

Booking Conditions for Jumbo Tours

Jumbo Tours, Gran Via Asima 4B 2, 07009, Palma de Mallorca, Spain

Company Registration Number: B-07893365

The principal is the accommodation named on your accommodation voucher.

Introduction

We Love Holidays Ltd ("Love Holidays") are proud to be an independent agent to several Travel Providers including Jumbo Tours Espana SL ("Jumbo").

Your booking is subject to both the Agency Terms of Business of Love Holidays and the Booking Conditions of the Travel Provider

This document summarises the Booking Conditions of Jumbo.

For the avoidance of doubt, each booking made is a separate booking, available separately at exactly the same price and is not a package.

Please ensure you have read, understand and accept both the Agency Terms of Business and the Booking Conditions set out below before finalising your booking.

Travel Provider Booking Conditions

1. Your Contract

The lead passenger on the booking must be at least 18 years of age, and must be authorised to make the booking on behalf of all members of the party.

The booking is confirmed and a binding contract comes into existence, only when Love Holidays has both:

- issued a booking confirmation and reference on behalf of Jumbo and;
- has received the payment required on booking.

The date of the contract is the date that appears on the confirmation.

Once the contract is made Jumbo is responsible to provide you with the accommodation booked, and you are responsible for providing payment to Jumbo via Love Holidays.

The booking confirmation will identify the name and address of the accommodation, which you have booked.

Please check all details carefully and notify Love Holidays immediately of any discrepancies.

Jumbo reserves the right to cancel the booking if any balance due is not received by the due date. In that case you will be advised by email, and cancellation charges will be applied.

2. Payment

You, the customer, are responsible for making all payments of the correct amount and on time to Love Holidays.

In the event that you have failed to pay all monies due on or in advance of arrival to the hotel, Jumbo reserves the right to seek payment directly from you.

3. Accommodation Descriptions

Jumbo takes every reasonable care to ensure that the information published about each hotel, villa, or apartment is accurate; however we cannot accept liability for errors or omissions in the descriptions. Facilities and amenities in accommodation may be temporarily unavailable for operational reasons, where this happens we will do our best to advise as soon as possible.

4. Changes

If you, the customer, wish to make an amendment to your booking the conditions that apply are as determined by Love Holidays in their Agency Terms of Business.

Occasionally Jumbo has to make changes to details both before and after bookings have been confirmed. Whilst we always try to avoid changes, Jumbo must reserve the right to do so.

Most changes are minor. Occasionally Jumbo will have to make a more substantial change to the booking ("Significant Change") as defined below:

- A change of accommodation to that of a lower official classification or standard for the whole or a majority of the stay booked;
- A change of accommodation area for the whole or a major part of the time the customer is away;
- The closure of the only or all advertised swimming pool(s) at the accommodation for an extended period in excess of 48 hours.

In event of a Significant Change Jumbo will notify you via Love Holidays as soon as possible and provided that there is time to do so before departure, you will be offered the following options:

- Accepting the changed arrangements; or
- Purchasing an alternative accommodation from us, of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, you, the customer will pay the difference); or

- Cancellation of that booking only and refund of moneys paid against that booking only.

Please note, the above options are not available for changes other than Significant Changes and no payments will be made for any minor changes.

In all cases, the liability of both Jumbo and Love Holidays for Significant Changes is limited to offering you the customer, the above mentioned options.

No additional expenses, costs or losses will be recompensed, including but not limited to, cancellation costs on other bookings you may have made at the same time.

5. Cancellation

If you, the customer, wish to cancel your booking the conditions that apply are as determined by Love Holidays and set out in their Agency Terms of Business.

If Jumbo cancels your booking you will be entitled to a refund of moneys paid against that booking only.

No additional expenses, costs or losses will be recompensed, including but not limited to, cancellation costs on other bookings you may have made at the same time.

6. Complaints

Jumbo want you to enjoy your holiday and works closely with the actual hotels to ensure the highest standards of customer care.

However, exceptionally issues might arise whilst you are at the hotel which are not to your satisfaction and in that instance it is imperative that you immediately notify the hotel management so that they have the opportunity to resolve the matter.

In the unlikely event that the hotel management cannot adequately address your concerns please notify Jumbo through the contact details noted on your accommodation voucher.

If you wish to submit a formal complaint on your return home you can do so by writing to Love Holidays as our agent at the company address on the website. Please include your booking reference and a short statement of your grievances.

Please note that if you fail to seek a resolution whilst at the hotel as stated above your complaint will be dismissed and any compensation foregone.

Where your complaint relates to health & safety issues it is likely that Jumbo will seek a direct correspondence with you.

7. Accommodation(s)

Only those persons named at the time of booking, or subsequently advised, can occupy the accommodation(s). Should any damage be caused by you or any member of your party to the accommodation(s) or its contents, you will be required to arrange immediate reimbursement before the end of your stay.

8. Passports and Visa

All passengers must be in possession of a valid passport and, if necessary, a visa. It is the customer's responsibility to meet the requirements of the countries they are visiting and we regret that we cannot accept any responsibility for costs incurred if you fail to be admitted to any country.

9. Health and Safety

Jumbo shall ensure that, at all times, the product, including, but not limited to, all accommodation(s), facilities, furniture and equipment, complies with all national, local, trade and other laws, regulations, rules and codes of practice (including those relating to health, safety, food, fire, security, planning and permits for the provision of hotel and holiday accommodation and the operation of a tourist establishment).

Jumbo warrants that they have in place a health & safety management system which includes inspections of properties to ensure compliance with the above.

With regards to your accommodation(s) there may be additional health considerations specific to that location, and we recommend you visit your doctor well before travelling to obtain advice. For further information, see www.fco.gov.uk.

