

Travel Counsellors Limited – Business Travel Booking Terms and Conditions

Travel Counsellors Ltd acts as agent to the suppliers (eg. the accommodation providers, the airlines, the car hire companies, the tour operators) with whom you book. Consequently each supplier's terms and conditions will apply to your booking and copies are available upon request.

Please note that in ALL cases the lead name on the reservation must be 18 years or over at the time of booking. The lead name will be in contract with the supplier and will be responsible for the information provided to the agent for all members of the party this includes the correct spelling of names, title, age, passport and visa information and ensuring that all party members travel with full valid travel insurance. All travel products featured on this website are subject to availability.

Insurance

Each passenger should travel with adequate insurance cover. Such insurance will ensure that you are covered against unforeseen cancellation charges, medical costs incurred whilst away from home (subject to approval), personal liability claims, loss of money etc.

Travel Counsellors Ltd can, as agent, offer you very competitive travel insurance premiums. A quote can be given at the time of booking and full policy wordings and cover details can be obtained from your Travel Counsellor. Please make your Travel Counsellor aware of any pre-existing medical conditions of all party members at the time of your quotation, existing medical conditions and fitness to travel must be declared at the time of quotation and purchase otherwise the policy could be rendered null and void.

We recommend that insurance is purchased at the time of booking to insure against possible cancellation costs.

Passports & Visas

All passengers should be in possession of a valid 10 year passport which must have at least six months validity beyond the return travel date.

You will be required to inform Travel Counsellors at the time of your enquiry of your nationality as shown on your passport in order for us to source the correct visa information for you.

Please ensure when making a late booking that you have enough time to obtain replacement passports and any necessary visas if required. It is your responsibility to ensure you have the correct passport and visa documentation in good time. Neither we nor the suppliers used to provide your travel arrangements will accept any responsibility if you are unable to travel because you have failed to comply with any passport, visa or immigration requirements.

Medical advice and inoculations

Please seek your doctor's advice for specific information relating to your journey.

Prices

All prices are subject to availability and final confirmation from the supplier. Further information on each supplier's pricing policy can be found in their booking conditions.

Credit Card Charges

Travel Counsellors Ltd will not charge for payments made by debit cards. An additional 1 ½% credit card charge will be added to payments made by Mastercard or Visa and 2% will be applied to payments made by American Express.

Flight Timings and Holiday Amendments

All flight timings are provisional and subject to change. However you will be advised in advance of any major change as per your supplier's booking conditions. On occasions your supplier may find it necessary to alter your holiday, be it a change of accommodation, service or date. In the event of a change your supplier will have clear guidelines set out in their booking conditions.

Cancellations

Should you find it necessary to cancel or amend your holiday, please contact your Travel Counsellor immediately, we will require written confirmation of the cancellation/amendment by the lead name on the booking by return.

Cancellation/amendment charges will apply, these charges will increase the nearer to departure the cancellation/amendment is made and can be as high as 100%. The scale of cancellation/amendment charges to be applied will be outlined in your supplier's booking conditions. The charges will be confirmed to you on receipt of your written instruction to cancel or amend your holiday.

Recorded Calls

Please note that calls may be recorded for training and security purposes.

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