

Booking Conditions

The Holiday Contract. The Inclusive Holiday Contract is with Isle of Man Event Services Ltd and commences on receipt of deposit or payment in full. In the event of a telephone booking, a copy of the terms and conditions will be forwarded to you. If you do not accept the terms and conditions, you must advise Isle of Man Event Services Ltd in writing within 7 days and you are entitled to a refund of all monies paid.

- Holiday Payment.** At the time of booking, please send a deposit of £60 per adult and £30 per child. The balance is payable 6 weeks before your holiday commences. If the booking is made within 6 weeks of your departure date, the full cost of the holiday must be paid at the time of booking.
- Alterations made by you.** If you wish to change any of the details of your holiday after we have sent the confirmation, you may be liable to a charge of £25 per booking to cover any administration costs incurred.
- Cancellations.** Should you cancel your holiday, a cancellation fee is payable. The fee is calculated from the table below. A cancellation is regarded as valid only if stated in writing to Isle of Man Event Services Ltd. The lead name of the booking must also sign the written cancellation.

Please note: Refunds will not be made unless travel tickets and documents are returned to Isle of Man Event Services Ltd.

Period before departure within which notice of cancellation or major change is received by writing to us or notified to you.	Amount of cancellation charge (expressed as a % of total holiday price, excluding insurance premium)	If we make a major change to your holiday
More than 42 days	Deposit	£10
29 - 42 days	30%	£15
15 - 28 days	45%	£20
1 - 14 days	60%	£25
On or after departure	100%	£30

- Cancellations or changes to your holiday made by us.**
 - Within our control. In the unlikely event that we cancel or make major changes to your confirmed holiday, we will offer you an alternative. If we are unable to offer you an acceptable alternative holiday you may cancel completely and we will refund all payments already made.
 - Beyond our control. Should we be forced to cancel your confirmed holiday, or make major changes to it we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available or cancelling your booked holiday and receiving a full refund of monies paid. In all cases except where the major change arises due to reasons of *force majeure*, we will pay compensation as detailed in the table above. Minor Changes include alteration of your outward/return flights/sea crossing by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. Should we have to make minor changes to your holiday details you or your Travel Agent will be notified at the earliest opportunity.
 - 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 of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire and adverse weather conditions. Coastal resorts occasionally suffer from sea mists and fog. Should either your outward or return journey be delayed we recommend that you have sufficient funds to obtain additional meals and accommodation. Under certain circumstances these costs may be covered by insurance which is strongly recommended.
- Travel delays.** In the event of a delay to your departure, Isle of Man Event Services Ltd will assist as much as possible. Should your delay be greater than 12 hours, Isle of Man Event Services Ltd. will pay £20 for the first full 12 hours that a client is delayed, and £10 for each 12 hours thereafter, up to a maximum of £60 per person. This compensation will be paid provided you do not have any insurance cover offering the same or similar compensation scheme. This action will only be undertaken provided the delay has been caused by a direct result of strike, industrial action, adverse weather conditions or mechanical breakdown of sea vessel or aircraft.
- Price Guarantee.** The price of your travel arrangements is subject to surcharges on the following items for increases in: transportation costs e.g. fuel, action such as increases in VAT or any other Government imposed increases. Even in this case, we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged but where a surcharge is payable there will be an administration charge of 50p together with an amount to cover agents' commission. If this means paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid except for any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the invoice. Isle of Man Event Services Ltd reserves the right to amend its published prices at any time.
- Complaints.** In the unlikely event that you experience a problem with your accommodation, you should immediately contact the hotelier or accommodation agent/owner in order that they be given the opportunity to resolve the problem to your satisfaction. If the problem cannot be resolved by the hotelier or accommodation agent/owner, you should contact Isle of Man Event Services Ltd by telephone on (01624) 664460 for assistance (answer phone service outside office hours). Should the matter still remain unresolved locally and you wish to take it up with us on return, the lead name on the booking should write to Isle of Man Event Services Ltd within 14 days quoting the booking reference and all relevant details concerning the complaint. We regret that we are unable to look into complaints concerning holiday accommodation if the above procedure has not been adhered to.
- Our responsibility to you.** We accept responsibility for the acts and omissions of our employees and agents and for those of our suppliers. We also accept responsibility if any service which we are obliged to provide by our contract with you proves not to be of reasonable standard. In cases where Isle of Man Event Services Ltd is liable for failure to perform or improper performance of the services involved in the holiday package, such liability should be limited in accordance with (a) The contractual terms of the companies that provide the transportation for you. These terms are incorporated into this contract; and (b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. Our liability, except in cases involving death, injury or illness shall be limited to a maximum of 2 times the cost of your travel arrangements.
- Conditions of carriage.** When travelling with a carrier, the Conditions of Carriage of that carrier will apply, some of which may exclude or limit liability.

General Information

- Website Accuracy.** Isle of Man Event Services Ltd have made every effort to ensure the accuracy of all details contained on our website. However, there may be occasions when a specified accommodation facility is not available. In this instance we will make every effort to inform you of any changes. Isle of Man Event Services Ltd reserves the right to alter the specified accommodation facilities without being liable to you for any compensation or refund.
- Special Requirement.** Please advise of any special requirements at the time of booking and Isle of Man Event Services Ltd will endeavour to ensure they are provided. These requests are at the discretion of the hotel or self catering establishments and Isle of Man Event Services Ltd cannot guarantee or accept any liability for failure to provide a request by the accommodation establishment.

Isle of Man Event Services Limited ~ incorporated in the Isle of Man **Company Registration** 123096C

Registered Office Address: ~ 26A, Duke Street, Douglas, Isle of Man, IM1 2AY. **Directors:** S Helwich, J Arnold

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