elite'

Flight Timings and Changes to your Holiday

All flight timings are provisional and subject to change. However you will be advised in advance of any major change as per your supplier's booking conditions if we are made aware of it. On occasions, your supplier may find it necessary to alter your holiday, whether this is a change of accommodation, service or a date. In the event of a change your supplier will have clear guidelines set out in their booking conditions, which we advise you to familiarise yourself with.

NOTE: It is YOUR responsibility to check your airline schedule 48 hours before departure, as it is the airline's right to make changes and we cannot be held responsible for missed departures.

Cancellations

Should you find it necessary to cancel or amend your holiday, please contact your Agent immediately as we will require written confirmation of the cancellation/amendment by the lead name on the booking by return.

Cancellation/amendment charges will apply, these charges will increase the nearer to departure the cancellation/amendment is made and can be as high as 100%. The scale of cancellation/amendment charges to be applied will be outlined in your supplier's booking conditions. The charges will be confirmed to you on receipt of your written instruction to cancel or amend your holiday.

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