



NEWMARKET BATTLEFIELD TOURS BOOKING TERMS & CONDITIONS

1. Battlefield Tour Contract

At the time of requesting a booking to be made on your behalf you must complete and sign a booking form agreeing to accept the terms and conditions and pay a deposit. The person making the booking accepts full responsibility for paying for all persons named on the booking form. Your booking is binding on receipt of the booking form (received either via email or post). Newmarket Battlefield Tours reserves the right not to continue with any booking at any time.

2. Quotations

Quotations are given based on information available at the time of request e.g., prices for ferries, accommodation, or museum entry. Quotations are valid for up to four weeks of request.

3. Booking Forms

You must supply correct data on the booking form and any inaccuracies are your responsibility, and later amendments which incur charges from suppliers will be passed onto you. This is especially relevant when making name changes to flights at short notice or updates to Passport or Visa information.

4. Deposits and Payment

RAF Pathfinder Force small group battlefield tour bookings must be accompanied by a deposit of £20 per person travelling.

Small group battlefield tour holiday bookings must be accompanied by a deposit of £100 per person travelling. A larger deposit will be needed on tours requiring flights, and you will be notified of this. Payment of the outstanding balance is due without notice 60 days before departure. The outstanding balance is payable in full at the time of booking if the booking is made within 28 days of departure.

If the final balance is not made by the due date, Newmarket Battlefield Tours reserves the right to treat your booking as cancelled and you could be liable to pay interest on the outstanding balance and cancellation charges as per our cancellation scales set out below.

A deposit and monthly payment scheme are available upon request.

Please note all deposits are non-refundable

4. Price Changes

Prices set out at the time of booking are subject to variation due to matters outside of our control. Newmarket Battlefield Tours will do all it can to avoid passing any increases onto you.

5. Changing a Booking

If you need to alter any of the travel arrangements specified on your booking form after paying the deposit or full amount, we will do all we can to accommodate your needs. An alteration fee of £30 per person will be charged to cover administration fees.

6. Cancellations

If you wish to cancel your tour after your booking has been confirmed, you must inform the company in writing as soon as possible. The date of cancellation will be treated as the date it is received in writing. Newmarket Battlefield Tours reserves the right to charge you a cancellation fee based on the following scales:

Notice Period / Cancellation Fee

0-14 days / 100%

15-30 days / 80%

31-59 days+ / 50%

60 days+ / loss of deposit only



No refunds for cancellations made on or after departure date will be given. You may be able to claim under your travel insurance and should apply to them direct.

7. Insurance

It is a condition of all bookings with the company that adequate personal travel holiday insurance cover is taken out by all clients and proof of cover will be required by Newmarket Battlefield Tours. A UK Global Health Insurance Card (GHIC) or UK European Health Insurance Card (EHIC) should also be carried, although these cards do not replace travel insurance.

8. Your Responsibilities

It is your responsibility to ensure that you meet all specific Visa & Passport requirements for any country you travel to while on a Newmarket Battlefield Tours tour. We accept no responsibility if you or a member of your party are delayed or cannot travel because you have not followed any such Passport or Visa requirements. We are not liable for any cost incurred by not meeting these requirements. The lead person named on the booking form is responsible for the behavior of everyone in their party. Tour staff, and other travelers, have a right to travel without fear of being physically or verbally abused and Newmarket Battlefield Tours operates a zero-tolerance approach. We reserve the right to remove any person from the tour at any stage if their behavior is disruptive, dangerous, or annoying to other travelers or staff. No refund or payment of any costs incurred will be made under these circumstances. You will be billed for the repair or replacement of maliciously damaged items.

9. Your Battlefield Tour

We will arrange the various aspects of your tour as confirmed to you. Included items will be as per our website or as included in our quotes to you. Unless otherwise stated, this will include return travel from agreed departure points, hotels on a bed and breakfast basis, and scheduled museum or excursion entry fees.

10. Change to the Battlefield Tour

It is unlikely that we will change tour details but sometimes changes are unavoidable. Minor changes within the itinerary may be made at our discretion for administrative reasons or in the interest of other passengers. If the change is major (e.g., involves a delay in departure of more than 24 hours or a change to a lesser standard hotel) you will have the choice of the following:

- A. Accepting the revised arrangements with adjustments to your tour costs.
- B. Cancelling with a partial refund.

Force majeure. This includes war, riots, terrorist activity, industrial action, fire, adverse weather conditions, pandemics, changes to Covid restrictions, and technical problems with transport. This means we will not pay any compensation if we cancel or change your tour due to unforeseen unusual circumstances beyond our control, and which could not have been avoided.

11. Travel Timings

Channel crossings and other travel timings are given as a guide only and are subject to change by the carrier's procedures, often at the last minute. Newmarket Battlefield Tours are not liable for any such changes or costs incurred.

12. Conditions of Carriage

When you travel by air, rail, sea, car or coach, the carrier's Conditions of Carriage apply.

13. Health and Safety

You must abide by health and safety regulations and guidance during your tour. Each person has a responsibility for the health and safety and wellbeing of fellow travelers and staff on the tour.



14. Complaints

In case of complaint about the services of a third-party provider, travelers should speak to the Tour Manager/Guide, in the first instance. In case of complaint about the Newmarket Battlefield Tours' services, travelers should try to seek resolution at the time by speaking to the Tour Manager/Guide. If this does not provide a satisfactory remedy, complaints should be sent in writing within seven days of the termination of the tour. Newmarket Battlefield Tours will acknowledge all complaints within seven days of receipt and will normally reply in full within 28 days.

15. Law

The contract between Newmarket Battlefield Tours and the client incorporating the booking, confirmation and travel will be governed by English Law and both parties submit to the authority of the English Courts.

Newmarket Battlefield Tours December 2023

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