

Pedigree Tours

Terms and Conditions



The contractual terms of this agreement apply between you and us because you have chosen a Package Tour with us (hereafter, a “Tour”) which is a ‘package’ within the meaning of The Package Travel, Package Holidays and Package Tours Regulations 1992 and will enjoy the benefits conferred by it.

1. Booking and Payment

1.1 In order to make a booking you should register your interest with us by submitting an enquiry via our Contact Us page. On confirmation that your proposed dates are available we will send you a booking form by post or email.

1.2 A completed booking form showing the names of all persons on whose behalf you are making the booking should be returned to us together with a minimum deposit of £200 per person. The actual Deposit will depend on the cost of the tour per person.

1.3 If you are booking for a group, we will only deal with the lead name on booking and if we need to notify changes or amendments to the Tour or cancellations, we will only correspond with the lead name on the booking.

1.4 By signing the booking form and returning it to us you are accepting these terms and conditions on behalf of all persons travelling on this booking.. Where the context permits, reference to “you” and “your” will include you and all persons named on this booking.

1.5 No contract shall exist between you and us until a confirmation of booking showing the arrangements booked has been issued. Details of all of the services that we will provide you with will be included on our booking confirmation and this will form part of our agreement.

1.6 The balance owing to us must be paid not less than 8 weeks before the commencement of your Tour. If we do not receive the balance within the time stated we reserve the right to treat your booking as cancelled, retain the deposit and to charge you a cancellation charge up to 100% of the balance of the booking price.

1.7 If the booking is made within 8 weeks of arrival, you must pay for the Tour in full.

1.8 Your accommodation must only be used by those people named on your booking form (or in accordance with any subsequently agreed amendments).

1.9 You must be 18 years old at the time of booking.

1.10 In circumstances where your booking is for accommodation at Le Magnou, should we be unable to accommodate all members of your party at Le Magnou or when the distances to your tour venues are prohibitive we will arrange for a number of your party to stay at other local accommodation. Your accommodation will be agreed prior to confirmation of your booking. Full details will be included on your booking confirmation which will form part of our agreement.

1.11 Your contract with us shall be governed by and construed in accordance with the law of England and Wales. You agree to submit to the exclusive jurisdiction of the courts of England and Wales over any claim or matter arising under or in connection with your contract with us.

2. Travel Arrangements

2.1 Unless we agree to arrange any of your travel arrangements you are responsible for your own travel arrangements to and from the UK.

2.2 If you have asked us to arrange any of your travel arrangements, you are responsible for (a) notifying us prior to the time of booking of any personal circumstances and needs pertaining to a person included in the booking including, without limitation, whether any such person is not self-reliant or is a person with mobility - for example if you, or a member of your party, have difficulty in walking 500 metres; and (b) notifying us at any time from the time of booking until 48 hours prior to the flight's departure if any person travelling on the booking has ceased to be self-reliant or a person with reduced mobility or if a person previously reported to be with reduced mobility or as not being self-reliant does no longer fall into either category.

2.3 You are responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself and any other person travelling on the booking and for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on such booking.

2.4 For travel to France all British Citizens require a full valid passport. British Citizens do not require a visa.

3. Price

Prices are accurate at the date of publication, however we reserve the right to increase or decrease our brochure prices at any time.

4. Cancellation or alteration by Us

4.1 We shall endeavour to inform you as quickly as possible of any changes to your booked Tour. We reserve the right to make minor alterations to Tour arrangements without incurring any liability to you. The delivery of a Tour strictly in accordance with any itinerary or description issued is not a contractual obligation on our part. We will do all that we can to meet any itinerary or holiday description we have issued as far as is reasonably possible.

4.2 We reserve the right to cancel or make alterations to your Tour in any circumstances. In the unlikely event that we have to cancel or make significant alterations to a Tour as booked you will be entitled to a refund of the deposit or price paid or to accept a replacement Tour from us of equivalent or closely similar standard and price (if one is available). Should you choose this option the terms and conditions of your Tour will not change and these conditions will still apply to your booking.

4.3 We will not be liable to pay any additional sums by way of compensation in the event that we cancel your Tour booking.

5. Cancellation or alteration by You

5.1 Cancellation will only take effect when written notification is received from the person signing the booking form.

5.2 If you cancel your Tour not less than 8 weeks before your arrival your deposit will be forfeited.
However please see note 5.6 below

5.3 If you cancel your Tour within 8 weeks of your arrival your deposit will be forfeited and the following cancellation charges will apply in relation to the balance:

- (i) Less than 8 weeks – 60%
- (ii) Less than 4 weeks – 100%

5.4 Where you cancel your Tour we will endeavour to fill your cancelled booking and provided we are able to on similar terms to your booking we will not charge any cancellation charge. Where possible we will also return your deposit.

5.5 You may request an alteration to a confirmed booking and we will do our best to accommodate your request.

5.6 Please note that for certain holiday arrangements e.g. where we have made bookings with third parties on your behalf cancellation charges may be higher than those shown above.

6. Client Responsibility

6.1 You accept responsibility to conduct yourself and your party in an orderly fashion whilst on tour and not to disrupt the enjoyment of others or prejudice our reputation.

6.2 We reserve the right to refuse to accept you as a customer or continue dealing with you if your behaviour is disruptive or affects other guests or is threatening or abusive on the telephone, in writing or in person.

6.3 You agree that any loss or damage to accommodation or property caused by a client will be recovered immediately and paid in full.

6.4 We reserve the right to terminate your holiday should you not comply with the above clause. No refund will be payable in this situation.

7. Insurance and Liability

7.1 It is a term of the contract between us that you and your group must have in place appropriate travel insurance cover before departure. The insurance you obtain must cover costs, expenses and damages arising from, but not limited to, the cancellation of your holiday (whether in whole or part), personal accident and loss insurance. Your travel insurance must include cover for medical and repatriation costs. **You should also ensure that you have a valid unexpired European Health Insurance Card.**

7.2 We cannot be held responsible for or pay any compensation where any loss, delay or costs are caused by war, threat of war, riot, civil strike, industrial dispute, political unrest, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, closure of airports, ports, stations or roads and similar events. This list is by way of example and not by way of limitation.

7.3 We do not accept responsibility or liability for death, injury or illness caused to you or to any member of your group by any third party whilst you are on holiday with us.

7.4 Where your holiday with us is not as described on our website or brochure we do not accept any liability where this is due to events where we, our suppliers or agents are not at fault, or where you or a member of your party are at fault, or where someone not connected with you or us is at fault or where we are at fault but where such events could not be foreseen with due care and diligence.

8. Towels and Bed linen

When resident at Le Magnou or at any of our chosen accommodation Towels and Bed Linen are supplied

9. Complaints

9.1 It is our aim to settle any complaints amicably and quickly. Should you have any complaints during your stay you should inform us as soon as possible so that action can be taken without delay.

9.2 If at any time you wish to make any suggestions or constructive comments then we would be pleased to receive these in order to continue to improve our business.

10. Smoking Policy

10.1 Please note that it is illegal to smoke in any working areas in France.

10.2 We operate a non-smoking policy and we will not tolerate smoking on any part of our premises.

11. Pets

Unfortunately we do not allow any pets at our premises other than guide dogs.

12. Holiday Information

The descriptions contained on our website, in our brochure and all other information supplied by us is correct to the best of our knowledge. Whilst the accuracy is not guaranteed, all descriptions and information is given in good faith and in the belief that they were true at the time of printing.

13. Shopping Service

13.1 If you have booked a self-catering holiday with us you may request that we purchase certain basic provisions prior to your arrival. If you wish to make use of this service then you should provide us with a list of the items that you require.

13.2 Where you have made a request in accordance with 13.1 above we will always try our best to fulfil your request. However, please note that this is a complimentary service provided for the enjoyment of your Tour. Any failure on our part to provide any of the items requested will not affect any of the terms of this agreement.

13.3 You will be responsible for the cost of the items requested.

14. Our responsibility for your holiday

We will arrange for you to receive the services that make up the tour that you choose and that we confirm.

YOUR FINANCIAL PROTECTION

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from us and for your repatriation in the event of our insolvency. We provide this security by holding all monies that are paid over by you on trust for you in our Trust Account. We will only withdraw the monies paid over by you from the Trust Account upon your departure and upon this agreement being fully performed, or where any sum of money paid by you in respect of this agreement has been repaid to you or has been forfeited in accordance with this agreement. If you book arrangements other than a package holiday from us, the financial protection referred to above does not apply.