

## **TERMS AND CONDITIONS**

### **Your Bookings:**

Before you book please discuss your choice of accommodation & transport with our reservation staff and ask the photos of accommodation or the website of the accommodation, to make sure it will be suitable for you and the people you will be traveling with. The person who confirms the booking and send the booking amount regardless of the booking amount will be lead name. By confirming and sending the booking amount will signify that he or she has read & accepted all the terms and conditions of **Luke Holidays**. The Lead must be 18 years of age or over at the time of booking. If you are under 18 at the time of booking and wish to travel without adult accompanying you, we will only allow you to travel by providing written authority from your parents or legal guardian (telephone and online booking cannot be made if you are under 18)

### **PAYMENT**

At the time of booking you will be provided the complete details regarding the rest of the payments which you have to make towards **Luke Holidays** for your tour booking. Please make sure that you pay the rest of the payments on due dates which will be mentioned on the invoice. If the payment is not received by the due date we may treat the booking as cancelled. In some case we provide the customers flexibility to pay the rest of the amount on the tour beginning date but customers have to make it sure that they have to pay the balance amount on spot before check in to the hotel / houseboat, and if they fail to do it the booking will be cancelled.

### **CHANGES OR CANCELLATION OF YOUR HOLIDAY**

In very rare cases we might need to change your holiday programme due to unforeseen conditions, occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you them at the earliest possible date. We also reserve the right in any circumstances to cancel your holiday arrangements. If it is necessary to cancel your travel arrangements, we will pay to you compensation. If we make a major change to your holiday, we will inform you as soon as possible if there is time before your arrival . You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available we will refund any price difference if the alternative is of a lower value.

### **IF YOU CANCEL YOUR HOLIDAY**

Within 30 Days prior to the arrival date of the tour packages / Hotel Booking / Transportation: No retention.

Within 15 Days prior to the arrival date of the tour packages / Hotel Booking / Transportation: 40% retention of tour cost.

Within 7 Days prior to the arrival date of the tour packages / Hotel Booking / Transportation: 75% Retention of tour cost

Within 4 Days prior to the arrival date of the tour packages / Hotel Booking / Transportation: 100% Retention of tour cost.

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

### **FORCE MAJEURE**

Compensation payments do not apply where performance of our contract with you is prevented by risk or threat of war, riot, civil strife, industrial dispute, terrorist, natural or nuclear disaster, fire, adverse weather conditions, technical problems to transport, closure or congestion of airport or ports, cancellation or change of scheduled airlines and similar events beyond our control.

### **OUR PRICE POLICY**

Each Tour will be priced on Standard/Deluxe/Premium accommodation throughout the itinerary including transfers, guides where stated. Luke Holidays will build itineraries on an individual basis and include as little or as much as you require. The cost does not just include the basics you will receive the benefit of top quality and the help and advice of our specialists. We are also a licensed and registered tour operator. We work hard to ensure we offer the best rates available for our service and advice. However, should you receive a lower quote which is for the exact same holiday itinerary please do contact us to initiate our price match policy. At Luke Holidays we pride ourselves on our personal service which is why we would really like to ensure that we have explored every possible avenue to offer you the holiday and price which meets your needs.

### **COMPLAINTS**

Whenever you feel unsatisfied with any service which we have provided, please inform your local tour guide or your travel consultant immediately to avoid similar problems either before or during your trip. Should the complaint be of a serious nature please contact our Office.

### **Changes You Make Before Travel**

If you want to change your Holiday arrangements in any way, we will try to help you, although we cannot guarantee that we will always be able to do this, as changes are subjected to availability at the time. Where we can make the changes we will charge for any additional services, facilities, or other items changed, at the price which applies on the day, the changes is made