



UK Office and registered UK Business address:

**550 Newark Road, North Hykeham, Lincoln, Lincolnshire,
England LN6 9NG**

Directors Mr Gary J Weight, Mr James Davies

Your contract with Pegasus Normandy Tours hereafter referred to as PNT. Please read the following conditions that set out the terms of the contract between yourself and PNT and then sign and return this copy of the terms and conditions acknowledging that you have read and understood them. Payments can taken by credit/debit card, cheque or UK postal order.

1. When you contact PNT to make a booking we will discuss with you the details of your proposed tour and you will confirm your acceptance of these terms and conditions on behalf of yourself and other members of your party by paying PNT the deposit equal to 25% of the cost of the tour and signing and returning a copy of these terms and conditions. PNT will then confirm acceptance of your booking in writing (via email or letter). The contract between yourself and PNT is deemed made only when PNT has confirmed in writing acceptance of your booking.

2. The balance of the cost of the tour is due no later than six weeks (42 days) prior to its commencement date. If the commencement date is less than six weeks (42 days) ahead PNT will only accept your booking upon receipt of the full cost of the tour.

3. If after PNT has confirmed acceptance of your booking but before the entire balance has become due you wish to change the dates of your tour we will do our best to accommodate your wishes. Any changes requested after six weeks prior to commencement may at the discretion of PNT be treated as a cancellation of the original booking and will be subject to the cancellation charges set out below.

4. All cancellations must be notified in writing (including email). Cancellation charges: After deposit taken – no refund of deposit; less than 42 days before departure - 50% of total cost. (Please note that if the reason for cancellation is covered by your travel insurance you may be able to reclaim these charges from your insurer).

5. There may be circumstances in which PNT have to cancel your tour and if this should occur PNT will return to you all the money you have paid to PNT or offer you an alternative tour. However if the reason for cancellation results from any event beyond our reasonable control including but not limited to hostilities, political unrest, war or warlike activity, threat of war, riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disasters, fire, flood, epidemic or health risk, on advice from any environmental health office or government body then a percentage of refund will be made. This clause refers to extreme circumstances only and under normal circumstances an agreement between both parties will be discussed and agreed to mutual satisfaction.

6. PNT reserves the unconditional right to refuse a booking or terminate a tour in the event of conduct which in the exclusive opinion of any of its employees or principals is likely to cause distress, damage, danger or annoyance or damage to property belonging to members of your party, employees of PNT, any third party. This includes your failure to advise PNT of any medical condition or disability as described in paragraph 7 below. If your tour is terminated as a result of any of the conduct described in this paragraph, PNT will not be responsible for any loss, cost, expense or damage sustained by you or any person in your party as a result thereof.

7. If you have any special need, including any disability, PNT will be pleased to accept your booking insofar as we can accommodate you in our vehicles. Any disability or special requirements must be notified to PNT in writing at the time of booking. You should also be aware that although many hotels cater for wheelchairs, there may still be steps or stairs and some sites visited may not be accessible to those with special needs.

8. Although PNT is pleased to assist with arrangements for travel and accommodation, it acts as agent only for the supplier and cannot accept any responsibility for any failure or inadequacy in the accommodation or travel booked.

9. You and PNT agree that this contract is subject to English law and the courts of England and Wales shall have exclusive jurisdiction in respect of any dispute or difference arising between the parties.

10. You and all members of your party must carry valid passports for all destinations and it is your responsibility to ensure that you and all members of your party have any necessary visas.

11. By booking a tour with PNT you warrant that you and all members of your party are physically and mentally fit to undertake the itinerary agreed.

12. For your protection and ours it is a condition of your contract with PNT that you and all members of your party have in force at the commencement of your tour travel insurance which will indemnify you in respect of the normal risks of travel, including in particular injury, illness or death. Your policy should as a minimum cover the cost of emergency medical treatment, repatriation, loss of baggage, compensation for travel delay, and cancellation fees.

13. Any complaints or dissatisfactions should be notified in the first instance to the tour guide or driver and if not immediately resolved should be notified in writing to Pegasus Normandy Tours, 550 Newark Road, North Hykeham, Lincoln, LN6 9NG, England within 28 days after completion of the tour. You agree that if the complaint cannot be immediately resolved by PNT to your satisfaction you and PNT will enter into mediation before you take any other action.

14. PNT is insured in respect of public liability. The company accepts liability for personal injury or death arising out of its negligence or for loss arising out of any breach of contract on its part, but will not be liable for any consequential or purely economic loss whatsoever. However, PNT do not take any responsibility for any personal injury suffered, personal items lost or stolen during a tour, loss or damage arising from ground conditions at any site during the tour. If you feel at a given site that the conditions are beyond your capabilities your driver/guide will always try to find alternatives to ease access where available. If you have special needs these will have been notified to us in advance and taken into account in arranging the details of your tour.

15. All funds that are paid to PNT are held in a Client Account with Lloyds TSB Bank, 202 High Street, Lincoln, LN5 7AP, England until the completion of the tour.

16. Payments made by credit/debit card are made using the PayPal system.

I confirm that I have read and understood the above terms and conditions and agree to them on behalf of myself and all members of my tour party.

Name : _____

Address: _____

_____ (signed)

Dated : _____