



## Terms and Conditions

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1. Agreement: Payment of deposit and/or receipt of a signed booking form indicates acceptance of the terms and conditions of Fieldhockeytravel.com as outlined below.

### 2. Bookings

2.1 Bookings must be made in writing via e-mail, which is binding, and accompanied by the appropriate deposit. Fieldhockeytravel.com will confirm your booking, subject to availability and receipt of all applicable payments, by issuing a formal confirmation document. Any prior acknowledgement is not a confirmation.

2.2 Any booking made by the traveller(s) is legally binding.

2.3 Confirmation document and all other documents must be checked very carefully by the traveller as soon as he/she receives them. Fieldhockeytravel.com must be contacted immediately if any information appears to be incorrect.

### 3. Payment

3.1 If you book within 8 weeks of departure, you must pay the full amount at the time of booking. If you book earlier, a deposit of 20% is required within 14 days. The remaining amount must be paid at least 4 weeks before your departure date.

3.2 Payment may be in the form of direct debit, banker's draft or by suitable credit card recognised by Fieldhockeytravel.com. A merchant fee of 3% will be applicable for all credit card payments. If payment is made via direct deposit (or Money Direct) payment will not be deemed to be received until it appears on our bank statement unless the payer can provide a receipt of transaction. Payments received by this method must be allowed 3 – 5 working days for cheque clearance before payment will be deemed as received.

3.3 All payments sent to Fieldhockeytravel.com must include the reservation number and surname.

3.4 If you do not pay in time, your holiday may be cancelled and cancellation charges will be due. Not paying in time means an interest rate of 2% of the total amount, per entire or part of month of delay, and payment of all costs made to settle the matter.

3.5 No travel documents or tickets will be dispatched until full payment has been received.

### 4. Prices

4.1 All prices shown on our website can fluctuate due to availability of airline tickets and hotel rooms. We will therefore provide you with the up-to-date price of your chosen holiday before you make a booking, by sending you a tailored price offer.

4.2 Fieldhockeytravel.com reserves the right to make changes to and correct errors in advertised prices at any time before your holiday is confirmed.

4.3 Prices published on our website are prices per person, unless indicated otherwise. Prices only include the services and facilities that are specifically mentioned in the programme. Not included are charges for passports; visas; meals not specified in the itineraries; beverages; laundry; excess baggage charges; items of a personal nature; vaccinations and inoculations; expenses for guides and transportation not included in the itineraries; insurance cover; and airport taxes except specified.

4.4 Prices published are based on the prices, rates of exchange and taxes that were known to Fieldhockeytravel.com on the day of publication. Any potential amounts to be paid at the accommodation are mentioned in the travel agreement (when applicable).

4.5 In case of large fluctuations of prices, rates of exchange and/or fees and/or extra charges and/or taxes, Fieldhockeytravel.com reserves the right, regardless of the general terms and conditions, to change the amount payable, whether to raise or reduce it. The traveller should be informed at least 14 days before day of departure.

### 5. Travel programme

5.1 Fieldhockeytravel.com is not responsible for the quality and organisation of the field hockey tournaments that are included in the programme. Tournaments are organised by local hockey clubs or by organisations hired by hockey clubs. Fieldhockeytravel.com is not responsible for their actions. Naturally, Fieldhockeytravel.com will inquire after the reputation and quality of the tournaments and will inform her clients as well and detailed as possible.

5.2 Fieldhockeytravel.com is not responsible for information and/or information materials provided by third parties. Mistakes or errors in the travel programme are not binding on Fieldhockeytravel.com.

5.3 When the duration of the trip is mentioned in the programme, the day of departure and day of return are counted as entire days.

5.4 In case of a holiday with own transportation (self-drive), the day and/or time of departure should be read as the day and/or time of arrival.



5.5 Fieldhockeytravel.com is dependent on the flight schedule of the airline companies we work with. It is not always possible to plan the flight times as advantageous as possible.

#### 6. Travel Insurance

6.1 Travel insurance is strongly recommended to guard against unforeseen circumstances preventing you from travelling and to protect your health and belongings whilst you are away. Fieldhockeytravel.com offers a comprehensive policy and it is the responsibility of the passenger to notify Fieldhockeytravel.com of their intention to purchase a policy. Fieldhockeytravel.com accept no responsibility should passengers elect to insure themselves elsewhere or to decline travel insurance. Failure to notify Fieldhockeytravel.com of the requirement of travel insurance indicates that insurance has been declined or has been arranged through another provider.

#### 7. Option right

7.1 Every booking can be cancelled within 24 hours, starting from the date and time of booking.

7.2 When a booking is cancelled after 24 hours, the terms of cancellation are applicable (see 9).

7.3 When a trip is booked within 8 weeks before date of departure, this option right is not applicable, and the normal terms of cancellation are applicable (see 9).

#### 8. Booking Amendments by traveller

8.1 Your first amendment is free of charge (one change per booking, not per passenger).

8.2 All other amendments will be charged at 20 Euro per person. This applies to fees imposed by Fieldhockeytravel.com. Amendment fees applied by airlines and other suppliers may be applicable from first change. These fees may also be higher than 20 Euro per person. Scheduled airlines will not permit name changes after tickets are issued.

8.3 If you wish to alter any details of a confirmed booking, you must notify us in writing as soon as possible. Fieldhockeytravel.com will send you a confirmation of the amendment(s). All costs incurred by us or incurred or imposed by any of our suppliers in meeting any amendment request together with the aforementioned administration charge may be passed on to you.

8.4 In general, amendments made within four weeks before date of departure are not possible.

8.5 If a request, despite being denied, is still maintained, this counts as a cancellation of the travel agreement. Terms of cancellation will be applicable.

#### 9. Cancellations by the traveller

9.1 Cancellations must be received in writing (by e-mail) by Fieldhockeytravel.com. We will issue a confirmation of the cancellation by e-mail. Cancellations will only be handled during office hours (Monday – Friday; 10 – 18 hrs). Cancellations that are received at other days or moments will be handled on the next work day.

9.2 With cancellations within 24 hours after booking date and time, the option right is applicable (See 7).

9.3 Cancellations will incur the following fees:

Cancellation up to 42 days before day of arrival = 30% of the amount payable;

Cancellation between 42 days and 28 days before day of arrival = 60%;

Cancellation between 28 days and 1 day before day of arrival = 90%;

Cancellation on day of arrival or later = 100%.

Cancellation of airfares/land operators is pursuant to the terms and conditions applicable to that supplier.

Insurance premiums and amendment fees are non-refundable.

9.4 Partial cancellations (i.e. cancellation of the travel agreement for a part of the travellers sharing one hotel room, apartment, or other accommodation) count as a complete cancellation, meaning that the amount for all travellers is payable.

#### 10. Amendments or Cancellation by Fieldhockeytravel.com

10.1 Only severe circumstances allow Fieldhockeytravel.com the right to cancel or change the journey.

Severe circumstances comprise circumstances that can influence the quality and/or execution of the journey. Should such circumstances arise, then Fieldhockeytravel.com is obliged to notify the traveller with reasons for the amendment or cancellation. By informing the traveller, the contract is dissolved.

10.2 When a journey is cancelled before it has commenced, Fieldhockeytravel.com will offer the traveller(s) an alternative journey that is as similar as possible to the original journey. If another (higher) amount applies for the alternative journey, the traveller should pay the entire amount, unless a different agreement has been made. If the traveller(s) decide not to accept the offer for the alternative journey, the amount already paid will be reimbursed. Furthermore, the travelling party is entitled to a reimbursement of 10 percent of the total amount (with a maximum of 100 euro per traveller), if the party was informed on the fifth day before leaving or later.

10.3 Cancellation during the trip: If severe circumstances should arise during the journey,



Fieldhockeytravel.com reserves the right to cancel the remainder of the trip. In such a case, Fieldhockeytravel.com informs the traveller(s) as soon as possible, and is obliged to arrange the return journey and to limit any disadvantages for the traveller(s) as much as possible.

10.3 Fieldhockeytravel.com reserves the right to cancel the journey when the number of participants is smaller than a certain minimum number, when this minimum is specified on the website or in travel documents.

10.4 Amendment of hotel/accommodation: When the hotel specified in the travel documents is changed due to force majeure or unexpected circumstances, the alternative hotel or accommodation will be equal to the original hotel/accommodation or better, without a raise of the amount payable (except for any costs of extra comfort as requested by the traveller(s)).

10.5 Amendments of transportation may concern the appointment of a place and/or time of departure different than the one specified in the agreement (within reasonable boundaries), and/or a different type of the same way of transportation, and/or amendment of and/or by a different operator, without a raise of the amount payable.

10.6 Amendments of times and transportation during the journey: If severe circumstances arise immediately before or during the journey, Fieldhockeytravel.com reserves the right to change the duration of the journey, the itinerary and/or the way of transportation, and is obliged to limit the disadvantageous consequences for the traveller(s) as much as possible.

### 11. Liability of the traveller

11.1 Any regulations of the accommodations or ways of transportation are a part of the travel agreement and should be followed strictly.

11.2 During the stay in the accommodation(s), the traveller is fully responsible for the furnishing and all items belonging to the reserved accommodation(s). Any damage caused by one of the travellers, should be paid directly at the time to the supplier concerned. The traveller is also fully responsible for any potential extra costs, such as parking spaces etcetera. Fieldhockeytravel.com is authorised to hold the traveller responsible if the damage caused is not, or not satisfactorily, settled and/or if the costs are not (entirely) settled at the accommodation. All extra costs made to settle the matter are for the account of the traveller.

11.3 If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property or, we are entitled, without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

### 12. Liability of Fieldhockeytravel.com

12.1 Fieldhockeytravel.com cannot be held responsible for any loss, theft, accident, delay, irregularity, damage, sickness or injury, caused by or to the travellers.

12.2 Errors or mistakes in descriptions of the trip and/or the accommodation for which Fieldhockeytravel.com cannot be blamed, are not binding for Fieldhockeytravel.com.

12.3 Concerning the expectations of the journey, the following applies: goods and/or services provided by a third party should be judged according to the customs of the country and place of destination where the goods and/or services are provided and to the amount payable.

12.4 Force Majeure is seen as unusual and unforeseeable circumstances beyond our control, that are independent of the will of the one appealing to it, the consequences of which Fieldhockeytravel.com could not have avoided even with all due care. Such circumstances may include, but are not limited to, actual or threatened, war, civil strife, riot, terrorist activity, natural or nuclear disaster, fire, industrial dispute, adverse weather conditions and all similar events outside our/the control. Compensation will not be payable and no liability beyond offering alternative choices can be accepted when Fieldhockeytravel.com is forced to make a change or cancel as a result of force majeure. If we are forced to curtail any arrangements due to force majeure, we cannot make any refunds (except where received from suppliers) or pay any compensation or be responsible for any costs or expenses incurred by you as a result.

12.5 No compensation will be payable and alternative options will not be available if we cancel as a result of your failure to comply with any requirement of these conditions (such as paying on time) entitling us to cancel or if the change made is a minor one.

### 13. Costs of interest or collection of the amount payable

13.1 Travellers who have not paid the amount due to Fieldhockeytravel.com in time are obliged to pay an interest rate of 2% of the total amount for every (part of a) month delay. Any costs pertaining to the collection of the amount by Fieldhockeytravel.com are payable by the traveller, with a minimum of 50 euro.



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#### 14. Complaints

14.1 In the event that you encounter a problem during your holiday, it is essential that you advise the supplier of the deficient services and/or goods immediately in writing so that every effort can be made to rectify the situation on the spot. Until we know about a problem or complaint, we cannot begin to resolve it. If you remain dissatisfied, you must write to us giving full details of your complaint within 14 days of the end of your holiday at the address found at the website. If you fail to follow this simple complaints procedure, your right to claim the compensation you may otherwise have been entitled to may be affected or even lost as a result.

#### 15. Travel documents

15.1 It is the responsibility of the passenger to ensure he or she is in possession of all necessary travel documents and that they are in compliance with the current government and transportation company's regulations.

15.2 Fieldhockeytravel.com is not responsible for passport, visa requirements, entry, health or other requirements of the countries visited or for any loss sustained by the passenger for failing to comply with laws, regulations, orders and/or requirements.

General remark: Fieldhockeytravel.com is the English version of a Dutch website and company. These terms and conditions are a translation of the Dutch terms and conditions. In the event of any discrepancies between the translations of these Terms and Conditions, the Dutch version is the authoritative one. Fieldhockeytravel.com cannot be held responsible for any errors that are caused by a wrong translation.