

# Cold Comforts Cancellation Policies - 2008 2009



## Payment

The balance of your holiday cost for accommodation must reach us no later than 60 days before departure. This date is shown on your confirmation/booking summary. In the case of bookings made within 60 days of departure full payment must be made at the time of booking. If we do not receive all payments due in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date.

## Your Contract

A binding contract between us comes into existence when we issue our confirmation invoice to the party leader or your travel agent.

## Amendments and Cancellations

### 1. By Cold Comforts

Whilst we always endeavour to avoid changes and cancellations to confirmed holidays, we must reserve the right to do so. Most accommodation changes are minor. Occasionally, we have to make a 'significant change'.

If we have to make a significant change to your accommodation package or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:

- a. accepting the changed arrangements.
- b. purchasing an alternative holiday from us, of a similar standard to that originally booked if available. We will offer you at least one alternative holiday of equivalent or higher standard of accommodation for which you will not be asked to pay any more than the price of the original accommodation package. If this accommodation is in fact cheaper than the original one, we will refund the price difference.

## Flights

As most airlines do not permit changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight. Please refer to the terms and conditions on your flight ticket for changes or refunds or changes.

### 2. By You

Should you decide to alter your booking after our confirmation has been issued we will do our best to accommodate you. If any member of your party is prevented from traveling, that person may transfer their place in the accommodation to someone else (introduced by you) providing we are notified not less than two weeks before departure. Where a transfer to a person of your choice can be made, or where we are able to make an alteration at your request, For flights you must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight. Please refer to the terms and conditions on your flight ticket.

## If you cancel your accommodation then the following charges will apply:

- 56 or more days prior to departure Loss of deposit
- From 55 to 36 days prior to departure 50% of holiday cost
- 35 days or less prior to departure 100% of holiday cost

## Christmas Payment and Cancellation Policies

For those traveling between the 19th December – 3rd January for specific properties a larger non-refundable deposit maybe required of up to 25% or four days of the holiday cost at the time of booking this is specifically outlined on your booking summary.

- 56 or more days prior to departure Loss of deposit
- 55 days or less prior to departure 100% of holiday cost

Notice of cancellation must be received in writing and will be effective when it is received by us. Clients are strongly recommended to take out travel insurance offering protection against cancellation. Where any cancellation reduces the number of full paying party members below the number on which the price, number of free places and/or any concessions agreed for your booking were based, we will recalculate these items and re-invoice you accordingly.