



TERMS & CONDITIONS

BOOKING

Your booking is provisional until the deposit is received and the booking form fully completed and signed to confirm the reservation. A confirmation email will be sent.

It is most unlikely that Serve & Volley would need to change any of your booking arrangements but if that should be the case we would provide you with a comparative alternative otherwise you will be given a full immediate refund. Serve & Volley then will not be liable in any further arrangements.

PAYMENT

A non-refundable deposit of £500 per person must be paid to confirm the reservation, the remaining balance is due 8 weeks prior to departure. Payment can be made by cheque made payable to Serve & Volley Retreats or by direct bank transfer to the details provided on the booking form. If the booking is made within eight weeks of departure, full payment is required at the time of booking. Non-payment or late payment outside of the terms may result in the cancellation of the booking with cancellation charges.

PRICES & PRICE GUARANTEE

We reserve the right to alter the prices of any of the holidays shown on our website/documentation. You will be advised of the current price of the holiday that you wish to book before your booking is confirmed. We do however reserve the right to pass on the cost of any levy introduced by the UK government or any other regulatory body, for increased financial protection against financial failure.

CANCELLATION

Cancellation must be made in writing by email to info@serveandvolleyretreats.co.uk but please note that the deposit is non-refundable. The following cancellation charges apply should you cancel your holiday: -

Prior to 56 days	Forfeit deposit
56 days or more	100% charge of total holiday cost

If the booking is cancelled due to non-payment of the balance we will be entitled to seek full compensation.

Serving up a wonderful eating experience and a fun, active and inspirational tennis programme

Serve & Volley Retreats, 2 Peel Hall Park, Peel Hall Lane, Chester, CH3 8AZ

Mobile: 07979 953734 Email: info@serveandvolleyretreats.co.uk Web: www.serveandvolleyretreats.co.uk

INSURANCE

We strongly recommend that our clients arrange adequate travel insurance. The policy should cover personal accident, death, medical and repatriation expenses, loss of baggage and valuables, personal liability, delay, cancellation, curtailment, missed departure and legal expenses.

If there are any changes to your travel arrangements in terms of delays, cancellations, schedule changes etc, we cannot accept liability, damage or expense or make refunds in respect of monies paid. Any such changes will not invalidate any contract with us for the provision of a holiday.

SPECIAL REQUESTS

We will make every reasonable effort to make arrangements for special requests, but cannot guarantee that we can fulfill these requests. We do not have any legal liability in that we cannot guarantee all special requests.

COMPLAINTS

If you have a complaint during the holiday, please speak to us and we should hopefully be able to resolve matters immediately. If when you return from your holiday you are still un-happy please write to the head office within 28 days of your return date.

DATA PROTECTION

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as name, address, personal information including any special needs/dietary requirements, etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We are required to pass the information on to the relevant suppliers of your travel arrangements such as transport and accommodation companies, etc.

We will not, pass any information onto any person who is not responsible for part of your travel arrangements. This applies to any sensitive information that you give us such as details of any disabilities or dietary/religious requirements.

In making this booking, you consent to this information being passed on to the relevant persons. All clients data will be destroyed after 6 years if it is no longer required for the lawful purpose for which it was obtained. You are entitled to see a copy of your info held by us, please just ask.

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FORCE MAJEURE

We regret we cannot accept liability, or make any refunds or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by reason of circumstances amounting to 'Force Majeure'. Circumstances amounting to 'Force Majeure' include any event which we, or the supplier of the service(s) in question, could not, even with all due care, foresee or forestall such a (by way of example and not by way of limitation) war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, acts of God, adverse weather conditions and all similar events.

WEBSITE

Whilst every effort has been made to ensure that the details describing our holidays are correct and whilst we are confident that participants will enjoy the essential elements of what is described, liability cannot be accepted for changes that are out of our control. If any changes become apparent which we believe will materially affect the enjoyment of your holiday then we will notify you immediately it is brought to our attention.

MISC.

Whilst every effort is made to ensure that our tennis coaching programmes are completed, where there is curtailment or abandonment due to adverse weather conditions, we cannot accept any liability for any loss suffered as a result nor make full or partial refunds. By booking with us you are deemed to accept the risk that weather conditions may adversely affect, in whole or in part, the number of coaching hours to be provided

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