



TRAVEL AGENCY  
TOUR OPERATORS  
CRUISES  
CAR RENTALS  
HOTELS

LOWER BAY STREET, BRIDGETOWN, BARBADOS TEL (246) 228-7748 FAX (246) 228-7755 E-MAIL [info@caribbeanvacationsonline.com](mailto:info@caribbeanvacationsonline.com)

## *Declaration of limited responsibility and conditions of sale of travel services by THE INDAR WEIR TRAVEL CENTRE*

### **1. Reservation / booking**

Your reservation is binding once we confirm it in writing. A deposit of 35% is due one week after confirmation. The complete payment is due at least 5 weeks before the beginning of the trip. Travel documents will be issued after receipt of full payment.

### **2. Booking changes or additional requests after receipt of confirmation**

For all booking changes, like dates or name changes after your booking has been confirmed, there will be a discretionary charge of USD10.00 per change. Every transportation company (common carrier), travel supplier and hotel has their own regulations concerning changed bookings and cancellations. The Indar Weir Travel Centre is named as these firms' selling agent and observes their conditions exactly as they are defined, just as the firms themselves would associate with the client.

### **3. Cancellation by client**

According to tour operators' sales conditions, ready-made package trips cannot be cancelled without a fee after a booking has been confirmed. The closer the cancellation takes place to the departure date, the greater is the cancellation fee possibly reaching 100 percent of the cost of the trip.

A cancellation fee will apply in accordance with the conditions of contract.

- \* up to 30 days prior to departure - 10%
- \* 29-15 days prior to departure - 30%
- \* 14-7 days prior to departure - 50%
- \* from the 6<sup>th</sup> – 3<sup>rd</sup> day - 85%
- \* 2<sup>nd</sup> day to day of travel - 100%

### **4. Hotel Booking Changes And Cancellations**

If a hotel booking which you do not intend to use is not cancelled by 12:00 noon on the working day prior to the arrival to the hotel, 100 percent of the cost of the first night can be charged to your account. Changes in group bookings (minimum 10 persons) are considered cancellations if the new dates are not comparable to the original dates or if the group size decreases. If such changes are made less than 30 days prior to the beginning of the stay at the accommodation, cancellation fees will be applied

## **Document Accuracy**

When the travel documents are received, you should immediately check whether all necessary documents are in order and that dates, names, all correspond to your original request.

## **Seat Reconfirmation For Return Flights**

All flights regardless of destination are subject to obligatory seat reconfirmation no later than 72 hours prior to the return flight. If you neglect to reconfirm your seat on the flight, the airline may cancel your seat which was originally reserved. For reconfirmation of seats, call (at the place of destination) the nearest representative of the respective airline.

## **Insurance**

Travel suppliers, common carriers, or travel agencies do not compensate any of your unforeseen expenses in the event of cancellation of or failure to make your trip, lost baggage, loss of health and/or accidents. The only possibility to protect oneself from such an expense is to buy, together with tickets and travel arrangements, a travel insurance policy. The Indar Weir Travel Centre can suggest to you a trustworthy insurance company. In the case that the traveller/client does not want to buy insurance, he/she assumes sole financial liability for all direct and indirect consequences of events occurring before or during the trip. Purchased services from The Indar Weir Travel Centre does not contain insurance at any time as part of the service or of the price, if it is not clearly stated that such insurance is included in the price. The traveller does not have the right to demand compensation from THE INDAR WEIR TRAVEL CENTRE for their unforeseen expenses if THE INDAR WEIR TRAVEL CENTRE is not the direct and immediate cause and reason for these expenses. This is also valid if THE INDAR WEIR TRAVEL CENTRE did not separately offer to the traveller/client the possibility to buy insurance for other services bought and did not clarify the possible consequences of not having insurance

## **Claims and client responsibilities**

In case of any troubles with services we do recommend you to contact our local partner immediately and report the problem. If you do not do so, The Indar Weir Travel Centre will reject all claims and price reduction requests. You would have made it impossible for The Indar Weir Travel Centre to change insufficient circumstances or to arrange acceptable alternatives.

## **Exclusion of claims**

All claims have to be made in writing within one month after the scheduled end of your trip. Claims mailed later will not be considered.

## **Travel Agency Responsibility**

The Indar Weir Travel Centre is not the direct supplier of services sold but rather is only the authorized agent. The Indar Weir Travel Centre is not responsible for services of the actual supplier (airline, ferry line, hotel, car rental agency, etc.) and for the quality and quantity of the services. If you are dissatisfied with the purchased service or if the services do not coincide with the travel documents you have received, you must first consult directly with the local service representative immediately. Usually, in such cases the situation is solved in favour of the traveller. If you do not receive a response to your complaint or if it is refused to provide the required service you should, within one month after returning, give your travel consultant a written complaint addressed to the travel agency's general manager. Unfortunately, The Indar Weir Travel Centre is not able to process and forward vocal complaints. Written complaints should include the original receipts directly substantiating the expenses for which one wishes compensation from or via the travel agency. Compensation claims which are not directly applicable to the documented travel arrangement (inconvenience, incomplete mission, mental or physical stress, lost time, etc.) cannot be considered for compensation by the travel agency or any firm other than the respective insurer.

## **Rates**

Rates are quoted in US dollars at current exchange rates and are subject to change with major market fluctuations

I..... have carefully read and understand the enclosed agreement and has accepted the conditions therein.

TITLE .....

ORGANIZATION .....

DATE .....

SIGNATURE .....