



IMPORTANT UPDATE

We would like to inform you of some changes here at Heritage Group Travel. We have belonged to the Martin Randall Travel Group for the last 8 years but have recently undergone a more comprehensive integration. This took place primarily to streamline how we operate behind the scenes and make the company more competitive and efficient.

As part of this process, bookings on any tour departing after **01 October 2025** will be automatically transferred to Martin Randall Travel, who will honour the same level of service.

Bookings will not be impacted in any way, but we are obliged to inform you that all bookings will be transferred to Martin Randall Travel in relation to consumer protection under The Package Travel and Linked Travel Arrangements Regulations 2018 ("PTRs") and The Civil Aviation (Air Travel Organisers' Licensing) Regulations 2012 ("ATOL regulations"). You will continue to benefit from full consumer protection and security, and you can be reassured that your booking will remain protected under the ABTOT (land only) or ATOL (flight inclusive package) schemes.

The contractual obligations of Heritage Group Travel will now be transferred to Martin Randall Travel, who will assume full responsibility as the package organiser.

As part of the transfer of Heritage Group Travel to Martin Randall Travel, please be reassured that your personal data remains secure and protected. Your information will continue to be handled in accordance with UK GDPR and the Data Protection Act 2018. Martin Randall Travel will use your data solely for the purpose of managing your booking and providing you with relevant travel services. We do not share your information with third parties for marketing purposes. If you would like more information about how your data is processed, you can view our Privacy Policy at www.martinrandall.com/privacy.

Please note that from 01 October onwards, any payment made by **bank transfer** should be made directly to Martin Randall Travel. The bank details for this account are as follows:

Account Name: **Martin Randall Travel**
Sort Code: **40-38-04**

Account Number: **85377277**
Reference: **Tour ref (& your SURNAME)**

Should you have any queries regarding the above, please do not hesitate to contact us.



Charlotte House, 12 Charlotte Street, Bath, BA1 2NE
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HERITAGE GROUP TRAVEL LTD, part of Martin Randall Travel Ltd
REGISTERED IN ENGLAND NO. 2314294

BOOKING CONDITIONS

Heritage Group Travel Ltd, which is part of the Martin Randall Travel Group, which is hereinafter called "The Company", holds ATOL number 3622 and ABTOT license number 5468. The Client here means the person who makes a booking and any other persons included within that booking.

All arrangements made by The Company on behalf of The Client are subject to The Company's Booking Conditions as set out herein.

All arrangements are subject to the terms and conditions imposed by The Company's suppliers, including ferry companies, hotels, airlines, coach companies, insurance companies and other companies and / or individuals. The Company will accept responsibility for the actions/omissions of its employees. The Company will take all reasonable steps to ensure that all arrangements made are reliable and proper and that the suppliers of all relevant services are efficient and reputable. The Company will also accept responsibility for the actions/omissions of its agents, sub-contractors and suppliers within the scope of the contracted arrangements, subject to any limitations as laid down in international conventions which govern air, sea and land carriers. The Company will not accept responsibility for and will not be liable in respect of loss or damage or changes caused by Force Majeure events such as political unrest, civil unrest, hostilities, industrial disputes, technical problems, weather problems, traffic problems or any other such events beyond its control.

If for reasons beyond the control of The Company the arrangements cannot be fulfilled

The Company will make every effort to provide suitable alternative arrangements.

Payment/Cancellation Terms

The booking form sets out details of deposit payments, with dates by which deposits must be received in The Company's offices.

The booking details also show the dates by which the final balance must be received in The Company's offices. The Company reserves the right to cancel any arrangements made and retain any deposits received if the schedule of payments is not adhered to.

If for any reason The Client wishes to cancel the arrangements made then The Company must be notified in writing.

Cancellation charges will be made on the following scale:

Notice Period Cancellation Fee

More than 56 days before departure Loss of deposit(s)

56 to 29 days before departure 30% (or deposit(s) if greater)

28 to 15 days before departure 60%

14 days to day of departure 100%

NB. The above scale of cancellation charges does not apply where additional services (eg low-cost flights, concert tickets etc) are not included in the tour price. Any refund due will be based on the basic tour price only.

Your Financial Protection

When you buy an ATOL protected flight or flight inclusive holiday from Heritage Group Travel, which is part of the Martin Randall Travel Group, you will receive an ATOL Certificate. This lists 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.

Prices

Prices are based on a minimum number of participants as set out. If numbers do not reach the specified minimum by the balance date shown, The Company reserves the right to cancel all arrangements made and refund monies paid.

Flight Ticket Amendment Fee

Flight tickets are non-transferable, non-endorsable and non-refundable. Therefore, once passengers' names have been advised to the airline for ticketing (approximately 8 weeks prior to travel), any changes will be subject to availability and the discretion of the airline and will normally incur a charge by the airline. In addition, we will charge an administration fee of £25.

Passports / Visas

For travel outside the UK, British Citizens require a valid 10 year passport which normally needs 3 - 6 months validity remaining from the date of your return. We will notify you if a visa is required for travel to a country included in your itinerary.

Complaints

Most complaints can be dealt with on the spot either with the relevant supplier or with your tour leader. Failing a satisfactory outcome

The Company must be contacted immediately and every effort will be made to rectify the matter. Should there be no satisfactory outcome, The Client must write to The Company within 14 days outlining the nature of the complaint. In the unlikely event that a dispute between a Client and The Company cannot be solved amicably, a low cost Independent Dispute Settlement may be called upon by either side to bring the matter to conclusion. This scheme is administered by an independent third party on behalf of the

Association of Independent Tour Operators of which The Company is a member.



ATOL – not LC