ESSENTIAL INFORMATION

This Essential Information is to help you prepare and take any necessary actions prior to your forthcoming holiday. Information contained in this section of the brochure and any other relevant information on the website, together with the Booking Conditions, form your contract with us.

BEFORE YOU BOOK

We do hope that your Travelsphere holiday will meet your expectations so it is very important that you choose the holiday that is right for you. Our Holiday Advisors are happy to share their knowledge. Please make sure you are familiar with the up-to-date travel advice in the destination(s) you will be going to.

Please visit the Foreign, Commonwealth & Development Office website at www.gov.uk/foreign-travel-advice or www.gov.uk/travelaware. Packed with essential travel advice and tips, these websites offer a wealth of country specific information including the latest on security, local laws, passport, visa and entry requirements. Keep informed on current travel health news by visiting www.travelhealthpro.org.uk. The advice can change so please check regularly for updates.

You can also access Sherpa via our website at https://www.travelsphere.co.uk/information/travel-requirements-visa-service, an online tool that provides up to the minute entry requirements for the country you are visiting.

AFTER MAKING YOUR BOOKING

Please read your confirmation invoice carefully and let us know immediately if there are any corrections required. If you have not received a confirmation invoice within 7 days of booking your holiday please contact us immediately.

The balance payment for your holiday must be paid no later than 12 weeks before departure unless otherwise stated. The payment deadline will be clearly marked on your confirmation invoice along with details of how to pay online: www.travelsphere.co.uk/payments. Prior to departure we will send you further information to help you prepare for your trip.

If you have any queries you can ether email us at enquiries@travelsphere.co.uk or you can call our Customer Services Department 01858 415 055. Please check our website for the latest opening times.

YOUR HOLIDAY DIRECTOR

On the majority of our Flight-Inclusive package holidays you will be escorted by a knowledgeable Holiday Director. Please be aware of the following:

- On some of our Flight-Inclusive package holidays your Holiday Director will meet you at your UK airport, on others they will meet you at your overseas airport or in your resort.
- If you choose to fly to your destination from a regional airport your Holiday Director may not be travelling with you.
- Your Holiday Director may not accompany you on your homeward transfer to the airport but they will advise you of the arrangements made on a Flight-Inclusive holiday.

COACHES

When our packages include coach travel or any other transportation, all customers are required to abide by instructions given by the Holiday Director; Coach Driver or Representative with regards to their Health; Safety and Wellbeing.

Regular comfort stops will be taken to ensure a relaxing journey is experienced each day. Some coaches may be equipped with washroom facilities however, it cannot be guaranteed that they will be useable at all times.

Customer health, safety and well-being is of paramount importance and customers are required to adhere to all Health and Safety requirements and guidelines. Please note that these may vary from country to country.

RUNNING ORDER OF ITINERARIES

Occasionally we may have to make changes to the running order and inclusions of your holiday itinerary. This could be due to a number of reasons such as public holidays, festivals, weather, traffic conditions or operational reasons and may sometimes be at short notice.

Due to changes in river water levels, river cruise itineraries may occasionally be modified. On the rare occasions that this happens we will act in the best interests of our customers to ensure the enjoyment of your holiday is not impaired.

HOTEL ACCOMMODATION

The prices in our brochure/website are based on twin occupancy of a double room or twin bedded room with private facilities unless otherwise stated. Single rooms: A limited number of rooms are available for most holidays. Single rooms do not often match the same requirements of twin bedded rooms in terms of size and facilities. For single room supplements please refer to the price panel on the brochure page or website. Our reference to 'Hotel' covers all accommodation and does not necessarily distinguish between local classifications such as 'Motel' or 'Inn'. It may occasionally be necessary to accommodate you in a different but equal category of hotel to that featured in the brochure/website. If this is known before departure and is a significant change to the confirmed arrangements, we will of course advise you. The confirmed hotel(s) will be advised in your final travel information.

Porterage: One bag per person is included on most of our package holidays as stated in the holiday details.

Voltage/Electrical Items: The type of plug sockets you can use in your destination can be checked by visiting: www.worldstandards.eu/electricity/plug-voltage-by-country/

Swimming Pools: If your hotel/s has a swimming pool, you may wish to take your own pool towel, as some hotels do not provide these. Please familiarise yourself with the depth of the pool and use the steps provided to access and exit the pool. Diving is not recommended.

Additional Charges: Payment for any extras such as drinks, laundry, telephone calls and meals other than those included in your package holiday price are to be made directly to your hotel prior to check out.

On occasion noise from works in the local vicinity of your hotel may occur and these can be unavoidable and unknown to ourselves. We make every effort to ensure your hotel stay is free from disturbance, however these may be out of our control. In addition, unrelated events and local activities may also be taking place. If you do have a complaint at your hotel, or indeed any other service, you must inform your Holiday Director or the hotel direct who will try and resolve the matter as soon as possible.

Air Conditioning: In some hotels, air conditioning is operated according to individual hotel policy and/or, in some cases, local laws.

OPTIONAL EXPERIENCES/EXCURSIONS

We want to give you the opportunity to see as much as possible of the countries you are visiting so there will nearly always be a selection of optional excursions. Any optional excursions will of course operate subject to demand, traffic and weather conditions. Changes to the advertised excursions programmes are rare but the excursion providers reserve the right to change excursions and we reserve the right to amend the advertised prices at any time. We advise against the purchase of excursions from hotels or street vendors as these may not have been safety checked and may not meet required local standards or have adequate insurance cover in place. A list of approved excursions will be sent to you, in some cases these may include hotel excursions which have been checked. If you choose to partake in an excursion/activity which is not arranged by us, we advise you check that your travel insurance covers you for that specific activity.

MAXIMUM GROUP SIZE

Where we display a "maximum group size" the number given will be the maximum expected group size for the tour. We have designed and contracted this holiday with the maximum number of customers in mind and expect and aim to operate to this level. Under exceptional operational conditions, including force majeure, the expected group size may require to be exceeded. This maximum group size is therefore not a condition of booking, though we will use best endeavours to ensure these stated group sizes are adhered to.

ABOUT OUR FLIGHTS FOR TRAVELSPHERE FLIGHT INCLUSIVE TOURS

The prices for the Flight-Inclusive Tours set out in our brochures/website are based on planned group flights from London.
The actual selling price may vary from that published due to numerous factors including but not limited to; additional taxes or fuel surcharges being introduced, the airline only allowing us to hold a limited number of seats at a pre agreed group rate or because alternative flights are being used.

Ryanair Flights: When travelling with Ryanair it is a compulsory requirement to check in online for your outbound and return flights. You must download the Ryanair app to complete this and boarding passes are digital only. Failure to do so may result in additional charges imposed by the airline at check-in. Airport check in and printed boarding passes are not available and customers should have a smart phone or electronic device to support this process. To avoid charges at the airport, customers will need to adhere to Ryanair's luggage and conditions of travel. Travelsphere are not liable for any charges incurred due to the customers failure to comply with the airline terms and conditions.

Limited availability seats: Holiday prices are based on limited availability special air fares. Whilst these fares are correct at the time of going to press they may have sold out by the time you make a booking. In this case further seats will usually be available at a supplement. Such supplements if any will be confirmed at the time of booking.

By booking early you maximise your chances of getting on our group flights which ensures you are getting the benefit of our group costs and also reduces the chance of you ever having to pay any flight related supplements or additional costs.

Baggage Handling and Allowance: The baggage allowance for all our holidays is one piece of luggage/suitcase – with the dimensions of 76cm x 58cm x 25cm (30" x 23" x 10") maximum weight of 44lb (20kg) per person, plus one standard piece of hand luggage. Irrespective of individual airline allowances the above limits apply. They are set taking account of our wider operational requirements including ground transportations, porterage, etc. To avoid any problems with our transportation providers, possible delays and inconvenience to you and your fellow travellers, please ensure these maximum baggage conditions are adhered to. You are responsible for the carriage and care of your luggage throughout your holiday except for such times as it may be in the hands of the airline, here in such circumstances the airline specific terms and conditions relating to the carriage of luggage apply or when porterage at a hotel on arrival and departure is included. We will not be held responsible for any delays and/or additional costs arising from any breach of the above luggage allowances.

Airport Taxes: Any airport taxes and security charges which are payable in advance and therefore form part of the scheduled air ticket have been calculated and included in the price of your holiday. These include the UK Government Airline Passenger Duty and various overseas airport and airline charges where applicable.

At some airports there are also passenger charges which are payable locally. Where possible these will be paid by us on your behalf and included on your confirmation invoice. Some taxes have to be paid locally and we will advise you as soon as we are aware of such charges.

Fuel Surcharges/Environmental Taxes: Airlines generally pass on any fuel price increases to customers directly or tour operators when they occur. Occasionally we have no choice but to pass on all or part of these directly to our customers. You will be informed of any fuel related surcharges or new and additional taxes, airport or security charges in place or other sums payable in addition to the advertised price before you pay in full.

Flight Routings: On some routes we use a number of indirect flights which may require you to change planes en-route. This may be because we cannot obtain a block allocation of seats on a direct flight or it may be the only option. If you are interested in booking a direct flight with a supplement (where available) please ask one of our Holiday Advisors.

Flight Schedule Changes: When you book one of our Flight-Inclusive Tours, your holiday confirmation will contain provisional flight details. We aim to make this as accurate as possible from the start, however, the timings or the flight numbers can change before departure. We will monitor all changes and inform you as soon as possible if there is a change which affects your departure by a considerable time or moves the tour to a different day or significantly affects the tour itinerary. Final timings will be sent about ten days before you travel. If we notify you of a significant change to your holiday and you do not accept the change you must tell

OUR GUARANTEES TO YOU

PRICE MATCH

If you find an identical package holiday offered by one of our competitors (excluding any online special offers or arrangements made by yourself rather than through a tour operator) at a lower price within 7 days of booking with us our 'price match' will apply. By identical, we mean another holiday which:

- Departs on the same day from the same port/airport using the same flight with the same carrier (if Flight-Inclusive).
- Visits the same destination(s).
- Has the same duration (i.e. number of nights).
- Offers the same number of included excursions.
- Features accommodation of the same category and board basis and, where applicable, the services of a Holiday Director/Local guide.

If this happens we will refund the difference between the cost of the Flight-Inclusive package holiday that you have booked with us and the price of the identical holiday offered by our competitor. Plus we will give you an extra £100 per person towards a future booking. Refunds will be in the form of a credit towards future travel. Applicable to new bookings only.

FLIGHT CHOICES

REGIONAL DIRECT/INDIRECT FLIGHTS

Book a Travelsphere Flight Inclusive holiday and if the route is available (some flights may be indirect) you can fly from your local airport for a supplement. The offer is only applicable when booking a Travelsphere Flight Inclusive holiday. The offer is subject to availability of seats in our contracted classes to the destination on the required dates and suitable timings from/to local UK airport. Routes offered are selected and limited to schedules matching the Principal Flight and itinerary. Flights are subject to availability and the routes offered can change at any time.

Please see below for clarification of flight types:

Principal Flight – included in the tour price, the flight departing from London.

Regional Connecting Flight - A flight from your local airport to London Heathrow or Gatwick, to connect with our Principal flight.

Regional Direct/Indirect Flight - A flight from your local airport which may be direct or in-direct to your holiday destination.

Direct - A flight that travels non-stop to your destination

Indirect - A flight that travels via somewhere else and you are required to get off the plane and potentially board an on-ward alternative flight. Please speak to one of our Holiday Advisors to check availability of regional departures.

BOOK TWO OR MORE TRIPS

Save an extra £50 per person when you book two or more different holidays at the same time on the same call, both 8 days or longer, for the same traveller. This offer is combinable with other offers. The additional £50 per person will be applied to the second and subsequent holiday(s) and will not be transferable should you cancel, unless you are re-booking on the same day. Normal cancellation penalties apply. This offer is for new bookings only and cannot be applied retrospectively.

LOYALTY

If you qualify for a loyalty discount, the amount will depend on the spend and tour type. The new booking must be made within 3 months of the return date of your original holiday.

us within 7 days of us advising you of the significant change to your holiday. Details of what constitutes a major or minor change is contained within Booking Conditions.

Airlines and Aircraft: All prices in our brochures/on the website are based on air travel in economy class. Passenger travel on scheduled airlines is provided under the conditions of the airline. For a copy of these terms and conditions please go to the appropriate airline's website.

Change of Airline: Due to the ever changing nature of the airline business, airlines selected and used for our tours can change after your booking is made, as can flight schedules and timings. This can be for a number of reasons such as the airline withdrawing the flight or operating with smaller aircraft than first planned. Where this is the case we will endeavour to find an alternative with the same carrier or similar flights with another carrier.

Flight Meals and Medical Equipment Requests: Although meals are provided on most long haul flights you should be aware that most airlines do not provide complimentary food on shorter flights within Europe. We therefore cannot guarantee that meals will be provided on all flights. Please note, we also cannot guarantee that the airline will be able to fulfil your request for a special dietary meal and any such requests are not a condition of booking. If you require a special dietary meal due to an allergy such as a nut allergy, and the airline provides complimentary meals, we will need you to fill in a medical questionnaire to send to the service provider. The airline will not be able to guarantee that their aircraft meals are 100% nut free and will require you to carry any special medication (such as an EpiPen) in your hand luggage.

If you need to carry a CPAP machine or oxygen cylinders please let us know at the time of booking so we can ensure this request is sent through to the relevant airline. It can take up to 6 weeks for airlines to confirm whether medical requests can be accommodated.

Seat Requests (Airlines & Trains): We strongly recommend (particularly if you are flying economy class) that you check in early if you have particular seat requests. Travelsphere has no control over the allocation of seats by the airline. Even if a request has been made to pre-book seats, no guarantee can be made that they will be available on departure. The provision of particular seats does not constitute a term of your contract with us. Please note, suppliers operate older and more modern aircraft within their fleets and we cannot guarantee which type you will travel on as this may be subject to change and general availability. Although some airline/train companies offer the ability to book seats online this may not be the case when booking a holiday through us, as we offer holidays based on special tour operator fares and booking conditions. If this is particularly important to you then please ask about our upgrade options.

Transfers: Where your flight inclusive holiday includes scheduled transfers from the destination/departure airport to/from your hotel, these are all based on group transfers and operate at specified times designed around our brochured flights. These transfer times may be adjusted due to airline flight schedule changes. If for any reason flight times change due to delay or cancellation that cause you to miss the scheduled transfers, alternative arrangements will be made for you.

FREE AIRPORT LOUNGE

Book a Page & Moy collection flight-inclusive holiday and, subject to availability, we will arrange free airport lounge access at the start of your holiday, at your mainland UK departure airport. The location of the lounge will be as determined by our supplier at your UK departure airport. Access to the lounge cannot be guaranteed in peak season and use of the lounge will be in accordance with the terms and conditions of the service provider. Note this service is not available if you choose the Make Your Own Way option.

HOLIDAYS BY RAIL

Where your holiday includes rail travel, Standard Class fares are included unless otherwise stated.

Please note: we are unable to provide porterage at stations and you will be required to handle your own luggage.

You can choose to upgrade your seats on Eurostar to Standard Class Premier. This upgrade also includes first-class tickets for the remainder of your journey aboard local trains, where applicable.

MAKE YOUR OWN WAY BOOKINGS

With our Page & Moy collection, when you choose a Make Your Own Way (MYOW) holiday you will be responsible for making your own way to the first hotel on the tour and your tour will end at the final hotel in accordance with the timings set out in the tour itinerary. We will not be responsible for any services you do not book with us and your flights or transfers to/from the first and last hotels included in the tour. If you do not have flights arranged by us included in your holiday your booking will not be ATOL protected by Travelsphere (G Touring Limited). Please make sure that you have read and understood the applicable parts of the Booking Conditions with regards to Financial Protection for holidays not including flights as only the arrangements booked through Travelsphere will be financially protected by our Financial Protection Insurance. We will not be responsible for expenses you incur or unused services in the event that your flights are cancelled or severely delayed and this impacts your ability to join or participate in the tour. Your flight organiser or airline should provide information on financial protection and repatriation as it relates to your flight arrangements. If they do not provide you with this please also see www.caa.co.uk/passengers for information on passenger rights.

SMOKING

E-cigarettes: Since their introduction, a number of countries have banned or limited the use of e-cigarettes. We recommend you consult with local government websites for the destinations you will be visiting for further information.

BOOKING ADDITIONAL EXTRAS FOR YOUR HOLIDAY

It is advisable to leave booking travel arrangements to your UK departure point until you have received your final travel documents as timings can change. We can book non-flight arrangements for you and offer the option of cancellation/amendment insurance. Please speak to our Holiday Advisors for more information.

HEALTH, SAFETY AND WELL-BEING

Holiday Suitability: To enjoy our holidays to the full, it's important that all customers feel happy and comfortable whilst travelling with us. Please take a few moments to review our booking conditions, as well as your responsibility to provide accurate and up-to-date information relating to your health. For the enjoyment of the whole group, our Holiday Directors and team cannot provide one-to-one physical support or personal care to individuals. Our holidays visit a variety of destinations and varied itineraries. To ensure our group holidays are suitable and enjoyable experience for you, you should be able to comfortably walk a mile, unaided, at a steady pace, navigating some degree of cobblestone streets or uneven paths, being on your feet for up to 3 hours. If you have concerns regarding the suitability of the holiday due to any health, medical or mobility matters, you should contact us to discuss these concerns.

Customers with Reduced Mobility: We want to ensure you make the correct choice before you book your holiday with us, and we provide suitability advice detailed above. If you have any concerns regarding the suitability of the holiday due to reduced mobility we would encourage you to contact us to discuss these concerns. Our holidays include a comprehensive sightseeing programme, due to the natural terrain of the locations we visit these may be a challenge for anyone with reduced mobility. We also sometimes use different modes of transport to complete our itinerary which includes though not limited to, boats, trains and jeeps these may also pose a challenge for anyone with reduced mobility. For example, when boarding and disembarking boats and ships, this may involve navigating moving or narrow gangplanks. Regrettably motorised scooters are not allowed on our holidays.

Altitude: On certain tours you will travel to places at high altitude. If you suffer from heart or respiratory conditions or have any other concerns please consult your doctor.

Prescribed Medication: Carry all prescribed medication in your hand luggage.

Safety: Although we take every precaution to look after you on tour the responsibility for your personal safety and welfare and the care of your possessions is obviously the same as that which you would exercise whilst at home. It is advisable to avoid carrying your passports/extra cash/credit cards etc. during day to day activities unless required. Whenever possible leave valuables in your hotel safe. Extra care should be taken when walking around cities, especially at night and we recommend that you stay in well lit, populated areas. It is also wise to avoid carrying valuables or wearing expensive jewellery.

Please review the Foreign, Commonwealth & Development Office advice on safety and security for your destination: www.gov.uk/foreign-travel-advice. The Holiday Director/Guide will be on hand to provide any local notifications. For further information on staying safe overseas, please visit: www.travelhealthpro.org.uk/personal-safety/

Age restriction: You must be 18 years or over to travel on a Travelsphere holiday. Please also note our Booking Terms and Conditions.

PASSPORT INFORMATION AND ENTRY REQUIREMENTS

Passport information: You must ensure that you have a valid passport. All costs incurred in obtaining such documentation must be paid by you. Some countries do not allow you to enter with certain country stamps. For further information please visit www.fco.gov.uk., If you are not currently in possession of a valid passport please make sure you leave plenty of time before your holiday to apply for this document. Our recommendation is that you should apply for one at least three months before your holiday. The UK Passport Service has to confirm your identity before issuing your first passport and will ask you to attend an interview in order to do this. For further information visit www.fco.gov.uk.

Check the date that your passport expires. When travelling to the EU, the UK Government recommends that you have 6 months left on your passport on the date of your arrival to an EU country. You should also check when your passport was renewed. If you renewed a 10 year adult passport before it expired, extra months may have been added to your passport's expiry date. These extra months over 10 years will not count towards the 6 months that must be remaining. The UK Government has published a website tool to check the validity of your passport under these new rules https://www.gov.uk/browse/abroad/passports

Note: In many countries, it is now a legal requirement to show some form of identification if requested by the police or authorities, therefore, it is advisable to carry a photocopy of the data page of your passport when out and about.

It is your responsibility to ensure that you understand and adhere to all entry requirements for the countries you're visiting (and what's required upon your return to the UK).

We have partnered with Sherpa, online self service industry experts who can guide you with extensive information around Visas and Travel restrictions to ensure that you have the correct travel documentation and all the up-to-date travel requirements that will ensure you have the best holiday experience.

Travel requirements per country, can change, Sherpa is the complete service that will ensure you have all the current information so that you are good to go. We recommend that you check the information regularly, along with the Foreign, Commonwealth and Development Office in order to familiarise yourself with any requirements. We're unable to accept any responsibility should you not be able to travel if as you have not complied with any passport, entry and immigration requirements.

This comprehensive service will ensure you have a worry free and stress free holiday. You can purchase your visa or check your Travel Requirements on travelsphere.co.uk/sherpa.

EUROPEAN HEALTH INSURANCE CARD

The European Health Insurance Card (EHIC) or Global Health Insurance Card (GHIC) allows any EU Citizen to access state medical care when they are travelling in another EU Country. For most people, the UK GHIC replaces the existing EHIC for new applications. You should make sure, and it is a requirement of booking, that you have appropriate travel insurance.

MEDICAL QUESTIONNAIRE

It is a requirement of the terms and conditions that you complete a medical questionnaire as required to assist Travelsphere to ensure it complies with national and local regulations regarding public health. Failure to complete a questionnaire if required in the stipulated

OUR SHARED TRAVEL CHARTER

OUR SHARED TRAVEL CHARTER

At Travelsphere, we believe every journey should be the holiday of a lifetime. But just as important as where you go is how we travel together. We're committed to creating a space where everyone – customers and our team – feel safe, respected, and valued. To help make that happen, we've put together this simple guide of what we promise to you, and what we ask in return.

YOUR PROMISE TO US

As part of our travel community, we ask you to

Be open to the journey

Embrace new cultures, people, and experiences with curiosity, kindness, and an open mind.

Respect everyone you meet

Our tours are for everyone. We do not tolerate judgment, discrimination, harassment, or bullying of any kind – whether towards fellow travellers, staff, or anyone you meet in the communities that we visit.

Create space for everyone

Help make sure everyone in the group feels included and respected. No one should feel left out, isolated, or uncomfortable.

Celebrate differences

We all come from different backgrounds and perspectives – and that's a beautiful part of travel. Differences of opinion are okay, as long as we treat each other with mutual respect.

Travel responsibly

Show care for the destinations we visit. Respect local customs, cultures, and the environment – and help us protect what makes each place so special.

OUR PROMISE TO YOU

Here's what you can expect from us:

Travel with purpose

We're passionate about creating unforgettable holidays that are also responsible – supporting local communities, businesses, and sustainability through programs like Travelsphere Cares and Planeterra. All our holidays are designed in line with our Child Welfare, Animal Welfare and Modern Slavery Policies.

Respect and care

From your first enquiry to the journey home, we're here to support you with kindness, understanding, and professionalism – always respecting your individual needs.

Meaningful experiences

We go beyond the guidebook to give you rich, authentic experiences that celebrates people, cultures, and traditions – with a deep respect for every place we visit.

Your enjoyment matters

We design every trip to be safe, inclusive, and enjoyable for everyone. We want you to feel comfortable, free to be yourself, and supported throughout your journey. If there is anything extra that we can do to support you, just let us know.

Community through travel

We connect like-minded travellers and create shared experiences that inspire stories, friendships, and memories that last a lifetime.

LET'S TRAVEL BETTER, TOGETHER

By embracing these values, we can all enjoy a journey that's more meaningful, more memorable, and more connected. Thank you for travelling with respect, kindness, and a spirit of adventure.

BOOKING TERMS AND CONDITIONS - Applicable from October 2026

time frames may jeopardise your ability to travel. In these circumstances if you are denied or unable to travel due to non compliance normal cancellation terms and conditions will apply as contained within these terms and conditions.

This does not replace any official documents you are required to complete in order to travel.

PUBLIC HOLIDAYS

Experiencing a public holiday in your chosen destination can really enhance your holiday experience, especially if there are local festivals or celebrations. Virtually all countries have public holidays, religious or otherwise. The festivities may temporarily disrupt your package holiday and some religious holidays such as Ramadan, which is observed in many Muslim countries, may result in a reduction of facilities, services and entertainment. We suggest that you take this into consideration when selecting your departure date. To discover the national holidays in your destination, please visit: www.timeanddate.com/holidays/

WEATHER

World weather is becoming more erratic and unpredictable and we cannot be held responsible for disruption to your package holiday or any other holiday arrangement due to bad or unusual weather conditions.

BROCHURE/WEBSITE DETAILS

We have taken great care to ensure that the details in the brochure/website are correct at the time of their publication. Please bear in mind however that the availability of certain services may vary particularly outside high season periods. This may be for a variety of reasons, for example, lifts need servicing, swimming pools must be cleaned and outdoor amenities such as chair lifts and cable cars can be affected by weather or lack of demand. Some images may have been altered using AI technology.

sherpa°

Travel & Visa requirements

We have partnered with Sherpa, an on-line self-service tool that allows customers to search up-to-date information regarding travel entry requirements for all countries. Using the Sherpa travel guide, you can access the latest information on entry requirements, travel restrictions, quarantine policies, visa and e-visa conditions and various health declaration forms to destinations all around the world, in one convenient virtual location. The entry requirements shown will always show the latest information and are updated constantly - so if you have booked or are looking to travel on a later date - please ensure you check closer to your departure date.

Simply visit travelsphere.co.uk/sherpa

BOOKING TERMS & CONDITIONS - APPLICABLE FROM SEPTEMBER 2026

These Booking Terms and Conditions, together with our Privacy Policy and, where your holiday is booked via our website, our website terms and conditions of use, together with any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with **G Touring Limited trading as Travelsphere, whose registered office is at Office 202, Harborough Enterprise Centre, Market Harborough, LE16 9HW**. Company No: 04956006. Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

By making a booking you agree that:

a. you have read and understood these terms and conditions and have the authority to, and agree to be bound by them;

b. you are over 18 years of age and where placing an order for services with age restrictions declare that you are of the appropriate age to purchase those services;

c. you consent to our use of information in accordance with our Privacy Policy (https://www.travelsphere.co.uk/information/privacy-policy/) and you are authorised on behalf of all participants in your party to disclose their personal details to us, including where applicable, special categories of data (such as information on health conditions or disabilities and dietary requirements);

d. you accept financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

1. Booking and Paying for your Arrangements

A booking is made with us when you pay us a deposit (or full payment if you are booking within 84 days of departure) and we issue you with a booking confirmation. We reserve the right to return your payment and decline to issue a confirmation at our absolute discretion. A binding contract will come into existence between you and us as soon as we have issued you with a booking confirmation.

If your confirmed arrangements include a flight, we (or if you booked via an authorised agent of ours, that agent) will also issue you with an ATOL Certificate. Upon receipt, if you believe that any details on the ATOL Certificate or booking confirmation or any other document are wrong you must advise us immediately as changes cannot be made later and it may harm your rights if we are not notified of any inaccuracies in any document within ten days of our sending it out (five days for tickets).

If your confirmed arrangements booked through Travelsphere do not include a flight, we provide financial security for holiday arrangements booked through us by way of a financial failure insurance policy. You will be given full details of the insurer with your confirmation invoice or, alternatively, please go to www.travelsphere.co.uk/information/financial-protection-insurance/

The balance of the cost of your arrangements (including any applicable surcharge) is due not less than 84 days prior to scheduled departure (or by such other date as is notified to you at the time of booking). If we do not receive this balance in full and on time, we reserve the right to treat your booking as cancelled by you in which case the cancellation charges set out in clause 8 below will become payable.

Any money paid to an authorised agent of ours in respect of a booking covered by our ATOL is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fail financially. If we do fail financially, any money held at that time by the agent or subsequently accepted from the consumer by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

Special Sales: If there are services that you request from us in addition to one of our packages (such as a connecting flight, flight upgrade or additional services) these will be put on request by our Sales Team and are subject to availability and confirmation of the price. Our team will advise you of this, take the appropriate deposit (or full payment for a flight upgrade) and send you a holding letter together with an ATOL Certificate. Once the additional service is confirmed we will advise you and if your international flight details have changed, send a revised ATOL Certificate to you.

Please note: Where your booking includes flights or flight upgrades with restrictive ticketing conditions, we may ask you to pay the full airfare or a higher deposit and any associated charges before full payment has been made to minimise any additional cost to you. This is in addition to the normal deposit payable on the holiday. If the flight has restrictive ticketing deadlines it may mean that the ticket has to be issued before you have paid the balance for the holiday and specific cancellation charges may apply which increase the usual cancellation charges. Please refer to 8) If You Cancel Before Departure.

Booking on behalf of others: By booking on behalf of other participants, you are deemed to be the designated contact person for every participant included on that booking. This means that you are responsible for making all payments due in connection with your booking, notifying us or our authorised agent if any changes or cancellations are required and keeping your party informed.

By booking on behalf of another person or persons, you represent and warrant that you have obtained all required consents. You are responsible for verifying that any information you provide on behalf of another participant is complete and accurate and we will under no circumstances be liable for any errors or omissions in the information provided to complete a booking.

2. Accuracy

We endeavour to ensure that all the information and prices both on our website and in any advertising material that we publish are accurate, however, occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed. On very rare occasions, we may unfortunately make a genuine mistake in the price we quote and subsequently confirm to you for your holiday. This may come to light at any time prior to your holiday. We are not obliged to honour the original price if a mistake has been made when pricing your holiday. We will ask you to meet any additional costs if you wish to go ahead with the holiday. However, should you not wish to meet these additional charges, you may cancel your holiday with a full refund.

3. Insurance

We consider adequate travel insurance to be essential. It is therefore a condition of booking that you are adequately insured when travelling abroad. We've partnered with Holiday Extras please go to www.travelsphere.co.uk/insurance. We will require you to give us details of your travel insurance company including the policy number, although we will not check your policy for suitability. If you purchase an alternative policy, you must ensure that it offers cover which is at least as comprehensive as the policy we recommend and, which as a minimum, covers cancellation for the total value of the holiday, delay or curtailment, medical charges and repatriation costs for not less than £5million. Your travel insurance should cover you for any pre-existing medical conditions. You should also ensure you are covered for the curtailment or cancellation of your holiday by us for reasons such as, but not limited to, FCDO advice, Government restrictions or local restrictions, you should ensure you are covered up to the full value of your trip and expenses.

We would recommend that your policy should cover you fully for COVID-19 should you need to cancel in advance of travelling, or should you contract it while away. Please read your policy details carefully and take them with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs including cover for any optional excursions/activities that you may have booked. You shall be responsible for indemnifying us in full in respect of any costs that we incur as a result of your failure to have adequate, appropriate and comprehensive travel insurance. We will decline any booking where adequate insurance has not been arranged.

4. Pricing

Once your booking has been confirmed and G Touring has been paid in full (either directly by you or your Travel Agent), we guarantee that no surcharge will be added to the basic price of your holiday irrespective of any subsequent fluctuation in currency exchange rates or increases in international air fares. This price guarantee does not apply to any optional services including, but not limited to, insurance premiums, visa charges and amendment fees and supplements. Before you have confirmed your booking and paid in full, we reserve the right to amend the price of unsold holidays at any time and correct errors in the prices of confirmed holidays. G Touring also reserves the right to increase the price of confirmed holidays solely to allow for increases which are a direct consequence of changes in:

(a) The price of the carriage of passengers resulting from the cost of fuel or other power sources;

(b) The level of taxes or fees applicable to the holiday imposed by third parties not directly involved in the performance of the holiday, including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports.

Any refund due will be paid to you less an administrative fee of GBP£75 or EUR€75, based on the currency of your booking. However please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place. There will be no change made to the price of your confirmed holiday within 20 days of your departure nor will refunds be paid during this period.

Local Fees: On select itineraries, a mandatory local fee is required in addition to your main package balance. Where applicable, this fee represents a fixed, compulsory component of your total holiday cost. These fees are paid locally in cash. Your Holiday Director will share full details on when and where to pay.

To comply with UK price transparency regulations, any mandatory local fees are factored into the headline total package price advertised at the time of booking. These are detailed in customer documents.

Local fees are specified in the designated local currency of the destination alongside an estimated booking currency equivalent. All booking currency estimates are calculated using our set corporate exchange rate established the first of the current month. Where fees vary, they are displayed as a 'from' price to reflect the minimum expected cost. The local fee is also subject to change at any time as determined by local regulations.

5. Jurisdiction and applicable law

These Booking Terms and Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only.

6. Cutting your holiday short

If you are forced to return home early, we cannot refund the cost of any travel arrangements you have not used. If you cut short your holiday and return home early in circumstances where you have no reasonable cause for complaint about the standard of accommodation and services provided, we will not offer you any refund for that part of your holiday not completed, or be liable for any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them.

7. Changes by you before departure

If you wish to change any part of your booked arrangements after our confirmation invoice has been issued, you must inform us in writing as soon as possible. Whilst we will do our best to assist, we cannot guarantee that we will be able to meet your requested change.

Request to change more than 75 days before departure: Where we can meet a request, all changes will be subject to payment of an administration fee of £75 per person per change plus any applicable rate changes or extra costs incurred by ourselves or imposed by any of our suppliers. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Where we are unable to assist you and you do not wish to proceed with the original booking we will treat this as a cancellation by you. A cancellation fee may be payable.

Transfer of booking to someone else: If you are prevented from travelling it may be possible to transfer your booking to another suitable person provided that written notice is given. An administration fee will be charged, details available upon request.

Transfer of Booking: If you are prevented from travelling, you may transfer your place to someone else (introduced by you and satisfying all the conditions applicable to the arrangements) provided:

a. you contact us as soon as possible and provide us with the name of the replacement passenger and who they will be replacing from the original booking. We can only transfer customers up to 75 days before departure, subject to availability;

b. you pay an amendment fee of £75 per person transferring, meet all costs and charges incurred by us and/or incurred or imposed by any of our suppliers; and

c. the transferee agrees to these Booking Conditions and all other terms of the contract between us.

If there are any payments outstanding for the applicable booking when the transfer is requested these must also be paid before the transfer can be made. Any replacement passengers must show us evidence of their holiday insurance prior to the transfer being completed. You and the transferee remain jointly and severally liable for payment of all sums. If you are unable to find a replacement, cancellation charges as set out herein will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services.

Note: Certain arrangements (such as "Low Cost" flight bookings, flight upgrades, flights with restrictive ticketing deadlines and non-refundable elements of your booking) may not be amended or transferred after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements.

Request to change booking within 75 days of departure: Any request to change a booking to a different holiday or departure date will be treated as a cancellation and rebook.

Cancellation charges will apply as set out in section 8.

8. If you cancel before departure

If you decide to cancel your confirmed booking you must notify us (or your travel agent) in writing, as soon as possible. To notify us please send an email to CustomerCancellations@travelsphere.co.uk or write to us. Any notification by telephone should be to our Service Centre on 01858 415 055 and must be followed up in writing or by email, within 24 hours by the lead name to confirm the cancellation. Your notice of cancellation will only take effect from the date on which we receive it. If the call to notify us of cancellation is from anyone other than the lead name then the lead name must confirm the cancellation in writing or by email within 3 days of the initial call. If you need to cancel your booking within 24 hours of departure please contact the Service Centre or call the number stated on your final documentation. If verbal notification is within 5 days of departure we reserve the right to cancel the booking after 24 hours. Since we incur costs in cancelling your arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below. The cancellation charge detailed is calculated on the basis of the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges which are not refundable in the event of the person(s) to whom they apply cancelling:

Number of Days' Notice Before Departure	Cancellation charge (% of holiday price):
More than 75 days before departure	Loss of deposit only
43 - 74 days	50% of tour price
29 - 42 days	75% of tour price
15 - 28 days	90% of tour price
Day of Departure - 14 days	100% of tour price

Please note the amendment fees charged due. Please note that insurance premiums and amendments charges are not refundable in any circumstances.

Note: Certain arrangements (such as "Low Cost" flight bookings, flight upgrades, flights with restrictive ticketing deadlines and non-refundable elements of your booking) may not be amended or transferred after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements.

Where any cancellation reduces the number of full paying party members below the number which the price and/or any concessions agreed for your booking were based, we will recalculate these items and re-invoice you accordingly. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. We will deduct the cancellation charge(s) from any monies you have already paid to us.

The cancellation charges above have been calculated as a genuine pre-estimate of the losses we would incur in the event you cancelled your holiday within the stipulated time period, taking into account the charges we will incur from our suppliers (some of which will be up to 100%) and the expected cost savings and income from alternative deployment of the travel services (if possible) calculated as an average charge over a period of time.

Cancellation by You due to Unavoidable & Extraordinary Circumstances: You have the right to cancel your confirmed holiday before departure without paying a cancellation charge in the event of "unavoidable and extraordinary circumstances" occurring at your holiday destination or its immediate vicinity and significantly affecting the performance of the holiday or significantly affecting the transport arrangements to the destination. In these circumstances, we shall provide you with a full refund of the monies you have paid but will not be liable to pay you any additional compensation. Please note that your right to cancel in these circumstances will only apply where the Foreign, Commonwealth & Development Office (FCDO) has changed its advice to warn against travel to your destination or its immediate vicinity after the date of your booking. For the purposes of this clause, "unavoidable and extraordinary circumstances" means warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination.

9. If we change or cancel

As we plan your holiday arrangements many months in advance we may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time.

Changes: If we make an insignificant change to your holiday, we will make reasonable efforts to inform you or your travel agent as soon as reasonably possible if there is time before your departure but we will have no liability to you for failing to inform you or your travel agent. Examples of insignificant changes include:

- alteration of your outward/return flights by less than 12 hours
- changes to aircraft type
- change of accommodation to another of the same or higher standard
- changes of carriers

Please note that carriers such as airlines used in our advertising material may be subject to change.

Occasionally we may have to make a significant change to your confirmed arrangements. Examples of "significant changes" include the following, when made before departure:

- A change of accommodation area for the whole or a significant part of your time away, provided that the new area is more than 15 miles away from the original.
- A change of cabin accommodation to a significantly lesser grade. Where you are taking a tour, a significant change to the itinerary. i.e. when the itinerary has to be changed by more than 50% and may have to exclude an iconic highlight.
- A change of accommodation to that of a lower standard or classification for the whole or a significant part of your time away.
- A change of outward departure time or overall length of your arrangements of twelve or more hours.
- A significant change to your itinerary, missing out one or more destinations entirely.
- A change of UK airport from the one you were due to fly to or from, except where the change is between London airports (Heathrow, Gatwick, Stansted, London City or Luton) or where the new airport is within 50 miles of the original airport.

Please note: We do not classify a change of air or sea port as a significant change where coach transfers between a UK town and the relevant air/sea port are included in the holiday. A change of flight from direct to indirect is not classified as a significant change.

Cancellation: We will not cancel your travel arrangements less than 75 days before your departure date, except for reasons of force majeure or failure by you to pay the final balance.

We may cancel your holiday before this date. For example, in the case of Force Majeure, or if the numbers booked do not reach the required amount to deliver a particular travel arrangement or group experience. If we have to make a major change or cancel, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of:

a. (for significant changes) accepting the changed arrangements;

b. accepting an offer of alternative travel arrangements of equivalent value;

c. accepting an offer of alternative travel arrangements of a superior value (at no additional cost to you);

d. if available, accepting an offer of alternative travel arrangements of a lower or comparable standard from us (we will refund any price difference between the original arrangements and the alternative arrangements if the alternative arrangements are of a lower value), or

e. having a refund of all monies paid for the cancelled holiday;

You must notify us of your choice within 7 days of our offer. If we do not hear from you within 7 days, we will contact you again to request notification of your choice. If you fail to respond again within 3 days we will assume that you have chosen to accept the change or alternative booking arrangements.

Once a tour has departed, itinerary changes may be necessary as a result of unforeseen circumstances, operational concerns, or concerns for your health, safety, enjoyment or comfort. Any changes are at our discretion.

You acknowledge that you must have reasonable financial resources to cover incidental expenses during all travel with us, whether or not such expenses arise from a change of itinerary, and we are not liable for your failure to prepare adequately for travel and unforeseen circumstances which may arise during travel.

We will not be liable for any indirect and or consequential losses associated with any changes to a booking or itinerary or cancellation. Including visas, vaccinations, non-refundable flights or rail, non-refundable car parking or other fees, loss of earnings, or loss of enjoyment.

We may also cancel your holiday booking if we consider it is not suitable for you for mobility reasons or otherwise, but will endeavour to discuss this with you prior to doing so.

Compensation: If we cancel your booking or make a significant change less than 75 days before departure, in addition to a full refund of all monies paid by you, we will pay you reasonable compensation as detailed below.

Period before departure a significant change or cancellation is notified to you	Compensation payable per person (excluding infants)
More than 75 days before departure	NIL
29-74 days	£10
15-28 days	£20
8-14 days	£30
7 days or less	£40

IMPORTANT NOTE: We will not pay you compensation in the following circumstances:

- where we make an insignificant change;
- where we make a significant change or cancel your arrangements more than 75 days before departure;
- where we make a significant change and you accept those changed arrangements or you accept an offer of alternative travel arrangements;
- where we have to cancel your arrangements as a result of your failure to make full payment on time;
- where the change or cancellation by us arises out of alterations to the confirmed booking requested by you;
- where we are forced to cancel or change your arrangements due to Force Majeure (see clause 10).

If we become unable to provide a significant proportion of the arrangement that you have booked with us after you have departed, we will, if possible, make alternative arrangement for you at no extra charge and where those alternative arrangements are of a lower standard, provide you with an appropriate price reduction.

Please note: where accommodation with a higher price than the original accommodation is offered by us and accepted by you, the difference in price will be deducted from any compensation payable. In no case will we pay compensation if accommodation is offered by us and accepted by you with a higher price than that originally booked in the same location where no additional payment is made by you. If we become unable to provide a significant proportion of the services that you have booked with us after you have departed, we will make alternative arrangements for you at no extra charge and, if appropriate in all the circumstances, will pay you reasonable compensation.

Please note: should it become impossible to make alternative arrangements in the circumstances mentioned above, our legal obligation is to return you to the point of departure, where you commenced your booked arrangements with us, only. It will be your responsibility to arrange any onward transport from the point at which you commenced your booked arrangements with us and your home.

10. Force majeure

Force Majeure including where we have had to curtail your holiday except where otherwise expressly stated in these Terms, we will not be liable or pay you compensation if its contractual obligations to you are affected by "unavoidable and extraordinary circumstances" meaning any event beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, labour difficulties, interference by authorities, political disturbance, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions or changes in travel guidelines by organisations such as Foreign, Commonwealth & Development Office (FCDO), WHO (World Health Organisation (WHO), Local or national Governments guidelines or regulations which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport, closure of airports, ports or airspace or changes of schedules by airlines and all similar events outside our or the supplier(s) concerned control. If your holiday is curtailed due to (not limited to) FCDO Guidance / WHO advice / local or national Government guidance or regulations – due to but not limited to Pandemic.) the Tour Operator will, in accordance with the Package Travel and Linked Travel Arrangements Regulations 2018 and our own Terms and Conditions, provide the traveller with an appropriate refund. The refund will be based on the number of days of the holiday that was missed (based on the total cost of your holiday less the services used, for example flights that were taken, hotel nights that were used and tour days that took place).

11. Special requests

Any special requests must be advised to us at the time of booking. You should then confirm your requests in writing. Whilst every effort will be made by us to try and arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. Any special requests or requirements do not form part of these Terms or the contract between us and we are not liable for any failure to accommodate or fulfill such requests. We do not accept bookings that are conditional upon any special request being met.

12. Disabilities and Medical Problems The Equality Act 2010

We believe in trying to make our holidays as accessible to as many people as possible. You must tell us before you book of any special needs you may have as result of any disability or medical condition, whether physical or mental health and we will do all we can to accommodate you. This includes making any reasonable adjustments to the holiday itself and/or to the booking process. You may be asked to complete a medical information form (the "Medical Form") or produce a Doctors certificate/letter prior to travel. We will endeavour to respond within 5 working days of receipt of this documentation. If you wish to have this documentation returned please let us know as we only hold this information for your current holiday. This information will be treated confidentially and will only be used to check that you are likely to be sufficiently fit and able to undertake your chosen holiday, and that any special requirements are passed on to our suppliers. If you, or any member of your parties situation changes after you have booked (including where any medical condition or disability deteriorates or develops) you must let us know straight away. Travel with us may involve visiting remote or developing regions, where medical care may not be easily accessible and medical facilities may not meet the standards of those found in the UK. We and our suppliers make no representations and gives no warranties in relation to the availability or standard of medical facilities in those regions. Whilst we will endeavour to make any reasonable adjustments to the holiday itself, sometimes this may not be possible. Examples of where we may not be able to make a reasonable adjustment include:

- Providing wheelchair access ramps to overseas hotels in remote locations;
- Our staff pushing a customer in a wheelchair throughout the duration of the holiday, or other customers on the trip.
- Provision of daily personal care whether for a physical or mental health condition.
- Regrettably we are unable to accommodate motorised scooters.

Please note that personal care cannot be provided by any member of our staff

It is your responsibility to tell us before you book whether you have any special requirements, limited mobility or medical conditions either physical or mental health that might affect your ability to take part on our holidays. A reasonable level of fitness is required for all our holidays as some walking will be involved. As a general rule, you should be able to comfortably walk a mile, unaided, at a steady pace, navigating some degree of cobblestone streets or uneven paths, being on your feet for up to 3 hours. Please note some of our more strenuous tours have additional requirements and these will be outlined on the specific tour information.

If you are in doubt about the suitability of any of our holidays please just ask but, it is vital that you seek confirmation from your own Doctor to establish that you are sufficiently fit both physically and mentally, to travel and to undertake the excursions that may be required to undertake your tour. Where we can we will make any reasonable adjustments but where we cannot make such adjustments we may have to cancel your booking. It is our intention to make our holidays as accessible to as many people as we can, especially those with disabilities. We cannot do this if you don't tell us of your needs so please mention any relevant information to us before you book. In particular to establish:

a. Any special requirements for air, coach, ferry or cruise ship travel so these are passed on to our suppliers;

b. That we are aware whether your mobility may be limited and therefore whether the holiday is suitable for you or not;

c. Whether you are taking medication and might require medical attention during your holiday;

d. Whether there might be any pre-existing medical conditions, either physical or mental health, that should be disclosed to your insurer (or to the insurer recommended by ourselves) and which could result in your insurance being invalidated. We can recommend a special travel insurance policy for those with existing medical conditions and would recommend that this or a similar policy be purchased prior to travel.

It is your responsibility to check your health and fitness to travel with your own Doctor before travel and we would recommend that you seek this confirmation and send us this information. We will endeavour to assist with any special requirements that might be needed and can also advise against certain tours and excursions that might be challenging for a customer with particular medical issues. We have to rely upon your honesty about your medical condition and cannot advise you properly if we are unaware of this. Please contact our Special Services Team at customercare@travelsphere.co.uk and we can arrange to advise you of the pre-travel medical clearance that you should clarify with your doctor.

We will assume, unless you inform us otherwise, that you are in a good state of health both physically and mentally, to participate in the holiday. If you do not tell us about any disability or medical condition which may affect your holiday arrangements and any resulting special needs, and we find ourselves in the position where you are at your UK departure point or on holiday and are unable to participate fully, then we reserve the right to:

a. Organise extra assistance or make any adjustments so you can continue with the holiday and pass on the costs of doing this to you.

b. Arrange your return to the UK, or to your home address if you haven't left the UK and pass on the costs of doing this to you.

We very much hope that all our customers will be completely open, honest and upfront with us so the above situation does not occur. However, we do reserve the right to take action in the interests of your health and safety and the health and safety of our staff and other customers should we need to. We can only accept your booking upon the clear understanding that we cannot be liable if you do not inform us of such a condition and an airline or cruise line refuses to accept you as a passenger.

13. Complaints

We make every effort to ensure that your arrangements run smoothly but if you do have a problem during your holiday, you must inform your Holiday Director or the relevant supplier immediately who will endeavour to put things right. If the problem cannot be resolved and you wish to complain further, you must send formal written notice of your complaint to us at Travelsphere, Office 202, Harborough Enterprise Centre, Market Harborough, LE16 9HW or by e-mail to **customer.care@travelsphere.co.uk** within 28 days of the end of your stay, giving your booking reference and all other relevant information. Any complaints made via our Customer Service Questionnaire will not be responded to unless they have been made formally as outlined above. Please keep your letter / email concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. Failure to follow the procedure set out in this clause may affect ours and the applicable supplier's ability to investigate your complaint, and this may affect your rights under this contract. Please note that we offer an Alternative Dispute Resolution service through our ABTA membership. Please see clause 14 for further details. You can also access the European Commission Online Dispute (ODR) Resolution platform at http://ec.europa. eu/consumers/odr/. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

14. ABTA

We are a Member of ABTA, membership number Y6412. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

15. Our responsibilities

We will accept responsibility for the arrangements we agreed to provide or arrange for you as an 'organiser' under the Package Travel and Linked Travel Arrangements Regulations 2018, as set out below and as such, we are responsible for the proper provision of all travel services included in your package, as set out in your confirmation invoice. Subject to these Booking Conditions, if we or our suppliers negligently perform or arrange those services and we do not remedy or resolve your complaint within a reasonable period of time, we will pay you reasonable compensation. The level of such compensation will be calculated taking into consideration all relevant factors such as but not limited to: following the complaints procedure as described in these conditions and the extent to which we or our employees' or suppliers' negligence affected the overall enjoyment of your holiday. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:

a. the acts and/or omissions of the person affected; or

b. the acts and/or omissions of a third party unconnected with the provision of the services contracted for and which were unavoidable and extraordinary; or

c. Force Majeure

We limit the amount of compensation we may have to pay you if we are found liable under this clause as follows:

(a) loss of and/or damage to any luggage or personal possessions and money: the maximum amount we will have to pay you in respect of these claims is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are required to have adequate insurance in place to cover any losses of this kind.

(b) Claims not falling under (a) above and which don't involve injury, illness or death: the maximum amount we will have to pay you in respect of these claims is up to three times the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from your booking.

(c) Claims in respect of international travel by air, sea and rail, or any stay in a hotel:

a. The extent of our liability will in all cases be limited as if it's a carrier under the appropriate Conventions, which include The Warsaw/Montreal Convention (international travel by air); The Athens Convention (with respect to sea travel); The Berne/Cotif Convention (with respect to rail travel) and The Paris Convention (with respect to hotel arrangements). You can ask for copies of these Conventions from us. In addition, you agree that the operating carrier or transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of the terms and conditions contained in those 'Conditions of Carriage' form part of your contract with us, as well as with the transport company and that those 'Conditions of Carriage' shall be deemed to be included by reference into this contract.

b. In any circumstances in which a carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier.

c. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

It is a condition of our acceptance of liability under this clause that you notify any claim to us and our supplier(s) strictly in accordance with the complaints procedure set out in these Terms.

Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to us or our insurers any rights they may have to pursue any third party and must provide us and our insurers with all assistance they may reasonably require.

Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description:

a. which on the basis of the information given to us by you concerning your booking prior to us accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or

b. relate to any business.

We will not accept responsibility for services or facilities which do not form part of its agreement or where they are not advertised in our brochure or on our website. For example any excursion you book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you.

Where it is impossible for you to return to your departure point as per the agreed return date of your package, due to "unavoidable and extraordinary circumstances", we shall provide you with any necessary accommodation (where possible, of a comparable standard) for a period not exceeding three nights per person. Departure point will be the location where you commenced your first travel arrangement booked through Travelsphere as listed on your booking confirmation. For the purposes of this clause, "unavoidable and extraordinary circumstances" mean warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely back to your departure point.

16. Your behaviour & acceptance of reasonable risks

You acknowledge that travel and the products and services offered by us may involve risk to your health and safety. By travelling with us you acknowledge that you have considered any potential risks to health and safety. To the extent permitted by law, you hereby assume responsibility for all such risk and release us from all claims and causes of action arising from any losses, damages or injuries or death resulting from risks inherent in travel, including visiting foreign destinations, and participating in adventurous activities such as those included in Tour itineraries or otherwise offered by us. You acknowledge that the degree and nature of personal risk involved depends on the products or services booked and the location(s) in which a product or service operates. There may be an increased degree of risk participating in physical activities, travel to remote locations, carriage by watercraft, or other high-risk activities, or travel to countries with developing infrastructure.

You agree that we are not responsible for providing information or guidance with respect of local customs, weather conditions, physical challenges or laws in effect in any locations where a Tour, product or service is operated. You acknowledge you have considered the potential risks, dangers and challenges and your own personal capabilities and needs, and you expressly assume the risks associated with travel under such conditions. You must at all times strictly comply with all applicable laws and regulations of all countries and regions. Should you fail to comply with the above, or commit any illegal act when on tour or, in our opinion (acting reasonably) from the time of booking to returning from your trip your behaviour is causing or is likely to cause danger, distress, or material annoyance to others including our staff, suppliers and any other customers, we may terminate your travel arrangements or any product or service immediately at your expense and without any liability on our part. You will not be entitled to any refund for unused or missed services or costs incurred as a result of termination of our travel arrangements, including, without limitation, return travel, accommodations, meals, and incidentals.

You are responsible for any costs (including repair, replacement and cleaning fees) incurred by us or our suppliers for property damage, destruction or theft caused by you while on a tour. You agree to immediately report any pre-existing damage to one of our representatives or staff of the accommodation, transportation service, or facility as soon as possible upon discovery. You agree to take all prudent measures in relation to your own safety while on tour including, but not limited to, the proper use of safety devices (including seatbelts, harnesses, floatation devices and helmets) and obeying all posted signs and oral or written warnings regarding health and safety. Neither we nor our third party suppliers are liable for loss or damages caused by your failure to comply with safety instructions or warnings.

17. Excursions and local activities

Included Excursions: For all excursions that form part of the advertised arrangements that you have booked, your contract for the excursion will be with ourselves and we will take responsibility for that excursion in accordance with the remainder of these Booking Terms and Conditions.

Optional Excursions: Aside from included excursions, optional excursions and activities may be available for you to purchase either before you depart the UK or during your holiday. Occasionally, these are offered for sale by our holiday advisors in the UK or our Holiday Directors or representatives overseas. However, we have no involvement in any such excursions or activities which are not run, supervised or controlled in any way by us. Full responsibility for providing and operating the excursion or activity rests with the local operator/provider. Optional excursions or other activities that you may choose to book or pay for whilst you are taking part in your trip are not part of your contracted arrangements with us. Where you make a booking of an optional excursion via us or our Holiday Director, we act solely as a booking agent for the local operator/provider of all such optional excursions and activities with whom you will have a contract. The local operator's terms and conditions will apply. We are not responsible for the provision of any optional excursions or activities or for anything that happens during the course of its provision by the local operator. We cannot accept any liability on any basis in relation to any optional excursions or activities which do not form part of your contracted arrangements with us. We do not however exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.

A minimum number of people are needed for an optional excursion to operate. If that number is not achieved, the local operator may have to cancel it.

If this happens, you will be offered a full refund of the money that you have paid. If the local operator has to cancel, the refund will be processed by our head office in the UK, to the payee, within 14 working days of your return date to the UK, on behalf of the local operator.

If you want to cancel an optional excursion that you have booked, we on behalf of the local operator, are unable to refund the cost of the excursion once it has been paid for. Our Holiday Directors are happy to suggest local places of interest to you. However, these are suggestions only and are not recommendations or endorsements and no liability is accepted for any issues that may arise.

18. Financial Security

We provide financial security for flight inclusive Packages and ATOL protected flights. This is a legal requirement of our ATOL license and is monitored regularly by ATOL. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. For further information, visit the ATOL website at www.atol.org.uk.

The price of our flight inclusive arrangements includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. ATOL protection extends primarily to customers who book and pay in the United Kingdom or the first leg of any flight or flights we arrange for you commences in the UK.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL Scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL

your Travel Requirements can be accessed via travelsphere.co.uk/sherpa

Requirements do change, and you must check the up to date position in good time before departure so that you have the correct documentation and are adequately vaccinated. Information on health is available from your GP surgery and from the National Travel Health Network and Centre www.travelhealthpro.org.uk

Most countries now require passports to be valid for at least 6 months after your return date.

When travelling to the EU, the UK Government recommends that you have 6 months left on your passport on the date of your arrival to an EU country. If your passport is in its final year, you should check with the Embassy of the country you are visiting. You should also check when your passport was renewed. If you renewed a 10 year adult passport before it expired, extra months may have been added to your passport's expiry date. These extra months over 10 years will not count towards the 6 months that must be remaining.

The UK Government has published a web site tool to check the validity of your passport under these rules. Please go to https://www.gov.uk/check-a-passport-travel-europe. For further information contact the Passport Office on 0300 222 0000 or visit https://www.gov.uk/browse/abroad/passports. The European Health Insurance Card (EHIC) or the Global Health Insurance Card allows you to access state medical care when they are travelling in another EU Country. Requirements do change and you must check the up to date position in good time before departure so that you have the correct documentation and are adequately vaccinated. Information on health is available from your GP surgery and from the National Travel Health Network and Centre www.travelhealthpro.org.uk

We do not wish to mar the prospective enjoyment of your holiday. It is your responsibility to ensure you are aware of up to date travel information and advice for your chosen destination; please review the Foreign Office web site for detailed information www.gov.uk/foreign-travel-advice. Up to date travel advice can also be obtained from the Foreign and Commonwealth Office, visit www.gov.uk/travelaware.

Non British passport holders, including other EU nationals, should obtain up-to-date advice on passport and visa requirements from the Embassy, High Commission or Consulate of your destination or country(ies) through which you are travelling.

We do not accept any responsibility if you cannot travel or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities.

20. Cruises

River and Ocean Cruise vessels enforce the highest standards of cleaning and sanitation in order to prevent the spread of viruses and illness. If you experience any gastrointestinal symptoms whilst on board, you may be confined to your cabin until your symptoms are clear. This action is to protect all passengers on board and contain the spread of any virus.

In most cases, prior to boarding, you will be asked by the cruise operator/carrier to complete a medical form confirming you are not ill or have not been ill prior to boarding the vessel. You must answer these questions truthfully. If you have experienced any gastrointestinal symptoms prior to boarding your vessel, we on behalf of the cruise operator/carrier reserve the right to ask passengers to produce medical evidence of fitness to travel this may include the submission of any required medical certificates. In the interests of passenger safety we reserve the right to refuse boarding at our discretion. In such circumstances passengers will not be entitled to claim compensation or a refund.

In some ports, it may be necessary for the river or cruise vessel to anchor offshore rather than alongside. When this is the case, the cruise line will use a tender to take passengers ashore. A tender is a small vessel and may not be suitable for persons with disabilities or reduced mobility or balance problems. It is important that passengers are able to use the tender safely. Passengers may be required to descend to a platform or pontoon and into the tender and passengers may need to navigate a gap between the platform and the tender. Depending on weather, tide and sea conditions, there may be some movement and passengers must be fit and mobile enough to access and disembark the tender.

If passengers have impaired mobility, or use a mobility aid such as a stick, then they must carefully consider their ability to embark the tender safely. Wheelchairs and mobility equipment will not be carried by the crew or Holiday Director and all passengers must be independently mobile enough to use the tenders. Ultimately, carriage by tender may be refused by the Captain of the river or cruise vessel or any of his officers if there is any doubt as to the safety of any passengers.

21. Conditions of suppliers

Many of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions which will form part of your contract with us. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

22. Assistance in resort

If, whilst you are on holiday, you find yourself in difficulty for any reason, we will offer you such assistance as is appropriate in the circumstances. In particular, we will provide you with appropriate information on health services, local authorities and consular assistance, and assistance with distance communications and finding alternative travel arrangements. Where you require assistance which is not owing to any failure by us, our employees or sub-contractors, we will not be liable for the costs of any alternative travel arrangements or other such assistance you require. Any supplier, airline or other transport supplier may however pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them. Subject to the other terms of these Booking Conditions, we will not be liable for any costs, fees or charges you incur in the above circumstances, if you fail to obtain our prior authorisation before making your own travel arrangements. Furthermore, we reserve the right to charge you a fee for its assistance in the event that the difficulty is caused intentionally by you or a member of your party, or otherwise through your or your party's negligence.

23. Delays, missed transport arrangements and other travel information

If you miss your flight or other transport arrangement, it is cancelled or you are subject to a delay of over 3 hours for any reason, you must contact us and the airline or other transport supplier concerned immediately. Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights with a European airline or flights operating from a European airport.

Full details of these rights will be publicised at EU airports and will also be available from airlines. If the airline does not comply with these rules you should complain to the Civil Aviation Authority at www.caa.co.uk/passengers. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. If your holiday arrangements include a flight and, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. A delay or cancellation to your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight inclusive holiday.

We cannot accept liability for any delay which is due to any of the reasons set out in clause 10 of these Booking Conditions (which includes the behaviour of any passenger(s) on any flight who, for example, fails to check in or board on time).

The carrier(s), flight timings and types of aircraft shown in this brochure or on our website and detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. We shall inform you of the identity of the actual carrier(s) as soon as we become aware of it. The latest flight timings will be shown on your final documentation which will be despatched to you approximately two weeks before departure. You should check your tickets very carefully immediately on receipt to ensure you have the correct flight times. If flight times change after tickets have been dispatched we will contact you as soon as we can to let you know.

Please note the existence of a "Community list" (available for inspection at https://ec.europa.eu/transport/modes/air/safety/air-ban_en) detailing air carriers that are subject to an operating ban with the EU Community.

Our advertising material is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements.

24. Advance Passenger Information

A number of Governments are introducing new requirements for air carriers to provide personal information about all travellers on their aircraft to the Authorities before the aircraft leaves the UK. The data will be collected either at the airport when you check in or in some circumstances when, or after you make your booking. Accordingly, you are advised to allow extra time to check in for your flight. Where we collect this data, we will treat it in accordance with our privacy policy.

25. Foreign Office advice

You are responsible for making yourself aware of Foreign Office advice in regard to the safety of the countries and areas in which you will be travelling and to make your decisions accordingly. As the advice can change we recommend that you keep up to date and check the situation closer to your departure date at https://www.gov.uk/foreign-travel-advice. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure (see clause 10).

26. Baggage

You are responsible for the carriage and care of your luggage throughout your holiday except for such times as it may be in the hands of the airline; herein such circumstances the airline specific terms and conditions relating to the carriage of luggage apply, or when porterage at a hotel or on arrival and departure is included. Please ensure that your luggage is loaded on to all transport and be careful to take the correct luggage with you when you leave any mode of transport.

27. Marketing and images

You acknowledge and agree that, while participating in any tour, images, photos or videos may be taken by other participants, us or our representatives that may contain or feature you (the "Visual Content"). You consent to any such pictures being taken and grant a perpetual, royalty-free worldwide, irrevocable license to us, our contractors, sub-contractors and assigns, to reproduce the Visual Content for any purpose whatsoever (including marketing, promotions and the creation of promotional materials by or with sub-licensees), in any medium whatsoever, whether currently known or hereinafter devised, without any further obligation or compensation payable to you.

28. Severability

If any provision of these Booking Conditions is so broad as to be unenforceable, such provision will be interpreted to be only so broad as is enforceable. The invalidity or unenforceability of any provision hereof will in no way affect the validity or enforceability of any other provision.

29. Amendments

We reserve the right to update or alter these Booking Conditions at any time, and will post up to date Booking Conditions on the our website https://www.travelsphere.co.uk/information/booking-conditions/. The Booking Conditions that were in place on the date your booking was confirmed will apply to your holiday. We recommend that you refer to the Booking Conditions applicable to your booking prior to travel to familiarise yourself.

30. Privacy Policy

We must collect your personal information to deliver your booked arrangements and any products or services booked. We collect, use and disclose only that information reasonably required to enable us and our third party suppliers to provide your booked arrangements, products and/or services that you have requested as described in our Privacy Policy, which can be accessed any time at https://www.travelsphere.co.uk/information/privacy-policy/ and is expressly incorporated into these Booking Terms and Conditions.

By submitting any personal information to us, you indicate your acceptance of our Privacy Policy.

BOOKING IS EASY

You can request a brochure, check availability and book online 24 hours a day/7 days a week at www.travelsphere.co.uk. Booking one of our holidays is easy on line.

If you prefer to speak to someone to make your booking you can call us on 01858 415 055. Please see our website for our opening hours. Calls may be recorded to ensure a high level of customer service.

When you are ready to book please have the following information to hand:

- ✔ Holiday reference as shown on the holiday page
- ✔ Preferred departure date
- ✔ Full names of all those travelling as stated on their passport
- ✔ How many rooms and type
- ✔ Holiday insurance requirements
- ✔ Credit or debit card details for deposit payment

You will be given a booking reference, please quote this whenever you contact us. If you book by telephone you will be asked for your email address so that we can send you details of all the relevant documentation for your booking; which will include: your confirmation invoice, holiday information, final travel documents and a health questionnaire.

DEPOSIT & PAYMENT

Each booking must be accompanied by the appropriate deposit payment. In most cases we will charge the following deposit per person but the actual amount will be made clear at the point of booking:

UK HOLIDAYS - £150 PER PERSON
EUROPEAN HOLIDAYS - £200 PER PERSON
WORLDWIDE HOLIDAYS - £400 PER PERSON
OCEAN CRUISES - £400 PER PERSON

On some holidays we may charge a slightly higher deposit, to cover any costs we have to pay immediately to secure your booking with our suppliers. This will be made clear at the time of booking.

You can use your debit or credit card to confirm your booking instantly.

All major credit cards are accepted and there is no charge for paying by debit/credit card, by cheque or bank transfer.

CONFIRMATION

A confirmation invoice will be available to you shortly after your booking is confirmed. An email will be sent to you with details on how to access your Confirmation Invoice. Please read it carefully and let us know immediately if there are any errors. The balance must be paid no later than 12 weeks before departure. The payment deadline will be clearly marked on your confirmation invoice along with details of how to pay online at www.travelsphere.co.uk/payments

FINAL TRAVEL DOCUMENTS

Your Final Travel Documents will be emailed to you approx 2 weeks before you are scheduled to travel. Your documentation will be available for your to access through the Manage my Booking section of the website. You just need to Log-in or register to access it.

FEEDBACK

If you have any feedback after your holiday please contact us at: feedback@travelsphere.co.uk We endeavour to respond to all emails within five working days.

PLANTERRA DONATIONS

At Travelsphere we believe it is our responsibility to give back to the communities we travel to. Customers can make a voluntary donation of £5.00 per passenger travelling. 100% of this donation will be passed to Planeterra. This donation will be added at time of booking. All donations will be matched by Travelsphere up to the value of £5.00 per passenger.

This can be removed until 14 days before departure, by request and you can let us know via enquries@travelsphere.co.uk. Requests to remove or change donations will be refunded until this time. Requests to change or remove donations after this time cannot be made. Minimum donation is £5.00 per booking. The donation value can be increased, please ask at time of booking or let us know via enquries@travelsphere.co.uk.

If you cancel a booking, or your booking is cancelled by us, then your total donation will be refunded to you. If you would like to continue with your donation, rather than receiving a refund please do let us know at time of cancellation. Otherwise, it will be refunded to you.

Planeterra is a registered nonprofit in Canada and a Charity in the US, however, they are not registered in the UK and therefore Gift Aid does not apply in this instance.