

Booking Terms & Conditions

Chattabox 2019

How do I book?

Complete all sections of the Booking Form and send it to the contact given at the bottom. The completed form must be accompanied by the full amount of £70.00 – payment details are on the Booking Form. Applications will be dealt with on a date-received priority basis, and you will receive a letter or email of confirmation regarding your booking once it has been processed. Holiday places are limited so please book early.

What is included in the cost of the holiday?

The price includes full board and accommodation and a wide range of activities. The promotional literature gives details of the accommodation and the range of activities included in the published price. The cost of any optional additional activities and trips will be advised to you by the holiday leader or organiser. Pocket money is not included in the cost of the holiday. All meals on the holiday are included in the cost, from lunch on the day of arrival to breakfast on the day of departure – a packed lunch can also be provided for those travelling home in a supervised group. We are happy to provide for medical dietary needs and vegetarian diets if notified in advance.

What about price increases?

Urban Saints Holidays reserves the right to alter or cancel any activities, accommodation, travel or other arrangements if unforeseen circumstances arise. If the price of your holiday is liable to a surcharge as a result of currency fluctuations, or an increase in transportation costs, we will bear any cost increases up to 2% of the holiday fee. However, we reserve the right to impose a surcharge if our costs increase by more than 2%. If any surcharge equates to more than 10% of the holiday price, you will be entitled to cancel, with a full refund of all money paid. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date of the printed notification. We will not increase any fees within 30 days of the start of the holiday.

What if I should cancel?

If you decide to cancel your application you must inform the Holiday Leader by letter or email. Notification of cancellation will only be effective from the date it is actually received in writing. If more than 56 days notice is received prior to commencement of the holiday, only a £20 administration fee is forfeited. If your cancellation is received less than 56 days prior to the commencement of the holiday, the following charges will be made:

56 – 43 days	35% of total brochure price
42 – 29 days	75% of total brochure price
28 days or less	100% of total brochure price

We strongly encourage you to take out insurance to cover any loss of fees due to cancellation.

What if the holiday is cancelled by Urban Saints?

We will only cancel a holiday if the minimum number of bookings required for the holiday to take place has not been received, or if unforeseen circumstances arise outside our control. In such an event we guarantee to refund any fees in the following manner: If the holiday has not started, fees will be refunded in full or, if an alternative holiday is chosen, any difference will be refunded. If part of the holiday has taken place then a proportion of the fees appropriate to the circumstances will be refunded.

What about insurance?

You are strongly advised to take out cover against cancellation, personal accident and theft. Personal property is the young people's responsibility at all times, unless any loss or damage is due to our negligence or failure to carry out our responsibilities. Urban Saints are insured for public liability up to £10m.

Contractual terms

In compliance with the Package Travel, Package Holidays and Package Tours Regulations 1992, you need to be aware that as soon as the request for a place has been acknowledged in writing, a contract exists between Urban Saints, Kestin House, 45 Crescent Road, LUTON, LU2 0AH and the parent or guardian of the young person wishing to attend the holiday, should he/she be under 18 on the day the application is accepted.

Bad behaviour

It is expected that all participants at an Urban Saints Holiday will behave reasonably. Anyone who grossly or repeatedly misbehaves will be sent home. Collection from the holiday will be the responsibility, and at the expense of the parent/guardian. Parents will be required to pay for deliberate damage caused by their children.