

THE NEEDLES



## Booking Conditions

1. Bookings will be acknowledged by us in writing and will mark as a provisional booking until your first deposit cheque is received.
2. The party leader and all other accompanying adults are at all times responsible for the supervision and behaviour of pupils in the party and must take responsible steps to prevent damage or disturbance. We accept no responsibility whatsoever for any loss or damage to property. Hoteliers, coach operators, venues, etc will require payment by the school involved for any damage caused to property, furniture, vehicles etc.
3. We reserve the right to alter itineraries when conditions arise that are beyond our control.
4. Isle of Wight Experience will forward all relevant risk-assessments for places of interest. Isle of Wight Experience is not qualified to carry out risk assessments on site for venues and hotels therefore risk assessments have been carried out by the venue operator's staff, or by qualified agents appointed by the venues. Risk assessments can be sent to the school via email on a PDF document upon request. Isle of Wight Experience recommends that the group leader makes a pre-visit to the Island to do their own risk assessments; this is encouraged by offering free accommodation for one night for two persons. Please note travel costs are not included but we will be pleased to arrange this for you.
5. Whilst we have taken great care in the preparation of all the information contained in our brochure/website and have ensured that it is as accurate as possible at the time of printing/publishing, we accept no responsibility for alterations regarding venues, transports and accommodation facilities in circumstances beyond our control.
6. No booking can be accepted without a completed and signed booking form (available from our website or office), accompanied by the appropriate deposit.
7. Free Places. One adult per 10 pupils travels free.
8. Surcharges. The price of your travel arrangements is subject to surcharges on the following items: Government action, such as increase in VAT or any other Government imposed increases.
9. If you are altering a booking. If you need to change details of your booking, notify us in writing as soon as possible and we will do our best to help.
10. If we are altering the booking. Should we be forced to change your tour we will inform you as quickly as possible and obtain an agreement.
11. Complaints. Any matter which might have cause for a complaint must be reported as soon as possible to one of our representatives, and/or to the supplier concerned in writing. Should the complaint not be resolved immediately and you wish to pursue the matter, you must write to Isle of Wight Experience within 28 days of your return.
12. If cancellation of the whole booking is necessary, you must inform us immediately in writing. Bookings are maintained until the date that written confirmation is received by us. All cancellations will be acknowledged.

### Cancellations are subject to the following charges:

- If received more than 56 days prior to departure - Loss of deposits paid.
- If received between 22 and 56 days - Loss of 60% of total price.
- If received between 01 and 21 days - Loss of 100% of total price.
- If received on or after commencement date - Loss of 100% of total price.