

Booking Conditions

1. GENERAL

- i) Just Slovenia is a trading division of Just Grenada Ltd, and in these conditions Just Grenada Ltd is referred to as 'the company'
- (ii) 'The client' is the person who signs the Booking Form and accepts the terms of the Booking Conditions with the authority of and on behalf of all members of the holiday party. This person also declares that he or she has read and accepts the information contained in this information booklet and the Just Slovenia brochure.
- (iii) 'Force majeure' is defined as war, threat of war, rioting, civil strife, natural disasters, industrial disputes, acts of God, and any other matters entirely beyond the control of the company.
- (iv) All aspects relating to a holiday booked are made subject to English law and jurisdiction.
- (v) The client will be sent a confirmation invoice which will specify details ie. accommodation, airline, departure and destination airports and flight times. The company reserves the right to amend these details if necessary. The company is unable to specify the aircraft type to be used.

2. BOOKING

The holiday booking becomes valid between the company and the client when a signed booking form and appropriate deposits have been received by the company and the company has sent a confirmation invoice to the client.

3. TERMS OF PAYMENT

- (i) The balance of the full holiday price will be due for payment 10 weeks before departure. No reminders will be issued after the issue of the confirmation invoice.
- (ii) If the booking is made less than 10 weeks before departure date, the whole of the holiday price is due at the time of booking.
- (iii) If the balance is not received on the due date, the company reserves the right to cancel the booking and retain any deposit paid.

4. PRICES AND SURCHARGES

This booklet was published in March 2012. All prices quoted in the brochure and in the company's confirmation of booking are calculated on the basis of known fuel costs. The price of the holiday may increase because of surcharges on the following items: government action, currency, fuel charges, airport charges and scheduled airfares. In the event of an increase, the company will absorb an amount equivalent to 2% of the holiday price, excluding insurance premiums. Only amounts in excess of this 2% will be surcharged to the client. If this means paying more than 10% of the holiday price, the client will be entitled to cancel the holiday with full refund of all monies paid with the exception of insurance premiums. The right to cancel must be exercised within 14 days of the date of the surcharge invoice. Any government instigated increase in air passenger duty will be wholly passed on to the client.

5. CANCELLATION BY THE CLIENT

Any cancellation of booking by the client must be made in writing by the person who signed the Booking Form. Cancellation will apply from the date of receipt of the written cancellation by the company. If you do not receive written acknowledgement of a written cancellation within 72 hours you must contact the company to ensure your cancellation notice has been received. Cancellation will involve the following charges:

Cancellation more than 10 weeks before departure - forfeit of booking deposit
Cancellation 70 - 57 days before departure - 40% of holiday cost
Cancellation 56 - 42 days before departure - 60% of holiday cost
Cancellation 41 - 28 days before departure - 80% of holiday cost
Cancellation 27 days or less before departure - 100% of holiday cost.

6. CANCELLATION BY THE COMPANY

In the unlikely event that the company has to cancel the holiday the client will be informed and if possible will be offered an alternative holiday. If this is not possible the client will receive a full refund of all monies paid. The company cannot accept liability or pay any compensation where the proper performance of our contractual obligations is prevented or affected by circumstances amounting to force majeure.

7. ALTERATIONS BY THE CLIENT

Should the client wish to make any amendments to the booking after it has been confirmed, the company will do everything possible to accommodate such a request, subject to the payment of any extra charges plus an administration fee of £35 invoiced by the company. Any changes after booking must be notified to the company in writing. The number of people stipulated in the booking confirmation must not be exceeded at any time during the holiday without prior consent of the company.

8. ALTERATIONS BY THE COMPANY

If it becomes necessary to amend or alter any aspect of a holiday for an unforeseen reason the company will discuss such changes with the client to ensure that such alterations are acceptable. If the changes are defined as MAJOR – these are a change in departure date, return date or accommodation – the client will have the right to insist upon cancellation as in clause 5 above.

9. DAMAGE

Should a client be responsible for damage to or the loss of any item of equipment belonging to the holiday accommodation, the client will be entirely responsible for covering the cost of replacement or repair.

10. PUBLIC SERVICES

The company cannot be held responsible for failure of public services eg water or electricity, which is beyond the control of the company. The company will make every effort to ensure that such a failure is corrected as quickly as possible and disturbance to the client is minimised.

11. RESTAURANTS AND LOCAL FACILITIES

At certain times some restaurants and local facilities may be closed and, although these facilities may be mentioned in the company's publicity material, they cannot be guaranteed as being in existence, open or available for clients to use.

12. SWIMMING POOLS

The company cannot be held responsible if a swimming pool is unexpectedly closed for any reason such as climatic conditions or mechanical failure.

13. RESPONSIBILITY FOR YOUR HOLIDAY

The company accepts responsibility for ensuring that the holiday booked is supplied as described in the company's publicity material and that the services offered reach a reasonable standard.

14. COMPLAINTS

If the client has a complaint about any aspect of the holiday, the substance of such a complaint must be brought to the attention of the company in the UK AS WELL AS to the supplier at the place where the services in question are supplied (eg Hotel, Villa, Car Hire co.) without delay in order that the company can remedy the problem as soon as it reasonably can. You must speak personally to the UK office of the company and we will reimburse clients for any reasonable costs involved in contacting the company in the UK from an overseas destination. The company will not consider any complaint received more than 28 days from the date that a holiday ends, nor will it consider any complaint which has not been notified to the company in the manner described above. It is a fundamental element of the contract between the client and the company that the company be given a reasonable opportunity to correct any faults which arise in any element of the holiday. If the client wishes to change accommodation in Slovenia for any reason this MUST be done by arrangement with the UK office. 24 hour contact numbers in Slovenia are provided to all clients.

15. TRAVEL DELAYS

The company will not accept any responsibility or liability when delays occur in any of the transport services involved in the client's holiday. No compensation will be paid if a client is unable to take up accommodation booked, because of a travel delay.

16. INFORMATION IN THIS BOOKLET, OUR BROCHURE AND WEBSITE

The company has made every effort to ensure that all the information regarding Slovenia, our properties and all other aspects of the holidays offered is entirely accurate. However we cannot and will not accept any liability for any errors contained in this information or for the results of any such errors.

17. DISPUTES

Disputes arising out of, or in connection with, the holiday contract which cannot be amicably settled may be referred to arbitration under a special scheme operated by the Association of Independent Tour Operators (AITO). The AITO Independent settlement dispute service may be called upon by either side to bring the dispute to a speedy and amicable solution. Full details of the scheme will be provided on request. The scheme does not apply to amounts above £2,500 per person or £10,000 per holiday booking. Furthermore, the scheme does not apply to claims which are solely or mainly in respect of physical injury, illness or the consequences of such illness or injury.