



Terms & Conditions

These terms and conditions of business relate to the travel agency services provided to you by Grey Falcon Travels LTD ("us", "we") and your use of this website (the "travel site"). The travel site consists of computing and information services and software, information and other content provided by Grey Falcon Travels LTD. Third parties also provide information, software and other content which may be accessed via Grey Falcon Travels LTD.

When you instruct us to process your booking we will arrange contracts on your behalf with travel service providers such

as hotels, DMC's (Destination Management companies), tour operators, wholesale hotel suppliers ("Travel Service Provider/s"). Your booking via Grey Falcon Travels will be subject to both these terms and conditions of business and the specific terms and conditions of the Travel Service Provider/s. It is therefore important that you read and understand these terms and conditions and also those of the Travel Service Provider, which will set out your rights should something go wrong (e.g. a cancellation of or alteration to your booking). When you complete your booking with us, you agree to accept and be bound by our and the relevant Travel Service Providers terms and conditions of business.

Summary of our charges and fees:

These terms and conditions of business confirm the charges and fees which we will charge for our services to you in addition to cancellation & amendment charges levied in accordance with the Travel Service Providers' terms and conditions of business regardless of the value of service cancelled.

A summary of our fees and charges as referred to in these terms and conditions is as follows :

Rebooking/amendment fee for each booking – up to £20.00 per person

Cancellation fee for each booking – up to £40.00 per person

1. Warranty

1.1 Since we are an offline agency, all rates

will be quoted In writing via Whatsapp message or email. However, errors may occur and information may be updated as you make your booking. If we discover an error in the price of your order (hotel accomodation), we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you, we will treat the order as cancelled. If you have already paid for your order and don't accept alternative price / option and would like to cancel, you will receive a full refund.

1.2 This site contains references and links to other sites and materials on the Internet. Grey Falcon Travels Ltd makes no warranties with regard to the information, software or other content to which it refers.

1.3 Use of this site is at your sole risk. Grey Falcon Travels nor any of its information providers, licensors, employees or agents warrants that the services provided by Grey Falcon Travels will be uninterrupted or error free; nor does Grey Falcon Travels Ltd or any of its information providers, licensors, employees or agents make any warranty as to the results to be obtained from use of these services. The services are distributed on an "as is" basis without warranties of any kind, either expressed or implied, including but not limited to warranties of title or implied warranties of merchantability or fitness for a particular purpose, other than those warranties which are implied by and incapable of exclusion, restriction, or modification under applicable laws.

2. Our Agreement with You

2.1 These terms and conditions form the basis of your contract with Grey Falcon Travels LTD.

2.2 When you confirm a booking you acknowledge your understanding and acceptance of our terms and conditions on behalf of everyone in your group.

2.3 Please note Grey Falcon Travels LTD acts only as an agent between you and our suppliers (Travel Service Providers) and where a Travel Service Provider's services form part of your booking, the Travel Service Provider's standard terms and conditions will also apply in addition to these terms & conditions.

2.4 Please check that all names, dates and booking details are correct upon receipt of

your booking confirmation/s. Unless we have made an administrative error, cancellation charges and additional Booking Fees will apply to alterations to your booking/s. It is therefore important that all names and other details provided by you at the time of booking are accurate and agreed by all members of your party.

3. Special Requests

In the event that we make a request on your behalf, for example relating to meals, room requests etc; we will communicate that request to the Travel Service Provider. A request cannot be guaranteed and therefore we cannot be held responsible if your request is not agreed by the Travel Service Provider.

4. Payments

4.1 All hotel bookings confirmed with Grey Falcon Travels are processed through either our Business bank account or through card payment with our merchant account. Hotel vouchers and invoices are issued by Grey Falcon Travels.

4.2 With regards to bookings made within 5 days of hotel check in, card payments through our merchant will be accepted, where you will be sent a secure link with the agreed rate, that will allow you to process payment via debit/credit card. Such reservations will be treated as Non-refundable, and no refunds will be made if travel plans are to change.

4.3 Hotel check ins that are beyond the 5 day period can only be settled with a bank transfer to our business bank account.

4.4 We do not accept deposits to confirm your hotel booking and full payment is required at the time of booking. If you have any query regarding your payment please contact us on the contact number on the website or via email.

4.5 It is your responsibility to ensure that payment in full is made for hotel reservations prior to receiving your hotel accommodation voucher. Grey Falcon Travels accepts no liability or responsibility for any costs or losses arising from cancellation, delay or itinerary amendment resulting from a failure to make payment in full as required by these terms and conditions of business or those of Travel Service Providers.

4.6 Please note when you make payment

at the time of your booking/s this does not mean that your booking/s is/are confirmed. We will provide confirmation of your booking/s once we have confirmed your booking with the Travel Service Provider/s. If you make payment and the Travel Service Provider is unable to confirm your booking to us, then you will of course receive a full refund. Please note that refunds in these circumstances will only apply to the unconfirmed booking and you will remain committed to any other bookings made at the same time and will be bound by the Travel Service Provider's cancellation policy. It is therefore important that you understand the terms and conditions of all Travel Service Providers before making payment to us upon booking.

5. Delivery of Documents

All documents relating to your booking will be sent to you by email or by post. We shall not be responsible for the loss of your documents unless such loss is caused by our negligence. If as a result of loss in the post, documents must be reissued, any additional fees or charges must be paid by you. You may wish to instruct us to deliver your documents securely by royal mail special delivery which is subject to additional postal charges.

6. Cancellation by You

6.1 If you need to cancel a hotel booking you must contact us in writing. To cover the cost of administration and cancellation charges imposed by hotel suppliers and in consideration of the possibility that we will

not be able to resell the hotel accommodation booking, we will apply a cancellation charge. This charge can be later claimed through your travel insurance, (if any).

6.2 Please note some hotel bookings are non-refundable before/after travel dates; Cancellation charges vary depending on the hotel booked and will be clearly stated at the time of booking. A cancellation charge of £40.00 per passenger will be applied by us in addition to any cancellation charges levied in accordance with the Travel Service Providers terms and conditions of business regardless of the value of service cancelled.

6.3 Our Cancellation Charges and Booking Fees will apply even if the Travel Service Provider's terms and conditions provide for

a full refund upon cancellation.

6.4 If you are unsure as to whether you will receive a full or partial refund upon cancellation we would recommend that you contact us before confirming your booking or, if you have already booked, prior to confirming your cancellation.

7. Alterations by you

If you wish to make a change to a confirmed booking please contact us in writing. A change to the hotel accommodation check in date once confirmed, is regarded as a cancellation and rebooking, not an alteration to the booking. Cancellation Charges will therefore apply and Booking Fees will be charged in respect of the rebooking. Our Cancellation Charges and Booking Fees

will be additional to any administrative fee, cancellation fees and rebooking charges levied by the Travel Service Provider.

8. Alteration by Us

8.1 Although it is unlikely, we may have to make changes to your travel arrangements and we must reserve the right to do so. We will inform you of any major changes at the time of booking, or as soon as possible afterwards if you have already booked. If a major change is necessary, such as a change of resort/hotel, or reduction in standard of your accommodation, you will be offered the choice of: (a) Accepting the change; or (b) Accepting an alternative, or; (c) Receiving a full refund of all monies paid.

8.2 If the alteration results in a reduction in

the total cost of your travel arrangements, we will make an appropriate refund. Where we only act as a booking agent, particularly in the case of hotel accommodation, we may not be notified of a major change before you travel. However, where we are notified, we will advise you as soon as is reasonably possible. If the changes are not acceptable to you, we will offer you an alternative if available, or a refund. If your chosen alternative costs more, you must pay the difference.

9. Refunds

9.1 If upon cancellation or alteration of your booking a refund is payable to you via Grey Falcon Travels in accordance with these terms and conditions and / or the Travel Service Provider's terms and conditions then we will release the refund

payment to you as soon as the amount of the refund due to you is confirmed and remitted to us by the Travel Service Provider.

9.2 We will do all that we can to ensure that your refund is processed quickly by the Travel Service Provider but we provide no warranty or guarantee as to how long a Travel Service Provider will take to process the refund. We accept no responsibility or liability for any costs or losses caused by any delay on the part of the Travel Service Provider in processing your refund. If delays on the part of the Travel Service Provider do arise we shall keep you informed and updated and will do our best to help resolve matters as quickly as possible.

10. Travel Documents, health and medical

conditions and unaccompanied children

10.1 Passengers must be in possession of a valid passport, necessary visas, plus any international health certificates required by the countries being visited. In the event that you are refused permission to board a flight or enter any country due to incorrect documentation, or health precautions, no liability can be accepted by Grey Falcon Travels Ltd and no refunds will be made unless sanctioned by the Travel Service Provider's terms and conditions of business.

10.2 Please note that it is very unlikely that a Travel Service Provider will offer a full or a partial refund in circumstances where a passenger has failed to ensure that they have the correct documents required to travel. We would therefore advise that you

check these requirements and the time it might take to satisfy them before you place your booking.

11. Unused hotel nights

11.1 We will not refund the cost of unused hotel nights unless a full or partial refund in these circumstances is confirmed by the Travel Service Providers own terms and conditions of business.

11.2 We would strongly advise you to consider purchasing a travel insurance policy which covers your travel, accommodation and related costs in the event of illness, personal emergency, accidents and delays not connected with the Travel Service Providers services.

12. Changes in Price

12.1 The prices shown are correct at the time of booking. We reserve the right to increase the price after booking if any increase in price occurs in respect of: (i) Taxes or duties payable, including new taxes introduced by any government and; (ii) Adverse changes to currency exchange rates.

12.2 In all cases we will pay any increase which is less than 2% of your hotel accommodation, not including insurance premiums or amendment fees but increases in excess of 2% will be payable by you. If the cost of your hotel accommodation increases by more than 10% you may decide to cancel the entire reservation and have a full refund. If you want to cancel you must tell us within 7 days of being advised of the price increase.

13. Our Liability

13.1 Please note that your booking/s is/ are directly with the Travel Service Provider. Unless we are negligent in providing our services to you, we will accept no liability or responsibility for any complaint, claim, loss, expenses or damage arising from any aspect of your booking/s with the Travel Service Provider. We will accept no liability for any act or omission by any person not directly employed by us.

13.2 We accept no liability in respect of any matter which is ancillary to your hotel booking including but not limited to the precise specifications of your room, the availability and quality of hotel services, the availability and quality of hotel catering

or any related to the provision of services by hotel employees and management and any comment, claim or complaint in respect of these matters should be directed to the relevant Travel Service Provider.

13.3 We cannot be held responsible for any loss, damage, expense, complaint or claim which results from strike or industrial action, civil disorder, war, threat of war, fire, flood, terrorist activity, natural or nuclear disaster, late delivery, adverse weather conditions or any other event beyond our reasonable control.

13.4 In no event shall we be liable for any loss of profit, economic loss, loss of goodwill, loss of revenue, loss of business, loss of reputation, or loss of opportunity, or any indirect or consequential loss or

special damage resulting from a failure or delay in our performance of the services covered by these terms and conditions of business.

14. Data Protection Act 1998

By making a reservation with us you agree to the use and disclosure of the information you provide for the following purposes: to enable us to process your booking (when it may be transferred abroad); to avoid fraud and to enable us to contact you by letter, telephone or e-mail with details of our products or those of our suppliers.

15. Jurisdiction

These terms and conditions and your contract with us will be governed by the

courts and laws of England and Wales.

