

All travellers should read and understand the terms and conditions prior to making a booking. When you make a booking you confirm acceptance of these terms and conditions.

## **INSURANCE**

Individuals should ensure that they have the appropriate personal insurance cover for all trips, events, etc. U3A Marina Baixa is not liable in any respect for any loss or injury that may be suffered by members participating in the Association's activities. Travel Agency bookings for longer trips often offer a separate full insurance (sometimes included) or for a small fee a cancellation insurance. Please note, at times it is necessary to make deposits with Travel Agents or Hotels to secure trips and in the unlikely event of an Agent or Hotel becoming bankrupt U3A Marina Baixa would not be in a position to refund any losses that may occur.

## **MEDICAL EMERGENCIES**

Members should carry their SIP card and EHIC card or Private Medical Cards as well as Passport and NIE or Residency.

## **IDENTIFICATION REQUIRED FOR HOTELS**

Passport or Identity Card is a legal requirement. Residencia or copies of the aforementioned are NOT acceptable.

## **BOOKINGS**

Events will be launched at General Meetings, where bookings and payments will be taken. In the event of more bookings than places available a reserve list will be started. In the event of insufficient bookings made for the trip to be viable then all monies received will be refunded.

In order to prevent errors or omissions, members must make their own booking in person at the General Meeting. Individuals may not make bulk bookings. Single people wishing to travel together should book together and will be given a single receipt.

Bookings will NOT be accepted by telephone, e-mail or at any other Association activity.

## **PAYMENTS**

Day Trips - Full cost of the trip to be paid at the time of booking or by the deadline given by the Travel Co-ordinator.

For those trips where a deposit is required in order to book hotel rooms etc. then a deposit of 50% of the total cost of the trip will be required at the time of booking.

## **REFUND POLICY**

Deposits are non-refundable on your cancellation of an event or trip unless a replacement can be found from the reserve list.

## **COACH SEATING**

Reservation of coach seats is not permitted except for members who are disabled or infirm. If you are a single person on an organised trip or event and you wish to sit with a particular friend then please arrive together, otherwise you must be prepared to sit alongside another traveller. It may not always be possible to accommodate everyone's seating preferences. Any seating enquiries or disputes should be referred to the Travel Co-ordinator in the first instance and the Travel Co-ordinator's decision is final.