



W: www.winesandtours.co.uk

E: admin@winesandtours.co.uk T: +44 (0) 800 135 7982

Call us for FREE from your UK landline or Mobile!

Wines and Tours Ltd – Terms and Conditions

(Last updated in March 2019)

Wines and Tours Ltd organise and offer Wine-Tour Holidays.

Introduction:

The following conditions in relation to the information set out on the relevant Tour Pages within the Wines and Tours Ltd website (at <https://www.winesandtours.co.uk>) shall form the contract between you and us for your selected wine-tour holiday with us.

The person booking the wine-tour holiday is “the booker”.

In this contract, we refer to “you” (as being “the booker”) who is the lead-named person on the booking form (who must be at least 18 years old at the time of booking) and all persons on whose behalf, the relative booking is made.

Selling currency:

The holidays are priced in Euros (€) and payable in Euros, although we may accept sterling at an agreed rate if this is more convenient for you.

However, for any UK wine-tour we may organise, the selling price will be in sterling GBP (£) and payable in sterling.

Description:

Unless specified within the Wines and Tours Ltd website or in any respective itinerary – the cost of an individual wine-tour holiday booked with us (from the nominated start point and time through until the nominated finish point and time), covers:

- 1) All travel (organised by us and shown in our itineraries) within the country where the wine-tour is based, BUT NOT travel to and from the tour start and finish points. Air travel arrangements need to be booked directly by you (the booker) with your chosen airline or travel agent.
- 2) All accommodation.
- 3) All meals – unless otherwise specified in the tour details in the Wines and Tours Ltd website or noted in the nominated wine-tour holiday itinerary.
- 4) All pre-arranged excursions provided.
- 5) All pre-arranged winery visits.
- 6) All pre-arranged wine-tastings.

Bookings Policy:

Whatever wine-tour you (“the booker”) decide to book with us, it MUST be booked in good time or at least **60 days prior to the respective event or wine-tour start date**, please!

As such, “the booker” needs to reserve his or her place on the appropriate wine-tour holiday, by completing our booking form (which can either be sent to you, if requested or accessed on our website via the “Book Now” button, on the left-hand side). After clicking the “Book Now” link, the “Joint booking form” heading appears on your main screen, which incorporates two separate booking forms – one for “Anytime wine-tours” and the other for “Scheduled wine-tours” – so please select the appropriate booking form for the respective wine-tour you desire. After noting your name, full postal address & contact numbers at the top, “the booker” should also include the names of any other people in their party and PAY a deposit of €200 (200 Euros) per person for all individuals in their party on the nominated wine-tour holiday.



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Bookings Policy, continued:

After adding the date (in top right-hand corner) "the booker" should add the number of participants in their party (e.g. 6) and if appropriate, the number of double & single rooms required. In the main body of the respective booking form, please also add details – on the Scheduled wine-tour booking & contact form, simply by placing an "X" alongside your chosen wine-tour in the column provided OR if you are choosing an "Anytime wine-tour" then in addition to the aforementioned details at the top of the "Anytime wine-tour booking & contact form, "the booker" should write (your 'chosen dates') in the column under "Your Dates" alongside your chosen wine-tour holiday with us, and simultaneously place an "X" as appropriate in the other column, under the "Mark X" heading, please.

As a booking condition – if you as "the booker" are booking for yourself jointly with others in your party – we must impose that you and all persons named on your completed booking form, will group together as part of the contract and will therefore be jointly and severally liable to us.

Upon receipt of the deposit(s), Wines and Tours Ltd will confirm availability on the nominated wine-tour holiday, by sending you of a completed "Wine-Tour Booking Confirmation" form, which is the time when your contract with us commences. However, if the respective wine-tour is fully subscribed – the deposit(s) will be refunded.

A deposit is otherwise non-refundable, except for any reason beyond Wines and Tours Ltd control, whereby a booked wine-tour cannot be provided.

As such – the deposit(s) and any other monies received from the booker will then be refunded in full.

For bookings made within 60 days of the respective wine-tour start date, which in turn we may consider accepting, and then if confirmed back to you – will be subject to payment of the respective tour fee per person, in full immediately.

Where hotel accommodation is concerned, we usually offer our wine-tours based on two people sharing a room, as invariably there are different rates for double and single room occupancy – so we show a single supplement for single room occupancy. Occasionally our booking forms, particularly under our private "Anytime wine-tours", specify a minimum of two people. This minimum might be specified – even if no accommodation is involved, as the cost of transportation and a guide could be prohibitively expensive for just one person.

Travel Regulation Insolvency Protection:

Wines and Tours Ltd is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations" all wine-tour participants booking their respective wine-tour with Wines and Tours Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Wines and Tours Ltd. This insurance has been arranged by Towergate Chapman Stevens through Zurich Insurance Plc.

Claims:

In the unlikely event of Insolvency, you must inform Towergate Chapman Stevens immediately on +44 (0) 1932 334140 or by email at tcs@towergate.co.uk . Please ensure you retain the booking confirmation form as evidence of cover and value.

Policy exclusions: This policy will not cover any monies paid for Travel Insurance or any claim relating to Air Flights. Please ensure the Company you have booked with has the appropriate CAA / ATOL Bonds in place.

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Privacy Policy – associated with the data protection regulations:

1. *Who we are* – Wines and Tours Ltd. is a company registered in England and Wales under company number 07590434. Should you wish to write to us – our registered address is, 32-40 Tontine Street, Folkestone, Kent CT20 1JU. Or to email us please use admin@winesandtours.co.uk and to telephone us (for FREE from your landline or Mobile, within the UK) on 0800 135 7982.
2. *Subscriptions* – Upon receiving your subscription request to receive our updates – we collect and store your personal contact information (which includes your name and email address) so we can inform you about our future wine-tours, special events or promotions, wine-tour itineraries (after any booking is confirmed) and to send you our occasional newsletter, by email.
3. *Your personal information and its use by us* – Personal information is any data that identifies you as an individual. Where wine-tour bookings with us are concerned, apart from noting your personal name and email address – we ask for your geographical address and note your bank information for payment security and purely to process your booking for a wine-tour holiday with us. Your bank information is only kept for the payment process and is deleted afterwards.
4. *Sharing your personal information* – We never share your details with any third parties except where we need to do so to fulfil a function, such as hotel or wine-tour bookings.
5. *Your Rights* – under EU data protection regulations, are:
 - “Right to be informed” means we will be completely clear and transparent about how we plan to use your personal information.
 - “Right of access” means you can request a copy of the personal information we hold about you and we will provide it within one month.
 - “Right to rectification” means you can ask us to update or amend the information we hold about you, if it is incorrect.
 - “Right to restrict processing” means you can ask us to change, restrict or stop the way we are using your information.
 - “Right to erasure” (or ‘right to be forgotten’) means you can ask us to remove your personal information from our records.
 - “Right to object” means you can object to us using your information for marketing purposes.
 - “Right to data portability” means you can obtain and reuse your personal data for your own purposes.
 - “Right not to be subject to automated decision making” means if we use systems to decide about you, you have the right to ask for a person to intervene, that then may change the outcome.
 - “Right to lodge a complaint with a supervisory authority, such as the Information Commissioner’s Office (ICO), if you are not satisfied with our response to your request, or feel we are not using your information correctly.



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Services included in our wine-tour holidays:

Transport – only from the nominated start point and date of the respective wine-tour through to the nominated finish point and date.

Pre-arranged winery visits and wine tastings. Accommodation and meals – as detailed in the respective wine-tour itinerary. General help – by one or more tour leaders or guides.

Changes and Cancellations (made by you):

Any alterations you impose, or request may be subject to an administrative surcharge of €60 (60 Euros), per request.

Bookings by individuals (within a group) are not normally transferable, but we will consider making a change, if a “booker” is compelled to request substitutions of named people, included on the original booking form of the respective wine-tour holiday.

Cancellations of any booked and confirmed wine-tour – by “the booker” (on behalf of all or anyone listed in the respective original booking form) – made 60 days before the respective wine-tour start date, will be refunded, except for the initial €200 (Euros) per person non-refundable deposit(s).

Any participants booked on any specific wine-tour who cancel later (than 60 days from the start date) will NOT be refunded.

Only “the booker” can cancel – whether as an individual or on behalf of a named person or persons within a booker’s group.

Changes or Cancellations (made by Wines and Tours Ltd):

We reserve the right to change travel and any respective wine-tour ingredient, when pertinent – as we cannot determine all the exact variables concerned, in our initial arrangements (so we draft provisional itineraries first). Examples might include local and hotel accommodation issues. We will, of course, advise you of the respective changes, prior to the respective wine-tour start date.

Where a harvest experience day is offered, it is done so on the understanding that if weather conditions make the harvest fall outside our scheduled visit, an alternative fun activity will be offered by Wines and Tours Ltd. Such a change of harvest time is unlikely, but possible.

Should we need to cancel a wine-tour for reasons beyond our control or where circumstances make a specific trip unviable – we will return all monies paid, in full.

Particulars not included in our wine-tour holidays:

Air travel and transport to the start point and from the finish point of the wine-tour location.

All costs incurred before joining us at the nominated start point & date and any costs you incur after departure from the respective wine-tour finish point.

Medical expenses before, during and after any of our wine-tours.

Any refreshments beyond those detailed in any of our wine-tours.

Passports and/or Visa costs.

Travel insurance or any other forms of insurance personal to you and any of your party members (whose names are listed in your booking form).

Complaints:

Wines and Tours Ltd pay great attention to detail in arranging their wine-tours, just to provide a happy balance between wine activity and relaxation & thereby we strive to make your chosen wine-tour with us both enjoyable and memorable. Should we fail to satisfy your expectations in any way – do please raise your issue with our wine-tour leader.



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Liabilities & Indemnity:

In selecting, appointing or incorporating the services of any independent operatives – in hotels, restaurants, transport or wineries – Wines and Tours Ltd cannot be held liable or responsible for any mishaps incurred by anyone, at any venue in the form of damage, loss or hurt in any area of health and safety. In connection with this, we therefore exonerate ourselves from any form of indemnification.

Recommendations:

Our wine-tours usually involve some walking daily – so participants need to be physically fit.

On some of our wine-tours, walking might entail un-smooth surfaces, so we recommend you pack a stout pair of shoes.

In practise, we need to exclude wheel chair users, as access and space in the transport we use, prohibits this form of mobility.

Cookies:

Our website uses cookies (small text files) which are used purely in conjunction with Google Analytics. In general, "Cookies" are retained for user preferences and can help to make your browsing experience better. Should you prefer to disable Cookies, most browsers allow this preference.

Payment Policy:

We require €200 (200 Euros) non-refundable deposit per person, per individual wine-tour, to secure hotel reservation and other services. Optional extras like – single room supplements or extra days being agreed are payable shortly thereafter and the appropriate balance due per person will be required – at least 60 days prior to the start date of the nominated wine-tour.

Wines and Tours Ltd will send you an invoice, for the appropriate amount, on the due date.

To be helpful, Wines and Tours Ltd could negotiate a different time-frame with an individual booker, if necessary.

Payments:

Deposits can be made by PayPal or credit card via the Wines and Tours Ltd website at

www.winesandtours.co.uk or by bank transfer. The balance is thereafter payable by bank transfer. Our company bank details will be e-mailed to the booker, upon request.

If the booker prefers to pay by PayPal or credit card a PayPal invoice will be forwarded to make this possible.

VAT is not charged on our wine-tours as these are outside the scope of VAT.

Unless we hear from you (the "booker") prior to receiving your completed booking form for your selected wine-tour holiday with us – we can only presume you have read, understand and agree to abide by our Terms and Conditions.

March 2019.

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