

Head Office: Sona Tours Limited, 718 Kenton Road, Kingsbury Circle, Harrow, Middlesex, HA3 9QX, UK · Tel: +44 (0) 20 8951 0111 | info@sonatours.co.uk | www.sonatours.co.uk

**PLEASE READ OUR TERMS AND CONDITIONS BEFORE COMPLETING THIS FORM. PLEASE WRITE IN CAPITALS.**

**Tour Booking Form**

Tour Name \_\_\_\_\_ Departure Date  DD /  MM /  YY Pickup/Drop off \_\_\_\_\_ For Coach Tours only

**Passengers Details As Per Passport**

	Passenger 1 [Lead Passenger]	Passenger 2	Passenger 3	Passenger 4
Title [Mr/Mrs/Ms/Miss]				
First Name [As per passport]				
Middle Name [As per passport]				
Surname [As per passport]				
Date of Birth	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YY	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YY	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YY	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YY
Email				
Mobile				
Room Type [Single/Double/Triple/Twin]				
Meal Type [Veg/Non-Veg/Jain/ No onion & Garlic]				
Flight Meal Option [On request]				
Tour Optional Costs				
Special Request / Extension				
<b>TOTAL COST</b>				<b>FINAL COST</b>

**Travel Insurance** - We highly recommend that you have a travel insurance cover in place at the time of booking.

**Passport Copies** - For all Flight & NON-UK tours we request you to email us the passport copies with the booking form.

**Lead Passenger (For correspondence purposes)**

Address \_\_\_\_\_  
Post Code \_\_\_\_\_ Home Tel \_\_\_\_\_

**Emergency Contact/Next Of Kin**

Name \_\_\_\_\_ Mobile Tel \_\_\_\_\_ Email \_\_\_\_\_

**BOOKING DECLARATION**

By signing below and on behalf of all the passengers named above I/We have read & agreed to abide by Sonatours Ltd Terms & conditions and general information per website - [www.sonatours.co.uk](http://www.sonatours.co.uk).

I am over the age 18 and agree the payment method together with the cancellation policy.

**SIGNATURE**  \_\_\_\_\_ **PRINT NAME** \_\_\_\_\_ **DATE**  DD /  MM /  YY

[If this form has no signature and dated, it is invalid]

Email completed forms to [bookings@sonatours.co.uk](mailto:bookings@sonatours.co.uk) or post to  
SONA TOURS LTD, 718 Kenton Road, Kingsbury Circle, Harrow, Middlesex, HA3 9QX, UK

**PAYMENT METHODS**

Please tick method of payment: **Do not enter card details. Please call the office.**

Debit Card\*  Visa/Mastercard\*  American Express\*  CASH  CHEQUE (payable to Sona Tours Ltd)  BANK TRANSFER  
(Overseas transfer charges to be borne by the remitter)

[\*Surcharges: 3% surcharge on all UK Business/Corporate Debit/Credit card and Forex/Pre-paid cards. 7% surcharge on International [Non UK and EU] Debit/Credit cards]

# BOOKING TERMS AND CONDITIONS

We accept your booking on the basis of the terms and Conditions below, which are designed to clarify the contractual obligation between us. It is important that you read these conditions together with the holiday and insurance information pages, as they not only define our obligation to you but also impose some important commitments upon you. Your contract is with Sona Tours Ltd. In these booking conditions, "you" and "your" means all persons named on the booking (including anyone who is added or substituted at a later date). "We", "us" and "our" means Sona Tours Ltd.

## 1) YOUR BOOKING

When making a booking, you must complete and sign the booking form enclosed with this brochure or on our website. Once accepted, a contract will exist as soon as we issue our confirmation invoice. Once you have received your confirmation invoice, it is your responsibility to check that the information and booking details, including the spelling of all passenger names, as stated on your invoice are correct.

We regret we cannot accept any liability if we are not notified of any errors (by us) in any document within five days of our sending it out. We will do our best to rectify any mistake notified to us outside these time limits, but you must meet any costs involved in doing so. The only exception to this requirement to meet costs is where the mistake in question was made by us and there is good reason why you did not tell us about it within these time limits. We reserve the right to refuse to accept and/or not proceed with any booking at any time at our sole discretion. The contract is based on the information given on our website and in our brochure, and the terms laid out in the following Booking Conditions

a) When you purchase a package that includes a flight, all monies you pay to the travel agent are held by him on behalf and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to us for so long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by him, is and continues to be held on behalf and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us. However, when you purchase a package that does not include flights all monies you pay to the travel agent are held by him on our behalf at all times.

b) All contracts between Sona Tours Limited and its clients are made on the terms of these booking conditions which are governed by English Law and both parties shall submit to the jurisdiction of English Courts at all times unless the holiday was booked in Scotland or Northern Ireland.

**N.B:** We can only accept a booking if the leader's name is a minimum of 18 years on or before the date of departure. If under 18 years at the time of the booking, the written consent of a parent or guardian is required.

## 2) YOUR PAYMENT

Your Confirmation of Reservation includes an invoice showing the full value of your booking (including any surcharges referred to in our contract with you) clause 10). Any monies paid will have separate receipts respectively. The outstanding amount must be paid by the due date. Should we not receive payment by this date we reserve the right to treat your booking as cancelled, in which case you could be liable to pay cancellation charges according to the scale set out in Clause 4 below. Please note transaction charge varies for different credit and debit cards and this will be advised to you at time of payment. The following Forex Cards/Pre-Paid and UK Corporate/Business cards incur a surcharge of 3% for total amount. International (Non-UK or EU) Credit/Debit cards 7%. For all UK & EU cards the maximum transaction permitted is £1500 per booking. Thereafter the balance will be payable by bank transfer / cheque or cash.

If you make a booking after the date on which the final balance of the holiday due, full payment will be required at the time of booking. If the deposit and/or balance are not paid in time, we reserve the right to cancel your travel arrangements. If the balance is not paid in time, we shall retain your deposit. All monies you pay to the travel agent are held by them on your behalf until we issue our confirmation invoice. After this the travel agent holds the monies on our behalf. In line with most major operators, we make a charge for balances paid by credit/debit cards as this reflects the charges levied on us by card companies Clause 2 above.

It is your responsibility to remember to pay the balance; if you do not pay the balance by the due date then we may cancel your holiday and apply the cancellation charges as set out in Clause 4 below.

**N.B. (i)** The person making the on-line booking does so on behalf of all persons named on it, and he/she becomes directly responsible to the Company for the payment of the total holiday price and if applicable, and where appropriate, for the cancellation charges and disbursement of any funds.

(ii) If any cheque payment from a client is dishonoured, we reserve the right to treat your booking as cancellation by the client and if such booking is reinstated at our discretion, any bank charges incurred to be added to the holiday.

## LOW DEPOSIT SCHEME

On selected Coach tours, Europe by Flight tours, International Tours, or Cruise tours, you may be offered the option to pay a Low or Reduced Deposit (referred to in these conditions as a "Low Deposit").

Where you choose this option, the following terms and conditions apply. Making a Low Deposit payment shall mean you (the Lead Name on the booking) have accepted these conditions for yourself and each member of your party. The Low Deposit is an amount lower than the full deposit of the tour cost. The full deposit is the tour operator's standard deposit amount and is the minimum amount you must pay if you cancel your booking. If you cancel your holiday booking before your departure date, you agree to pay a cancellation charge as shown on clause 4 – Your cancellation.

Even if you cancel your booking prior to the date on which the remainder of the Full Deposit must be paid, you will still be liable to pay the remainder of the Full Deposit (because a cancellation charge equal to the Full Deposit amount is the minimum cancellation fee that will apply), and payment of that sum will become due immediately when you instruct us to cancel your booking. If you fail to pay the remainder of the Full Deposit by the due date, we will be entitled to cancel your booking and you will then be liable to pay the remainder of the Full Deposit to us.

You agree to pay, the difference between the Low Deposit and the Full Deposit (shown below), followed by the remaining balance of your holiday.

The current Low Deposit and Full Deposit amounts payable are shown below. (These amounts can change so if you've previously booked, please check your documentation for the amounts payable or with the office).

**Coach Tours:** Low Deposit of £50 per person (Full Deposit of 30% before 42 days / 6 weeks and remaining balance by 28th day / 4 weeks before tour departs)

**Europe Flight Tours:** Low Deposit of £100 per person (Full Deposit of 50% before 56 days / 8 weeks and remaining balance by 42nd day / 6 weeks before tour departs)

**International Flight Tours:** Low Deposit of £500 per person (Full Deposit of 50% before 84 days / 12 weeks and remaining balance by 56th day / 8 weeks before tour departs)

**Cruise Tours:** Low Deposit of £500 per person (Full Deposit of 50% before 119 days / 17 weeks and remaining balance by 91st day / 13 weeks before tour departs)

## 3) YOUR ALTERATIONS

Once a contract exists between us, you may wish to change your travel arrangements. For example, your chosen dates of travel, accommodation etc. and we will do our utmost to make these changes, but it may not always be possible. \*Note: Certain travel arrangements (for example, flights, cruises, certain accommodation / services) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements. Any request for changes to be made must be from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £50 per booking and any further cost we may incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made, and you should therefore contact us as soon as possible. All amendments must be notified to us in writing, or by e-mail to info@sonatours.co.uk, by the person who made the original booking. (We can only allow a maximum of two amendments to an individual booking).

## 4) YOUR CANCELLATION

You or any member of your party may cancel your booking or part of it once it has been confirmed but the cancellation will only be valid if made in writing direct to the Company. If the cancellation results in a person travelling alone, a single room supplement is payable. The amount payable on cancellation depends upon when we receive your written instructions the more notice you give, the less we will

charge. The different periods before departure date within which written instructions are received by Sona Tours Ltd. and amounts of cancellation charged in each period (shown as a percentage of the total holiday price excluding insurance premium which is not refundable) are as follows:

Depending on the type of holiday you have chosen or the season that you are travelling there may be a variation to these cancellation charges. These will be advised to you at the time you book your holiday and detailed on your confirmation.

**N.B. (i)** If any member of your party is prevented from travelling, the person(s) concerned may transfer their place to someone else (introduced by you) providing we are notified not less than 14 days before departure. Where a transfer to a person of your choice can be made, or is possible, then all costs and charges incurred by any of our/incurred or imposed by any of our suppliers as a result together with an amendment fee as shown in the table above (per person) and the balance of the holiday cost if due but not paid, must be paid before the transfer can be affected.

(ii) If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim your charges.

(iii) If one person sharing a twin/double or triple room should cancel, the remaining participants would then be required to pay the relevant single supplement or forfeit the triple reduction.

(iv) Cancellation policy also apply if:

a) Your participant cannot adhere to the tour payment schedule set out above, b) in the event that his/her visas for any country(ies) are not granted or c) In the event that any tour participant is unable to travel for any reason whatsoever, including medical grounds.

(v) All Special Offers / Discounts including Early birds will have different payment terms as stated at the time of booking. Special offers have mandatory payment amount, time specific. Details can be found on relevant promotions. All offers are non-combinable. Only one offer per tour can be applied at a time. Non-compliance with mandatory payments will render all offers applicable null and void. This will not result in cancellation of the booking. Normal cancellation policy applies.

(vi) Changing your holiday due to Covid-19. We will have no liability for any refunds, compensation, costs, expenses, or other losses of any kind incurred by you (including, where applicable, the cost of medical treatment), in the following circumstances:

a) If you, or anyone in your booking party, test positive for Covid-19 and have to quarantine for a period of time, or are notified or otherwise become aware that you have, or suspect you may have, come into close contact with someone who has tested positive for Covid-19 (or where they otherwise suspect they may have Covid-19) and have to self-isolate for a period of time. If this happens within 14 days of your departure date, you must contact us as you may no longer be able to travel. We will offer you the following options where possible and subject to availability: If not everyone on the booking is affected, you will have the right to transfer your place on the holiday to another person nominated by you, subject always to the requirements of clause 3(i). Cancelling your holiday, in which case our standard cancellation charges will apply as at the date of cancellation by you. You may be able to claim these costs back from your travel insurance provider. If this happens whilst you are on your holiday, please notify us without delay and we will provide such reasonable assistance as we can in the circumstances. However, we will not be responsible for covering the cost of any curtailment of your holiday, missed transport arrangements, additional accommodation required, or other associated costs incurred by you. You must ensure you have travel insurance which covers these costs.

b) You fail any tests, checks or other measures imposed by a supplier, airline, port or airport, border control authority or other government body or local authority or fail to submit for testing or assessment when requested to do so, and as such you are denied entry to board the flight, entry to the destination, access to the services or you are otherwise unable to proceed with the holiday, or that portion of the holiday. You are responsible for complying with any official guidance from governments or local authorities, both in the UK and whilst on your holiday. You also acknowledge that the suppliers providing your holiday, including airlines, hotels, and excursion providers, will need to comply with national and/or local guidance and requirements relating to Covid-19, and have implemented certain measures as a result. This will likely include specific requirements regarding personal protective equipment, such as use of facemasks by staff (and you may be required to wear a facemask as well), social distancing, maximum number restrictions on the use of certain facilities, designated alternative entrance and exit routes, mandatory hand sanitisation, limited entertainment options and limited food/drink availability. We do not expect these measures to have a significant impact on your enjoyment of the holiday and all measures will be taken with the purpose of securing your safety and those around you.

(vii) You fail any tests, checks or other measures imposed by a supplier, airline, port or airport, border control authority or other government body or local authority or fail to submit for testing or assessment when requested to do so, and as such you are denied entry to board the flight, entry to the destination, access to the services or you are otherwise unable to proceed with the holiday, or that portion of the holiday. You are responsible for complying with any official guidance from governments or local authorities, both in the UK and whilst on your holiday. You also acknowledge that the suppliers providing your holiday, including airlines, hotels, and excursion providers, will need to comply with national and/or local guidance and requirements relating to Covid-19, and have implemented certain measures as a result. This will likely include specific requirements regarding personal protective equipment, such as use of facemasks by staff (and you may be required to wear a facemask as well), social distancing, maximum number restrictions on the use of certain facilities, designated alternative entrance and exit routes, mandatory hand sanitisation, limited entertainment options and limited food/drink availability. We do not expect these measures to have a significant impact on your enjoyment of the holiday and all measures will be taken with the purpose of securing your safety and those around you.

(viii) Requests for a twin or double bed should be made clearly; otherwise, it will be assumed that either type is suitable. Three or four-bedded rooms are normally twin or double rooms plus an extra bed/folding beds, which may not be suitable for an adult and space will inevitably be restricted.

## 5) YOUR SPECIAL REQUEST

If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation or invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed in writing, all special requests are subject to availability. We regret we cannot accept any conditional bookings, i.e., any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as "standard" bookings subject to the above provisions on special requests.

**N.B. (i)** There are of course only a limited number of front seats on coaches, low floor rooms in hotels etc. We cannot guarantee to meet all requests but will do our best to oblige.

(ii) Requests for a twin or double bed should be made clearly; otherwise, it will be assumed that either type is suitable. Three or four-bedded rooms are normally twin or double rooms plus an extra bed/folding beds, which may not be suitable for an adult and space will inevitably be restricted.

## 6) YOUR FITNESS TO TRAVEL

We strive to give all our customers full care and attention, but we do need to know at the time of booking if there are any special needs or requirements. Should any member of your party suffer from any disability or medical condition that may affect their holiday, you must provide full details before booking so that we can advise as to the suitability of the chosen arrangements. Full details must also be confirmed in writing at the time of booking and in the event of any change in the disability or medical condition. At the same time, you must also provide written confirmation that any assistance the person concerned requires will be provided by other members of the same party, as outside assistance will not be provided. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we will not confirm the booking in writing. If you have suffered from a serious medical condition recently, then you should consult with your doctor about your fitness to travel.

## 7) YOUR COMPLAINTS

In the unlikely event that you have problems whilst on holiday, you MUST report the matter to the hotel or our representative IMMEDIATELY during your holiday. If the matter is not then satisfactorily resolved, you must then follow up any complaint in writing within 28 days of your return, including a copy of any original report given to the hotel or the representative. We operate a strict code of conduct which also conforms to UK regulations on package travel and take any complaints received seriously. However, to be fair to all concerned, failure to follow the above procedure may affect your claim.

## 8) YOUR TRAVELLING CONDITIONS

Whereas part of the holiday you have booked your travel by air, land or sea, such travel will be subject to the terms and conditions of carriage of the airline, shipping, rail, or coach company providing the transport. In most cases, the conditions will limit the carrier's liability to you in accordance with international law. Should anyone be refused admission to the coach, ferry, or flight or to the destination country by the transport or government authority, then we are powerless to assist and cannot be held responsible. This includes any passenger who fails to advise us of any medical condition or disability.

If you are prevented from travelling as a result, our responsibility for your holiday thereupon ceases. Full cancellation charges will apply, and we will be under no obligation whatsoever for any refund, compensation, or loss you may incur. If you're in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur if the difficulty is your fault.

## 9) OUR CONFIRMATION OF RESERVATION

When we have received your booking and deposit, we will send you a confirmation of Reservation which details exactly what is booked for you. From this moment Sona Tours Ltd has accepted your booking on the terms set out in this Contract.

## 10) OUR PRICE OF YOUR HOLIDAY

Changes in transportation costs, including the cost of fuel, duties, taxes, or fees chargeable for services and exchange rates, mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure. We will absorb this, and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will only be charged if the amount is over 2%. If the increase goes over 8% of your travel arrangements, you will have the option of accepting a change to another holiday, if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid for the holiday, except for any amendment charges that you may have made, or personal expenses incurred.

Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place. Information provided within this brochure is factually accurate at the time of print. We have tried our best to provide an accurate description of all the services, amenities, exchange rates and places of interest within this brochure. However, circumstances can change which are beyond our control and thus we cannot take responsibility for the same.

**N.B.** Booking made less than 30 days may be higher than brochure price, this is because we have to renegotiate hotels rooms, all tours and travel and the price for each element may have increased. We will advise you at time of booking of any increased cost.

## 11) OUR SYSTEM ERRORS

In the event of your Confirmation of Reservation showing an incorrect price for your holiday, the price that will prevail is the price shown in our reservation system. Accordingly, you may not seek to rely on system errors with a view to obtaining a holiday at less than the correct price, and any contract entered upon a mistake, such as a wrong costing due to system errors, is not valid or binding.

## 12) OUR ALTERATIONS OR CANCELLATIONS

On occasion, it may be necessary to change the arrangements you have selected, and we reserve the right to do so at any time. Your tour holiday is planned many months in advance, and it is possible that we may need to change parts of your holiday or correct errors.

(a) If we make a minor / insignificant change to your holiday, we will try to notify you of this before departure, but you will not be entitled to any compensation as a result of such a minor change.

Examples of insignificant changes include, but are not limited to, changes to airline carriers; changes to aircraft type; alterations of your onward/return flights which do not result in a change to date of departure; a change to departure and return point within London Airports (Heathrow/Gatwick/ City/ Luton/Stansted); change of accommodation to another of the same or higher standard; flights becoming indirect; closure of hotel facilities for improvement; building works; changes to advertised amenities; changes to itineraries; changes to included and optional excursions and entertainment; change to travel time; a change to your seat number.

(b) If we make a significant change to your holiday before departure e.g., change to UK airport unless we change from one recognised London airports - Gatwick, Heathrow, Luton, City or Stansted to another, time of departure or return of more than 12 hours or a change to lower quality accommodation or a significant change to the itinerary or cancel before departure or your cruise being cancelled by the cruise company or shipping line. Then you will be offered the following options:

(i) accepting the changed arrangement as notified to you; (ii) or purchasing another available holiday from The Company. If it is more expensive you will have to pay the difference, but if it is cheaper then we will refund you the difference; (iii) or cancelling your holiday and receiving a full refund of all money that you have paid us.

Please note that we do not accept any responsibility or liability for any consequential loss or expenses you may incur from arrangements you have made with any other party or parties.

(c) In order for us to run each holiday, there must be a minimum number of passengers who wish to travel. If the minimum number of passengers is not achieved on the holiday, then we may cancel it provided that we send you or your Travel Agent notice of the cancellation no later than the day of final payment is due prior to departure (minimum of 28 days for Coach Tours, 42 days for Europe Flight Tours, 56 days for International Flight Tours and 91 days for Cruise tours before departure). In that case, we shall refund all the monies that you have paid us in respect of the holiday. In this situation, if possible, we will endeavour to offer you the same holidays on an alternate day or offer a similar alternative holiday.

(d) Force Majeure: This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because unforeseeable circumstances beyond our control. These can include, e.g., war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, airport closure, political unrest, or similar events beyond our control.

## 13) OUR RIGHT OF REFUSAL

We may refuse to accept a booking or terminate your holiday in the following circumstances:

(a) if you fail to advise us in writing at, (or promptly after) the time of booking of any relevant medical condition or disability from which you suffer and for which you seek special assistance or attention from us or our suppliers;

(b) if, during the course of the holiday, we reasonably consider that you are unable to cope with the demands of the holiday;

(c) if you act unreasonably and we reasonably consider that your actions or behaviour are likely to cause distress, damage, danger or annoyance to our customers, employees or third parties or to the property of any person. If you are prevented from travelling or from completing your holiday in the circumstances set out in clause 13 our responsibility to you for your holiday will cease when we terminate the holiday.

You will not be entitled to any refund where we terminate your holiday in the circumstances set out in this clause and we will not be liable to pay any compensation to you as a result of terminating your holiday.

## 14) OUR COMPLAINTS AND DISPUTE PROCEDURES

a) We do our best to give passengers travelling on our holidays an enjoyable, trouble-free holiday, but occasionally plans do go wrong. If you have any complaint, please share it with your tour manager as soon as possible who will endeavour to resolve the matter. You must also report it to the supplier of the service(s) in question immediately, who will endeavour to put things right. If the situation is not resolved to our satisfaction, then you must notify the company within 28 days of the end of your holiday in writing. It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as to our representative without delay and complete a report form whilst in resort. If you fail to follow this simple procedure, we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort, and this may affect your rights under this contract. Please also see clause 16 on ABTA.

b) We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us (except as set out below). We both also agree that any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between us must be dealt with by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any dispute, claim or other matter of any description which arises between us governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

## 15) OUR RESPONSIBILITY

We promise to make sure that the holiday arrangements we have agreed to make, perform, or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will only accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents, or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or

do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

a. We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:-

- (i) the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
- (ii) the act(s) and/or omission(s) of a third party not connected with the provision of your holiday, and which were unforeseeable or unavoidable or 'force majeure' as defined in clause 12d above.

c) Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure &/or website and we have not agreed to arrange them and any excursion you purchase in resort. During your holiday your driver tour leader, guide, hotel, or other service providers may offer services or excursions which are not included in the price of your holiday or listed in our brochure. Since they do not form part of your contract with us, we do not accept any responsibility for their cancellation or curtailment or for any loss damage injury or death that you may suffer. In addition, regardless of any wording used by us on our website, in any of our brochures or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

d) The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the holiday in question.

e) As set out in these booking conditions we limit the maximum amount we may have to pay you for any claims you may make against us. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £50 per person affected unless a lower limitation applies to your claim under this clause or clause 15(f) below. For all other claims which do not involve death or personal injury, if we are found liable to you on any basis the maximum amount we will have to pay you is refund of your holiday cost, the limit must be no more than 2 times the value of the original cost of travel arrangements (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under clause 15(f) below. This maximum amount will only be payable where everything has gone wrong, and you have not received any benefit at all from your holiday.

f) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or non-amended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air), the Athens convention for international travel by sea). Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request.

g) We cannot accept any liability for any damage, loss, expense or other sum(s) of any description

- (i) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or
- (ii) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally, we cannot accept liability for any business losses.

## 16) FINANCIAL SECURITY

We provide full financial protection for our package holidays. When you buy an ATOL protected flight or flight inclusive holiday from Sona Tours Ltd you will receive an ATOL Certificate (or via our authorised agent through which you booked), (ATOL no. 9146). This list what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme." For further information, visit the ATOL website at [www.caa.co.uk](http://www.caa.co.uk).

When you buy a package holiday that doesn't include a flight, protection is provided by way of a bond held by ABTA. We are a Member of ABTA, membership number Y3020. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com). Important information.

## 17) THE BOOKING FORM

Providing clear, correct information when making your booking is essential, for it is from this information that we make your reservation and our contract with you. The person, to whom all correspondence, invoices and joining instructions are to be sent, should be entered as the first name on the Personal Details booking page. It is also their address and telephone number(s) that should be shown, and it must be they who accept these Terms and Conditions before completing an on-line booking. Other names are required by airlines, insurance companies, hoteliers etc., so please be accurate. For foreign holidays, it is essential that these names match those on the passports. If any member of your party, e.g., newlyweds, changes their name between booking this holiday and travelling, it is important to enter the details for the date of travel on the Personal Details booking page so that we can issue the tickets in the new name. If there is not time to amend the passport the marriage certificate should be carried in the passport. We also need to know the number of infants under 2 for advising the hotel and airline.

## 18) BROCHURE AND WEBSITE INFORMATION

We have made every effort to ensure that all the information and prices contained on our website and within this brochure is as accurate as possible at the time of printing. But in view of the fact that the brochure is prepared in advance, advertised facilities may be changed. All the details contained within this brochure are thoroughly and carefully checked before printing. However, despite the accuracy we strive to maintain, regrettably errors do occasionally occur. You must therefore ensure you check the price and all other details of your chosen arrangements with us or travel agent at the time of the booking. This brochure is our sole responsibility. It is not issued on behalf of and does not commit any independent organization/carriers whose services are featured in it. We reserve the right to change any website or other information before your booking is confirmed and the amended information will then form part of your contract with us.

## 19) YOUR TRAVEL INSURANCE

Because of the importance of having adequate insurance cover, we make it a condition when booking on all our holidays that you are covered by an insurance policy. If you elect not to take out insurance, you agree to indemnify Sona Tours Ltd. For any costs that arise which would otherwise have been met had you had your own travel insurance. Furthermore, if you require medical / any other form of assistance whilst on holiday you may not be covered and you may incur significant costs. Please read your policy details carefully, ensure that you are familiar with the scale of your cover and take the relevant documentation with you on your holiday.

## 20) HEALTH REQUIREMENTS

Health facilities, hygiene and disease risks vary worldwide, you should obtain health advice on your specific needs as early as possible. It is your responsibility to ensure that you have fully complied with all health and immunisation requirements of the countries you may be visiting. You can contact your GP for further information.

## 21) PASSPORT AND VISAS

You should ensure that you allow sufficient time (currently 8 weeks from posting a correctly completed application form) to apply for a passport.

UK CITIZENS – Travelling on holiday, you must have a passport valid for at least 6 months from the date of departure. At present, British passport holders do not require visas for countries within Europe and will need to hold an ETIAS visa waiver before visiting EU. For all other countries, it is advisable that you check with relevant embassies or consulates.

NON-UK CITIZENS - Your specific passport and visa requirements, and other immigration requirements are your responsibility, and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa, or immigration requirements. At SONA Tours, we provide a visa service at an extra cost for certain cases, which is separate to your holiday cost. You must submit all documents required together. Applications with documents pending will not be accepted. It is your responsibility to submit all documents to us at the correct time. Though we try our best to obtain the visa on your behalf, it is solely the discretion of the relevant consulate to accept this application; we can therefore not take any responsibility if the visa has been refused for whatever reason. We will try to process your visas as early as possible; however, we reserve the right to choose that date of submission of the application. It is the responsibility of the passenger to ensure they have the correct visa in place before travel. In the event passengers are not able to travel due to not having the correct visas, the cancellation policy set in clause 4. will apply.

## 22) VISAS THROUGH SONA TOURS

Sona Tours offers a Visa service for UK Citizens & Residents. If for any reason the visa is rejected the visa fee and service charge is non-refundable. At the time of your booking, we will advise what the process will be for each visa requirement. Prices quoted may therefore vary to the time you book your holiday.

## 23) CUSTOMS & IMMIGRATIONS DELAYS

Sona Tours will not be held responsible, if you are stopped or held by any government department, e.g. Police, Customs, Immigration, or any other authorities of the destination country. The tour will continue and no financial or any other kind responsibility will be accepted by Sona Tours.

## 24) DELAYS

Occasionally trains, ferries and coaches may be delayed due to circumstances beyond our control. In such cases, we will do our utmost to help you and keep you fully informed. In the event of extended overnight delays, depending upon circumstances, we will endeavour to provide accommodation. In the case of a major delay to your homeward journey, we shall endeavour to delay the departure from your hotel.

## 25) YOUR ITINERARY

You will receive your final Itinerary and Journey Instructions five to seven days prior to departure, provided all payments have been made.

## 26) YOUR JOURNEY - COACH TOURS

The coach companies we use have been selected to be relied upon to provide modern, comfortable coaches and careful, considerate drivers. On some holidays, it may be that your journey commences on a feeder coach, before you join the main coach, and feeder coaches are often not of the same standard size. Whilst the coaches on UK holidays will be of a high standard, they may not have all the facilities of a continental coach. We plan the seating arrangements close to departure date to ensure that families, friends, and groups are seated as close as possible. You retain these seats throughout the tour. Smoking and alcohol consumption is prohibited on all our coaches. Regular comfort stops are made. Where the brochure indicates that your Channel crossing will be by ferry, we reserve the right to substitute a crossing via the Eurotunnel and vice versa.

## 27) YOUR FLIGHTS

Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible and in all cases at check in or at the boarding gate. Where we substitute the airline or aircraft we had originally intended to use in connection with your holiday, it may as a result not be possible to provide any in-flight catering which had been informed / advertised. Any such change will be a minor change not entitling you to any compensation payment.

We are not always in a position at the time of booking to confirm the flight timings which will be used in connection with your flight. The flight timings shown in this brochure and detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your tickets which will be despatched to you approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs. Any change in the identity of the carrier, flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions.

## 28) TAXES

Sona Tours will include all mandatory pre-paid taxes. Countries may also charge departure taxes that can only be paid locally. It is therefore recommended that clients retain sufficient local currency to meet such charges.

## 29) HOLIDAY EXTRAS NOT BOOKED WITH SONA TOURS

We cannot be held responsible for compensation in respect of any extras which are booked (e.g. travel insurance, currency, taxis etc.) with a third party, if we subsequently cancel your holiday for whatever reason.

## 30) DATA PROTECTION POLICY

For the purpose of the Data Protection Act 2018, we are a data controller. To ensure that your holiday runs smoothly, we (and your Travel Agent, if you use one) need to use information such as name and address, special needs, passport details, birth dates etc. We will apply appropriate security measures to protect this data; however, we must pass it to suppliers of your travel arrangements, including airlines, insurers, hotels, and transport companies. We may also supply it to security or credit checking companies and to the public authorities such as customs and immigration.

If your holiday is outside European Economic Area (EEA), controls on data protection in your destination may not be as strict as in UK. We will only pass data, including sensitive information regarding disabilities or dietary and religious requirements, to people responsible for travel arrangements. If we cannot pass this information to the relevant suppliers in the EEA or elsewhere, we cannot provide the booking.

When you make this booking, request a brochure, or sign up for our email updates then we will securely store your contact details in order to contact you with details of products and services we think you might be interested in. We will contact you by post, telephone, email, or other means. At any time, you can opt out of receiving such information. You can update these preferences by emailing us. Please note that we shall not pass your details to other non-related companies. When you make this booking, request a brochure or sign up for our email updates then we will securely store your contact details in order to contact you with details of products and services we think you might be interested in. Please note that we shall not pass your details to other non-related companies.

## 31) PHOTO, VIDEO OR RECORDING OF YOU

When you are travelling with us, we may take videos and images of you that may be used in any of the media advertising that we use and on our website. All participants on Sona Tours trips authorise Sona Tours to use his/her image (such as photograph, videotape, film or pictorial representation or recorded voice). If you do not wish for this to happen, please notify Sona Tour in writing at email address or to Marketing, [bookings@sonatours.co.uk](mailto:bookings@sonatours.co.uk).

% Deposit payable of holiday price	Balance due for deposit prior to departure	% Final payment of holiday price	Balance due for final payment prior to departure	Period before departure within which notice of cancellation or significant change is received by us or notified to you.	Compensation if we make a significant change	If we cancel your holiday amount you will receive from us.	If you cancel your holiday amount of cancellation charge.
<b>FOR COACH TOURS</b>							
30%	42 Days / 6 Weeks	100%	28 Days / 4 Weeks	28 days or more	Nil	Deposit only	Deposit only -30%
				27 – 14 days	£10	100% of holiday paid + £10	75% of total holiday price
				13 - day of departure or after	£20	100% of holiday paid + £20	100% of total holiday price
<b>FOR EUROPE FLIGHT TOURS</b>							
30%	56 Days / 8 Weeks	100%	42 Days / 6 Weeks	42 days or more	Nil	Deposit only	Deposit only -50%
				41 – 28 days	£10	100% of holiday paid + £10	75% of total holiday price
				27 - 15 days	£20	100% of holiday paid + £20	90% of total holiday price
				14 - day of departure or after	£30	100% of holiday paid + £30	100% of total holiday price
<b>FOR INTERNATIONAL FLIGHT TOURS</b>							
50%	84 Days / 12 Weeks	100%	56 Days / 8 Weeks	56 days or more	Nil	Deposit only	Deposit only -50%
				55 – 42 days	£15	100% of holiday paid + £15	75% of total holiday price
				41 - 15 days	£30	100% of holiday paid + £30	90% of total holiday price
				14 - day of departure or after	£45	100% of holiday paid + £45	100% of total holiday price
<b>FOR CRUISE TOURS</b>							
50%	119 Days / 17 Weeks	100%	91 Days / 13 Weeks	91 days or more	Nil	Deposit only	Deposit only -50%
				90 – 70 days	£15	100% of holiday paid + £15	75% of total holiday price
				69 - 15 days	£30	100% of holiday paid + £30	90% of total holiday price
				14 - day of departure or after	£45	100% of holiday paid + £45	100% of total holiday price