



## **Stag booking Terms and conditions**

### **Bookings**

Once the group leader has paid the deposit or as we will confirm your booking on behalf of your supplier by sending a confirmation email. Any email confirming that we are holding your booking on behalf of a supplier does not constitute a contract. Should we acknowledge your booking prior to sending a confirmation email, such acknowledgement will be an indication that we are processing your quotation and not a confirmation of it. By making your booking, you will be regarded as having had the opportunity to have read and understood both these terms and conditions.

You accept that the Lead Customer (usually the best man) has the authority to deal with us on your behalf. If for any reason there is a change in the Lead Customer, you should notify us in writing immediately. The Lead Customer is liable for payment of the amounts due and therefore is responsible for collecting all monies and making payments by the due date. The Lead Customer must be authorised to make the booking on the basis of these terms and conditions by all persons on the booking and their parent or guardian for all party members who are under 18 when the booking is made. We can only accept bookings if the Lead Customer is a minimum of 18 years old.

Upon receipt of our electronic invoice and confirmation email together with a other documents we send you, please check them and contact us at once if any information appearing on the confirmation or any other document appears to be inaccurate or incomplete as it may not be possible to make changes later.

### **Payment of Amounts Due**

You must pay a non refundable 20% of deposit within 8 days by electronic transfer after the booking. Its non-refundable and non-transferrable-. overall amount due as this is a contract between each applicable supplier and the group as a whole, not individual group members. About the remainder: it is your responsibility to collect the outstanding balance and deliver the entire amount in one currency in EURO or Hungarian Forint to our representative on the first day of your trip before your first activity. Paying in installments is not possible. Please note that if you choose to pay in any other currency

than that indicated in your invoice states, all the calculations we make will be based on the current exchange rate of the Hungarian National Bank.

In a minority of circumstances different payment terms will apply to the above. That is, a full non-refundable payment for your event will be required within 1 week of your booking.

### **Pricing Policy**

Prices quoted to you at the time of your enquiry are correct to the best of our knowledge at that time. It is possible that prices may change before you actually book the Arrangements. We will advise you of any change in the price or error of which we are aware at the earliest opportunity before you book . We reserve the right to make changes to and correct errors in prices at any time before your Arrangements are confirmed. Once your Arrangements have been confirmed to you by our confirmation email then subject to other clauses in these terms and conditions, the price will not change.

### **Changes and Cancellations by us**

Occasionally, we have to make changes to and correct errors in our website and/or documentation or other literature we produce both before and after bookings have been confirmed; and your supplier(s) may make a change to or cancel confirmed bookings. Whilst we and your suppliers always endeavour to avoid changes and cancellations, we and they must reserve the right to do so.

Most changes suppliers make are minor for example a change in the timing of your confirmed activity(ies); a change in the venue at which any activity you have booked is to take place (where the activity itself has not changed); a change of accommodation to accommodation of the same or higher standard within the same destination city. In extremely rare circumstances suppliers may make a significant change or cancellation to a confirmed booking. If this happens , we will tell you as soon as the supplier makes us aware of the situation. If there is time to do so before departure, we will offer you the choice of the following options:

(I) Accept the changed Arrangements

(II. We will suggest alternative Arrangements of a similar standard to that originally booked which you may choose to book instead

(III.) Cancel or accept the cancellation in which case we will pass on from the applicable supplier(s) a full refund of all monies you have paid to us relating to the cancelled or amended Arrangement(s).

Please note the above options are not available where any change made is a minor one.

No liability beyond offering the above mentioned choices can be accepted where changes or cancellations are made as a result of unusual and unforeseeable

circumstances beyond ours or any applicable suppliers' control, the consequences of which could not have been avoided even with all due care; or where cancellations are made because the minimum number of persons required to operate the Arrangements you have booked has not been reached.

No liability will be accepted and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these terms and conditions entitling the supplier to cancel (such as paying on time) or if the change made is a minor one.

Very rarely, after your Arrangements have commenced, your supplier(s) may be forced by Force Majeure to change or cancel part or all of your Arrangements. If this does happen then we regret that neither we nor your supplier(s) will be able to provide any refunds pay you any compensation or meet any losses or expenses you incur as a result. We will try to assist you to secure alternative arrangements but you will have to pay any associated and/or additional costs in doing so or arising out of any alternative arrangements.

#### **Changes and Cancellations by you ( our costumer)**

If you wish to change your booking in any way we will try to accommodate your requests with your supplier(s) but we cannot guarantee that changes can always be made. Where a change can be made, we may charge an amendment fee. In any case you will be charged for any extra costs incurred by ourselves and any costs or charges incurred or imposed by any of your suppliers.

Where the price of your Arrangements depends on the number of people booked and extra people are added to the booking, the price will be reworked on the basis of the new number of people going and we will send you a new confirmation. You can change the number of the people 2 weeks before you arrive. That's the last date will be required to pay the increased or decreased price. If you wish to cancel all or any part of your booking, you should advise us immediately by telephone followed by confirmation in writing. Cancellations can only be made in accordance with your suppliers' terms and conditions. You can cancel any of your activities 2 weeks before the confirmed date, that's the last date of cancelling ability.

One week before the date your Arrangements commence we are notified of cancellation Amount you must pay to the supplier(s). Its 40 % of the remainder money, what you should pay by transfer us.

Please note that the total cost of the Arrangements in the above scale does not include any insurance premiums or amendment charges relating to your Arrangements.. If your insurance policy covers the reason for your cancellation, you should be able to claim for a refund of your cancellation charges from the insurance company less any applicable excess.

## **Health**

Some of the events or activities you may book require a good level of fitness, strength and endurance. It is your responsibility to ensure that you have the appropriate level. Many events are not recommended for those with any disability, illness or infirmity. If you have an existing medical condition, allergies or disability which may affect your Arrangements you must let us know the details before you make your booking. If in our reasonable opinion, your chosen Arrangements are not suitable for you taking into account your medical condition or disability or you are not being accompanied by someone who can provide all the assistance you may reasonably require where it is reasonable for us to require this we will advise the applicable supplier(s) who can instruct us to refuse to accept the booking. If we find out after you have made the booking that you have an existing medical condition or disability and you are not being accompanied by someone who can provide all the assistance you may reasonably require as referred to above and you have failed to give us this information at the time of booking, we will advise the applicable supplier(s) of such who may cancel your booking and impose the cancellation where in their reasonable opinion, the confirmed Arrangements are not suitable. Please note that some of the Arrangements we feature are inherently dangerous and by booking these Arrangements you accept the inherent risks. We are not responsible of any sicknesses, injuries, or death during the activity you have chosen.

## **When you late**

We send you the agenda before you arrive to Budapest. It is absolutely your responsibility to tell the members of your group of the agenda what we have sent on an e-mail, and make sure everybody shows up on time. If you want to change the itinerary the last minute, please use our hotline or discuss it with your guide at least one day before the day of the chosen activity. If you don't tell us in time and you are more than 20 minutes late from an activity, we have the right to charge you 60 EUR / group / hour from the 21th minute after the original pick up time. (Reason being: our prices are calculated with the average length of an activity. The prices do not include the extra money we have to pay for the bus, guide and service provider for every additional hour, if you are late).

Please note that if you are more than 20 minutes late and the service provider cannot accommodate your group in a later time that day or any other day during your stay or you don't accept the date and time the service provider offers instead - we will charge you the total price of that activity. (Reason being: we still have to pay every service provider if we don't show up and we don't cancel in time).

## **Passport, Visa and Immigration Requirements**

We will advise you to the best of our ability with passport and visa, immigration requirements information and where you can go to find it, however you need to make sure that you confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

We advise you visit <http://konzuliszolgalat.kormany.hu/en> in order to gain the most up to date information or contact the relevant Embassy directly.

