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# Ojemba Travel: Terms of Booking.

**These terms are important, so please read them carefully.**

Your contract is with Ojemba Travel, the trading name of Ojemba Ltd. The booking conditions, information and terms in this literature form the basis of our contract with you, the consumer.

In common with all our Tour Organisers, we have an obligation under EU law for our literature to make clear to you the provisions of our Contract. To provide a full description of each tour, to state exactly what elements of each tour are included in the published price and what, if any, may be charged to you at a later date. All bookings are made subject or English, Scottish or Northern Irish Law.

## **OUR TOUR PRICES**

We offer you journeys at realistic prices, which include all the facilities necessary for you to complete your journey in comfort and without the need to pay extra costs to complete your itinerary. The choice of accommodation is crucial to the success of any tour. This is especially so for the journeys made with Ojemba. Our choice of accommodation is based on experience, convenience when visiting the sites included in the itinerary, and a commitment to fulfill our responsibility to our guests in this vital aspect of a tour.

Our tours are very much bespoke packages, and prices will vary depending on your requirements (applies for group bookings).

Our prices are fully inclusive of transportation (except where shown otherwise), known taxes, guiding and other necessary items and are costed on a realistic exchange rate at the time of going to press. We invite you to consult us about any aspect of our tour programme and to compare our offer with those of other operators offering a similar experience.

## **TO MAKE A BOOKING**

To make a booking we require a receipt of 40% per person, plus insurance if required and a completed booking form. Our confirmation of booking is the invoice sent to you showing what is booked on your behalf and the balance of payment due which must be sent to us 2 months prior to departure. If a booking is made within two months of departure full payment must be made on receipt of invoice confirmation.

The person signing the booking form will take responsibility for all those named on the booking form and all correspondence will be sent to that person at the address on the booking form.

Payment is by cash or by cheque made out to Ojemba Travel Ltd.

## **FINANCIAL SECURITY**

The application for the ATOL with the CAA is currently pending.

## **FINANCIAL SAFEGUARD**

As above

## **HEALTH**

There are no compulsory vaccinations necessary to visit Poland. Advice and medications is contained in a booklet 'Health advice for travelers' published by the Department of Health. This can be obtained from your doctor or free phone 0800555777.

If you are undergoing medical treatment you must obtain permission to travel from your doctor. Any certificates you may have should be taken with you along with your medication and should be carried in your hand luggage.

## **TRAVEL INSURANCE**

It is a requirement that every guest traveling with Ojemba Travel has travel insurance. We are happy to provide this for you should you not have your own policy. It not taking out insurance through us, we ask that you provide us with details of your own travel insurance.

## **CHANGES TO PROGRAMME**

We reserve the right to make changes to the tour programmes and conditions in our brochure before we enter into our contract with you. Any significant change made to a tour programme itinerary, or conditions, will be advised to you at the time of booking or as soon as practically possible after we become aware of any change.

We undertake not to cancel your holiday once you have received your confirmation form us unless: The minimum number of persons enrolled on a tour is insufficient for us to operate it. For reason of force of nature or by reason of unusual and unforeseeable le circumstances which can reasonably be said to be outside our control after we have exercised all due care.

We recognize our liability to you in the event of our having to cancel a tour for any reason. If we cancel your tour we will advise you as soon as possible. You can then choose a full refund or, if available, an alternative tour and have the price adjusted if this tour is of a higher or lower value than the original.

If after a booking we make a significant change to an itinerary or conditions of contract we will advise you as soon as possible. A significant change is one that we make to your holiday arrangements before departure which involves changing your UK airport. Although please note a change from one London area airport to another is not classified as a 'significant change'. Neither is time of departure or return by up to 12 hours, nor is offering accommodation of a similar category as defined by the local star rating of our price categories. If after departure we cannot operate the tour largely as advertised we will offer alternative arrangements for you to complete your stay at the destination and where appropriate a refund for any difference in the services supplied and those contracted for. If this is not possible of for good reason you do not accept the alternative you will be informed at he earliest opportunity and we will arrange for equivalent transport back to the departure point in the United Kingdom.

## **AIRLINE & AIRPORT**

Where we have booked the flights we reserve the right to substitute any other airline/aircraft for whatever reason, should it be necessary. We also reserve the right to substitute other airports i.e. any airport within the London area should circumstances require. For Auschwitz, either Krakow or Katowice. These changes would be advised to the passengers in advance wherever possible.

## **TRAVEL DELAYS**

The airlines, both scheduled and charter coach companies, trains and ferries we contract for our clients are all of good repute. However in the unlikely event of a delay, howsoever caused, the Tour Operator cannon be held liable for any costs incurred or inconvenience suffered. We will always assist with passenger comfort if a delay occurs. We do not own any aircraft, coaches, or trains. Transportation is subject to the carriers' conditions of carriage.

## **CANCELLATION BY THE CUSTOMER**

A cancellation by the customer will take effect on the date we receive written information on this. we will apply the following scale of collation charges based on the period before departure when the cancellation takes effect and expressed as a percentage of the tour cost.

### **PERIOD CHARGE**

<b>Up to 56 days</b>	<b>Deposit</b>
<b>57-15 days</b>	<b>50%</b>
<b>14-8 days</b>	<b>75%</b>
<b>less than 8 days</b>	<b>100%</b>

Outline details of insurance cover arranged by Ojemba Travel which includes cancellation cover are shown overleaf.

## **COMPLAINTS**

If you have a complaint about any of the services provided to you, you must immediately inform our local representative and we will take prompt action to rectify matters. If you feel a dispute it not satisfactorily resolved, you must give written evidence of this to our lo9cal representative at the time and write to us giving full details of your complaint within 28 days of the return date of the tour. Failure to do so will invalidate your complaint.

### **SPECIAL NOTICE**

We reserve the right to ask any guest who behave inappropriately to leave any of our tours. We cannot guarantee in these circumstances to organise the passengers return to their joining point. We reserve the right to pass on to the passenger any costs incurred by Ojemba Travel should inappropriate behavior result in such costs.

### **CHANGE OF DATE OR PERSON**

You may transfer your reservation to another tour provided this is done no later than 42 days prior to your departure. You may transfer your reservation to another person provided this is done at the time you inform us of your decision not to travel and that person complies with the conditions of the contract and that this is done no later than 10 days before departure. An administration fee, not exceeding £50 may be made by Ojemba Travel plus any airline or outside contractor charges.

### **REVISION OF TOUR PRICE AND CURRENCY**

Our published prices are based on contracted air fares, hotel and transportation costs, existing airport taxes and current VAT rates in the countries concerned. All costs and charges as known at the time of going to print. Our costings are made on the following basis of £1.00 sterling being 5.338 Polish Zloty on 9.2.07.

### **PRICE GUARANTEE**

We reserve the right to increase the price of your tour to compensate for any adverse change in the exchange rate and because of any increase in fares and increases in taxes and dues or the implementation of new ones.

It is a condition of the contract that we will absorb the first 2% of any increase in prices and that you may withdraw from the tour if the surcharge exceeds 7% of the published tour price. No surcharge will be imposed less than 30 days prior to departure. Passengers booking travel only do not have the protection of the price guarantee. This literature is issued by Ojemba Travel. It does not commit any airlines, ferry companies, train, or coach company mentioned herein.

**NB:** All information published in this brochure is published in good faith and believed to be correct at the time of publication. No liability can be accepted for any errors of omissions. All prices to be confirmed by Ojemba Travel on booking.

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**OJEMBA TRAVEL.**

[www.ojembatravel.co.uk](http://www.ojembatravel.co.uk)

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