



BOOKING TERMS & CONDITIONS



All bookings with evotennis shall be subject to the following conditions: Apart from flight bookings, where the appropriate flight company's booking conditions apply. The Booking Conditions set out the responsibilities which evotennis have to you and which you in turn have to evotennis when a contract is made between the two parties. The contract is made when you make a booking and evotennis accept it with a written confirmation.

1. DEPOSIT - Advance booking is necessary to reserve places on any evotennis holiday. A booking will only be made if a deposit of £150 per person accompanies the booking form. A Participant who withdraws after a firm booking has been made shall forfeit his or her deposit. The person signing/emailing the Booking Form is deemed to be acting on behalf of each person booked on that form and is responsible for ensuring that each person is fully aware of these Booking Conditions. The person signing warrants that he/she is authorised by the other persons named including where the other person is less than 18 years of age the authority of the parent or legal guardian. The deposit is payable at time of booking. On receipt of the Booking Form and deposit payment for all passengers evotennis will issue you with a confirmation of your booking detailing your holiday arrangements – Please check your confirmation, invoice and all other documentation immediately on receipt and contact us should anything appear to be incorrect as it is not always possible to make changes at a later stage.

2. IF YOU CHANGE YOUR ARRANGEMENTS - evotennis regret that if you change your arrangements once they have been confirmed more than eight weeks prior to departure they reserve the right to levy an amendment fee of £20.00 for each person named on the booking form to cover the costs incurred. Should you alter your arrangements within eight weeks of departure it may be necessary to levy the cancellation charges as detailed in the cancellation clause.

3. FINAL PAYMENT - Final payment is due no later than **10 weeks** before departure. If this is not paid evotennis reserve the right to regard the booking as cancelled and the participant will lose his or her deposit.

4. CANCELLATION –(a) Cancellation of a booking by a participant is only effective when received by evotennis in writing from the participant signing the booking form. Cancellation charges will be scaled accordingly as set out below. evotennis will forward a cancellation invoice to you to cover all cancellation charges and if you are covered by insurance these costs may be recoverable depending on the reason for cancellation and the conditions of the insurance policy.

Period before departure in which notification is received	Cancellation charge as % of total holiday price
More than 56 Days:	Loss of Deposit
42-56 Days:	60%
28-41 Days:	70%
14-27 Days:	80%
7-13 Days:	90%
1-6 Days:	100%

(b) evotennis reserve the right in any circumstances to cancel the holiday and in this event will return to participants all monies paid.

5. ALTERATIONS – evotennis reserve the right at any time to substitute alternative accommodation or to make any other alteration to your holiday arrangements that become necessary due to circumstances beyond their control and undertake to inform participants as soon as possible. Where additional costs are involved these must be borne by the participants. Whilst every attempt will be made to run the holiday as indicated in the itinerary evotennis are unable to make refunds due to poor weather conditions.

6. PRICE GUARANTEE - Subject to error evotennis will only increase the price of the holiday after it has been confirmed if transportation costs (e.g. fuel) and/or dues taxes (e.g. VAT) or fees payable for services increase or our costs increase as a result of adverse changes in the exchange rates which have been used to calculate the cost of the training camp. Even in these cases evotennis will absorb increased costs up to a total amount equivalent to 2% of the cost of your confirmed training camp (excluding insurance premiums, flights and any amendment charges), only if the increased costs exceed this 2% will evotennis levy a surcharge. If any surcharge is greater than 10% of the cost of your tennis holiday (excluding insurance and any amendment charges), you will be entitled to cancel your booking and receive a full refund of all monies paid to evotennis amendment charges. You will have 14 days from the issue date printed on the surcharge invoice to tell evotennis if you wish to cancel for this reason. evotennis reserve the right to correct errors in both advertised and confirmed prices as soon as they we are aware of the error.

7. LIABILITY – evotennis is not liable for personal injury, death, damage to property or other loss whether arising from accident, cancellations delay or any other matter beyond their control amounting to 'force majeure'. Participants should insure against all such possibilities.

8. OUR LIABILITY TO YOU – evotennis will arrange the holiday you choose. All ground elements of the holiday will be provided either by evotennis or by independent sub-contracted suppliers. evotennis will do all within their reasonable power to ensure that efficient, reputable and safe suppliers provide all elements of the holiday and that they adhere to all laws and regulations governing their activities.

evotennis do not have to pay compensation or accept liability if their performance is prevented or affected by an event beyond their control, which they or their suppliers could not expect to avoid even with all due care such as;

- War
- Riots
- Terrorist activity
- Industrial disputes
- Fire
- Bad weather conditions
- Insolvency of suppliers/Technical problems to transport
- Airports or ports being closed or full
- Cancellation or changes of schedules by scheduled service airlines
- Or any similar event

9. GENERAL - You are responsible for ensuring that you are at the correct departure point at the correct time. We cannot be liable for any loss or expense suffered by any passenger because of their late arrival or non-arrival at any departure point. Local laws relating to the consumption of alcohol must, at all times, be obeyed. In signing the booking form, you also accept responsibility for your conduct during the holiday. evotennis also reserve the right to terminate the holiday for any passenger in the event of unreasonable conduct which in our opinion may cause damage, distress, danger or annoyance to other passengers, employees, property, or any third party. Our responsibilities for any such passenger(s) may then cease, the perpetrators of any damage will be responsible for the full cost of repair or replacement and evotennis will be under no obligation for any refund, compensation or loss which you or your party may incur.

evotennis reserve the right to decline to accept or retain any participant as a member of any tour party if his or her conduct is disruptive and affecting the enjoyment of other participants and evotennis shall be under no liability for any extra cost incurred by such a participant as a result of their doing so. Customers will be responsible for paying any charges for cleaning, damages and/or breakages prior to departure from resort.

10. INSURANCE – All passengers must obtain their own comprehensive travel insurance cover for the duration of the trip prior to departure. Written notification must be submitted to evotennis prior to travel.

11. TRAVEL DOCUMENTS - A full ten-year passport is required for all travel. If there are doubts about any passenger's status as a resident British subject or if anyone does not hold a full British passport, you must check with the Embassies or Consulates of the countries to be visited to confirm the passport or visa requirements in your particular circumstances. evotennis cannot accept responsibility if passengers are not in possession of the correct travel documents

12. COMPLAINT –In the event that you wish to complain about any aspect of your arrangements you must notify our local agent in the destination who will endeavour to put things right. Local agents are there to assist you and will ordinarily be able to deal with any problems quickly and satisfactorily on the spot. If for any reason a problem cannot be resolved to your satisfaction locally, you should detail your complaint to the local agent and forward details of your complaint in writing direct to evotennis within 28 days of your return from the tour. Such a complaint will be investigated thoroughly and every effort will be made to ensure that the matter is resolved speedily and amicably.