

MGR Sports Tours Ltd Terms and Conditions

In these Terms and Conditions, “us” or “we” refers to MGR Sports Tours Ltd and “you” refers (as the context may require) to: - (i) the relevant passenger coming in the party or group on the relevant tour we are running (or the parent or guardian of that passenger if that passenger is under 16 years of age); or (ii) the relevant football club which is sending individuals in the party or group on the relevant tour we are running. Where the relevant passenger coming in the party or group on the relevant tour we are running is under 16, the parent or guardian of that passenger who contracts with us on these terms and conditions shall procure that the relevant passenger of whom they are parent or guardian complies in full with these terms and conditions as if that relevant passenger had contracted with us on these terms and conditions.

PLEASE READ THESE CAREFULLY BEFORE BOOKING

Your Holiday Contract is with MGR Sports Tours Ltd. The tours are operated by MRG Sports Tours, Cupar Muir Industrial Estate, Cupar Muir, Fife, KY15 5RL. The tours we run can only be booked through MGR Sports Tours Ltd. These Booking Terms and Conditions set out the terms on which you contract with us.

HOW TO BOOK

In order to avoid disappointment, we recommend you telephone or email us to check availability for your tour. Once we have agreed your itinerary and dates with us we will ask you for a non-refundable deposit and to complete an MGR Sports Tours online registration. Payment of that non-refundable deposit by you confirms your acceptance of these Terms and Conditions which apply to you and all members of your group. Our group leader is responsible for keeping all party members informed as to booking details. On our receipt of your completed booking form and non-refundable deposit a contract shall be constituted and come into effect forthwith between us and you. That contract shall be governed by these terms and conditions, to the exclusion of any other terms and conditions which you may seek to impose on us as the basis of the contract between us and you.

PAYMENT

The balance of the holiday price must be paid no later than the outlined date on the document provided to you. All bookings made after the final payment date must be paid in full at the time of booking and will be subject to availability. If you do not pay the full cost by the final date specified in the document we reserve the right to treat this as a cancellation and the cancellation charges below will apply. Please contact your MGR Sports Tours Ltd representative to discuss any variations to the payment process.

PRICE

We reserve the right to notify you of any increase in the brochure or advertised price before accepting your booking (and such increased price will then apply). In addition, the price of your holiday is subject to surcharge on any or all of the following items:- any government action resulting in increased price, currency, aircraft fuel, over-flying charges, airport charges and increases in scheduled airfares. We reserve the right to pass these charges on to you. We undertake not to make any surcharges within two months of your group's departure. No

price reductions will be made if exchange rates fluctuate. The rates of exchange used for costing your itinerary are as at the time of printing.

VARIATION BY YOU

If you or any of your party wishes to alter or cancel your tour once the confirmation invoice has been issued by us, the following cancellation and amendment charges will apply:

DAYS PRIOR TO DEPARTURE DATE PERCENTAGE OF CANCELLATION CHARGES (PER PERSON)

180 days or more to departure - Deposit payment only
179 - 100 days to departure - 25% of the total tour cost
99 - 65 days to departure - 50% of the total tour cost
64 - 30 days to departure - 75% of the total tour cost
29 days or less to departure - 100% of the total tour cost

PLEASE NOTE ALL DEPOSITS ARE NON-REFUNDABLE.

CANCELLATION OF FLIGHTS BOOKED THROUGH MGR SPORTS TOURS LTD

Please note that cancellation charges for flights will differ from the above. The specific cancellation charges will vary for each airline so please check with the MGR Sports Tours Ltd representative or with your group leader on what the terms are. Full details of this will be provided to your group leader at time a quote is presented.

Insurance premiums paid are not refundable but if your cancellation falls within the provisions of your travel insurance policy you may be able to make a claim. You must advise us via our website or by post if you wish to change any details of your booking. We reserve the right to charge a non-refundable administration fee. We shall try to make the requested changes but cannot guarantee to do so. If the change to your booking results in the tour price being increased, you are responsible for paying the additional sums due and where you request that the number in your party be reduced, the remaining party members may have to pay additional charges such as room supplements.

LATE PAYMENT

MGR Sports Tours Ltd will charge a 5% late payment fee for any monies not received on the payment date. This charge will be 5% of the late payment amount not 5% of the total tour price. Please contact the MGR Sports Tours Ltd representative if you are having issues with the scheduled payment dates and we will work with you to find a suitable solution.

VARIATION BY US

We are occasionally forced to make changes to your tour and reserve the right to do so. Most changes will be minor. A significant change is one which materially alters your tour and would include, for example, a change of pick-up point, departure date or quality of accommodation. If a significant change is to be made, we will endeavour to inform you as soon as is reasonably practicable if there is time before your departure. In the event of a significant change occurring within four weeks of your departure date, we will, if possible, offer alternative arrangements or, if these are not acceptable to you or your party, a full refund of the monies paid. We reserve the right to offer alternative accommodation and if we exercise this right, we will endeavour to provide alternative accommodation in the same area as your original tour. If the standard of accommodation is lower than the accommodation originally booked, we will refund the difference in cost between the two standards of accommodation. In addition, unless the change is the result of an event beyond our reasonable control (as defined in the paragraph below) we will make the following compensation payments to you:-

Period before scheduled departure that MGR Sports Tours Ltd notifies you of a change Per person:

Over 30 days, Nil

29-15 days, £15

14-0 days, £20

We retain absolute discretion to re-arrange match fixtures. In the unlikely event that due to circumstances beyond our control your teams play teams of a different age group and standard, we are not responsible to you.

FORCE MAJEURE

We do not accept liability for any loss, damage or expense arising from a change of or a cancellation to your tour which occurs as a result of unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided with all due care. Such events would include, for example, war, threat of war, riot, industrial dispute, terrorist activity, pandemics, natural or nuclear disaster, fire or adverse weather conditions, decisions of the Football Associations and overseas Football Associations or other similar events beyond our control. We do not accept responsibility for you or your party if you contravene any law or regulation of any of the countries visited during your tour.

PASSPORTS & VISAS

It is your responsibility to ensure that you (unless you are a football club) hold a valid passport and obtain the appropriate visa(s). Where you are a football club, it is your responsibility to ensure that all members of your group hold a valid passport and obtain the appropriate visa(s). We recommend that passports and/or visa(s) are applied for well in advance of the departure date. For further information about passports contact your local passport office. We do not accept responsibility for any loss caused by the failure of you or any member of your party to obtain a valid passport and required paperwork.

HEALTH

We recommend you check with your doctor whether vaccinations are required when you have booked your tour.

TOUR PARTICIPATION

It is a condition of participation in our tours that you agree to accept the authority and decisions of our employees, tour leaders and representatives whilst on tour with us. If in our opinion, the enjoyment or safety of others on your tour is jeopardised by the conduct of you or any member of your group, that person may be required to leave the tour. In these circumstances, we will be entitled to recover compensation for any damage caused from the offending party and/or the person who signed the booking form.

We accept no responsibility for making arrangements for the offending party to return home.

HEALTH AND SAFETY

We are not responsible for the health and safety of you and the members of your group. You must ensure that sufficient adults attend the tour to supervise your group. We are not responsible for the conduct of other teams whom your group may play against.

Coach Travel Transport is by standard or luxury coach. You and the members of your group are responsible for meeting the coach at the times specified in your itinerary. In the event that you are, or a member of your group is, late, we will not be responsible to you or any member of your group if the coach has departed. If your or any member of your group's lateness results in your or any member of your group's late arrival at match fixtures, we are not liable to you or any member of your group if the match does not proceed. In the interests

of safety, it is the responsibility of you and the other members of your group to ensure that hand luggage is stowed safely and the aisles are kept free from obstruction. Each member of the party may carry one large suitcase and one item of hand luggage per person. It is your and the members of your group's responsibility to insure against the risk of loss or damage to all packages and personal effects. You and the members of your group will be subject to the terms and conditions of carriage of the relevant coach company.

ACCOMMODATION

The accommodation provided is as described on our itinerary for each destination. We accept responsibility for ensuring that your tour is as described in our itinerary (subject to any significant changes that you are advised of before departure) and the services offered reach a reasonable standard. If a part of your tour is not provided as promised, then, subject to these terms and conditions, we will pay you reasonable compensation if we agree that the standard of service provided was inadequate and has affected the enjoyment of your holiday. We do not accept responsibility where the failure to perform or improper performance was due to:-

- (i) your own acts or omissions or the fault of any member of your party;
- (ii) acts of a third party not connected with the provision of your tour and which were unforeseeable or unavoidable; or
- (iii) an event which neither we or the supplier of the service(s) could have foreseen or avoided even with all due care.

COMPLAINT PROCEDURE

In the event that you experience any problems with your holiday you should advise our representative so that we can attempt to resolve the problem at once. If the problem cannot be resolved at that moment, we will ask your group leader to email our UK office with details of the complaint and we will undertake a full investigation. You must inform us in writing of any complaint within twenty-eight days of the date of the end of your tour.

BROCHURE ACCURACY

We spend a great deal of time and care ensuring that the details of the tours offered in the itineraries are correct at the time of printing. Unfortunately, there may be times when an advertised facility is modified or not available due to, for example, adverse weather conditions or poor volume of support or other factors beyond our control. We therefore reserve the right to alter or vary the contents of the brochure at any time and will, wherever possible, advise you of such changes before departure.

INSURANCE

We strongly recommend that you and all members of your party obtain adequate travel insurance. We do not accept responsibility for any loss or expense arising from your or any members of your group's failure to secure adequate insurance cover. We recommend booking travel insurance through our partner Rush Insurance Services Ltd and their affiliates, First Travel Insurance and World Nomads. Information on cover options will be provided at time of booking. You are welcome to purchase your own travel insurance cover.

HOW TO BOOK

The tours offered by MGR Sports Tours Ltd can only be booked directly through MGR Sports Tours Ltd. This policy has two important advantages for you, our client. Firstly, you make significant savings as we make no allowance for travel agent's commission and equally importantly, you can speak personally to our staff who have specialist knowledge and can provide specialist advice concerning all aspects of our programme.

CALL MGR SPORTS TOURS

We are always pleased to meet our clients personally and you can, of course, arrange a meeting with one of our staff.

TO MAKE A PROVISIONAL BOOKING

Telephone: +44: (0) 1334 657 790 or e-mail: enquiries@mgrsportstours.com

TRAVEL INSURANCE

We recommend travel insurance be arranged in respect of ALL tours irrespective of the duration or destination. We will provide options through our partner, Rush Insurance Services Limited.

WEBSITE

Please visit: www.mgrsportstours.com and submit your enquiry via the online form.

WRITE TO US

MGR Sports Tours Ltd , Cupar Muir Industrial Estate, Cupar Muir, Fife, KY15 5RL

THE CONTRACT ENTERED INTO BETWEEN US AND YOU SHALL IN ALL RESPECTS BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH SCOTS LAW.