**BOOKING PROCEDURE**

**PROVISIONAL BOOKING**
A provisional booking should be made by telephone or via email. Once we have confirmed availability, we will hold your reservation for one week.

**DEFINITE BOOKING**
To make your booking definite, fill in our booking form. This must be signed by the person authorised by all persons named on the form to make the booking based on our terms and conditions. If you make a booking on behalf of others as well as yourself, we shall take it that you have the authority of each of those other people to enter into that contract and that you and they have agreed to be jointly and severally liable to us. You then need to send your completed and signed booking form to us together with the full payment specified in the tour description.

**BOOKING CONFIRMATION**
Once we have received these, a contract exists between you and GRAD. We will then issue you a booking confirmation invoice. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information appears to be incorrect. We regret we cannot accept any liability if we are not notified of any inaccuracies in any document within fifteen days of sending it out.

**PAYMENT**
Payment can be made by bank transfer, credit card or PayPal.

**BOOKING TERMS AND CONDITIONS**

**PRICE**
A list of what is included in the price of a tour is given in each tour's description. The basic tour price is per person includes VAT.

**INSURANCE**
We require that you have adequate holiday insurance, covering medical treatment, repatriation, loss of property and cancellation charges.

**AGE AND FITNESS**
All our tours involve a significant amount of standing and walking, often across uneven ground, over cobbled streets, or up and down steps. While we do not have an upper age limit for participants, we require you to have a level of fitness, which does not spoil other participants’ enjoyment of the holiday, and you should be able to walk or stand for at least thirty minutes without aid or requiring a rest. If you are in any doubt as to whether a particular tour is suitable for you, please ring us to check before placing your booking. If you or any member of your party has any medical condition or disability which may affect your study tour or has any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you confirm your booking so that we can assist you in considering the suitability of your chosen study tour and/or making the booking.

In any event, you must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability, which may affect your participation in our study tour, develops after your booking has been confirmed. If we reasonably feel unable to accommodate properly the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking or the condition/disability develops after booking, cancel when we become aware of these details. You further agree to accept the authority and decisions of GRAD and our tour lecturer or manager whilst on your tour. If in the opinion of any such person(s) your health endangers the safety or smooth running of the tour we reserve the right to cancel your tour or your participation in any part of it and shall have no further liability to you.

**PASSPORTS AND VISAS**
You must have a valid passport for all our tours. For most countries, this needs to be valid for six months beyond the dates of travel. Visa requirements on all our tours are stated in the individual tour description.

**CANCELLATIONS AND CHANGES BY YOU**
If you have to cancel your booking, we will make a charge to offset costs incurred on your behalf. Charges vary according to the period of notice given. Up to 57 days before the tour the deposit is forfeited. Thereafter, a percentage of the total cost of the tour will be due:

- Between 56 and 29 days: 40%
- Between 28 and 15 days: 60%
- Between 14 days and 3 days: 80%
- Thereafter: 100%

We take as the day of cancellation that working day on which we receive written confirmation of your cancellation. Your travel insurance policy may cover you for at least some of your losses.

If you want to make a change after your initial booking, we shall endeavour to try to satisfy your requirements once we have received written confirmation from you, but we shall make a charge to reflect any cost involved in this.

**CANCELLATIONS AND CHANGES BY GRAD**
We do our utmost to provide the tour programme as confirmed, but we reserve the right to modify or cancel the tour and any of its ingredients if unforeseen circumstances arise. If a programme change represents a significant loss to the tour, we will offer compensation. If you decide to cancel because the alternative offer were not acceptable, we will give a full refund. We also reserve the right to cancel the tour if there are insufficient bookings up to eight weeks before departure. If we have to cancel the tour, we will offer a full refund.