

U3A Oliva Travel and Events Terms and Conditions

It is important that all members read and understand these Terms and Conditions before booking a Trip or Event

Travellers must indicate on the booking form they have read and agreed.

A. Trips and Events where no Deposit is required

For Trips and Events not requiring a deposit, travellers will be required to pay the full cost of the trip/event following booking, by Paypal, Credit/Debit card, Bank Transfer or at the Sabadell Bank in Oliva. Details of final payment date for Bank payments will be given on the registration form.

Under no circumstances will refunds be allowed once registration has been completed, unless it falls into either (a) or (b) clauses below.

(a) Should a traveller wish to cancel their booking, this will only be accepted if the Registrant/s find suitable replacement/s and the replacement pays for the trip in full following consultation with the Travel Co-ordinator. The booking in the original registrants name will then be cancelled and a refund given. If there are members on the waiting list for the same Trip the Travel co-ordinator can contact these on behalf of the member who is wishing to cancel.

(b) Refunds may be possible where there are serious medical reasons, following consultation and agreement with the Travel Co-ordinator, In any other circumstances cancellations will not be accepted following booking.

B. Trips and Events Requiring a Deposit

Trips of more than one day duration ,where a deposit is required in order to reserve hotel rooms etc. the deposit amount will be indicated on the booking form for the Trip. This deposit must be paid immediately following registration, by PayPal, Credit/Debit card or Bank Transfer, plus it can be paid at the Sabadell Bank within working 3 days following registration.

Should the number of people registered be insufficient to make the trip viable the deposit will be returned in full by the U3A Oliva Treasurer through the U3A Travel Bank Account

Coaches and Hotel rooms are reserved, based on the number of people who register and pay their deposit

Therefore: cancellations can not be accepted from members or guests following registration as deposits are used for Hotel reservations etc. should a registrant insist on a cancellation their deposit will be forfeited.

However if a replacement/s is found (either by the original registrant or from the reserve list held by the Travel Co-ordinator) and pays their deposit following consultation with the Travel Co-ordinator, the original registrant/s deposit will be returned by the U3A Treasurer through the Bank.

Only in exceptional medical circumstances will a cancellation be accepted without a replacement being found and only after consultation with the Travel Co-ordinator for his/her agreement. In these circumstances a Refund will be given less any expenses.

If the U3A cancels a Trip or Event due to insufficient interest a refund will be made.

If a Trip or Event is abandoned due to unforeseen circumstances e.g. fire etc. U3A will refund only monies remaining after unavoidable costs (e.g. hotel cancellation fees if

applicable and/or coach cancellation fees) have been met.

C. If your payment is not received by the payment deadline, Oliva U3A reserve the right to cancel your registration.

D. Hotel Accommodation

Every effort possible is made to ensure that the Hotel location, accommodation and catering (if provided) is of a standard that can be reasonably expected for the price paid. On the rare occasion that the Hotel does not meet this standard, the traveller must inform the Trip Leader who will assist in assessing the problem along with the Hotel Management.

E. Identification Requirements.

Any trips which include an overnight stay in a hotel, all travellers must carry personal identification with them. e.g. Passport, Identity Card etc. This is a Legal requirement.

Please note that a Residencia Certificate is not an acceptable form of identification.

F. Medical Emergencies

On every Trip or Event away from Oliva all travellers should carry their SIP Card and European Health Insurance Card (EHIC). Travellers who are not normally resident in Spain should carry their medical insurance documentation from their home countries.

Please note :

All travellers should ensure that they have appropriate personal insurance cover for all Trips and Events. U3A Oliva cannot accept responsibility for any loss or injury however caused.

It is therefore essential that all travellers ensure that their Travel Insurance includes the ability to action such a claim.

G. Guests

Guests are welcome on our U3A Oliva Travel and Events but only following the initial two week members booking period and providing spaces are available following this period. However should any guest wish to attend more than two Trips or Events then he/she will be required to become a fully paid up member of U3A Oliva.

It is the responsibility of the member who invites a guests to ensure that any guest is in compliance with this requirement.

H. Important

No member of the U3A Oliva Committee or the Travel Team, will accept any responsibility for or make Payments in pursuant of a claim for compensation.

Plus they will not accept responsibility for any Errors and Omissions of a traveller/member.

All Members and Guests taking part do so at their own risk, and are responsible for their own insurances. Those organising Trips and Events are not travel professionals but unpaid volunteers. Our Trips and Events are generally very successful, however no claims for compensation of any kind will be entertained if things go wrong.

Amended 10th day of December 2015.