

OUTGOING EVENTS LIMITED

SPORTSVEST PACKAGE HOLIDAY BOOKING TERMS AND CONDITIONS 2018-19

Your contract is with Outgoing Events Limited, of registered office: 3 The Stables, Wilmslow Road, Didsbury, Manchester, M20 5PG.

These conditions govern all bookings for SportsVest package holidays and should be read in conjunction with the conditions of the Official Ticketing Agent (Outgoing Ltd, acting as our agent) and by making a booking you shall be deemed to have accepted and agreed to comply with these conditions and the conditions of the Official Ticketing Agent.

Any reference in this document to 'Outgoing', 'Company' or 'We' means Outgoing Events Ltd and solely where payments are concerned and if applicable the Official Ticketing Agent, Outgoing Ltd.

1. Your holiday contract

When you make a booking (via the Official Ticketing Agent, Outgoing Ltd) you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions and the conditions of the Official Ticketing Agent. A contract will exist as soon as we issue our confirmation booking email to you. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts.

2. Your financial protection

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked through Outgoing Events Limited (via the Official Ticketing Agent, Outgoing Ltd) and for your repatriation in the event of our insolvency. We provide full financial protection for our package holidays, by way of obtaining financial failure insurance.

3. Age Restrictions

- 1) You must be at least 18 years of age to travel with Outgoing Events Limited on SportsVest.
- 2) You must turn 18 years old by the first day of SportsVest otherwise admission is not permitted and you will not be issued a wristband for entry to the event.
- 3) We will not provide refunds to anyone under the age of 18 who has chosen to book or attend against our recommendation.
- 4) SportsVest security staff will be briefed to ask for proof of age ID and anyone under 18 years of age will be declined from entering any of the SportsVest licensed venues.
- 5) At the time of creating your booking you are advised that if you are under 18 you will be unable to confirm a booking with us as it is against these terms and conditions.

4. Your Holiday Price, Booking Fees and Late Payment Charges

1) We reserve the right to alter the prices of any of the holidays we advertise. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

2) When you make your booking (via our Official Ticketing Agent) you must pay the minimum booking deposit of £75 before Friday 7th December 2018. The balance of the price of your travel arrangements, including any required damage deposit, must be paid by 4th February 2019. If the balance is not paid in time, we shall consider your travel arrangements cancelled and you will be subject to cancellation charges or a late payment charge of £25 per person. An additional late payment fee of £15 will be levied per person for every additional seven days that your balance is outstanding after the balance due date has passed. If the balance is not paid we shall retain your deposit and any other payments made will be subject to cancellation charges, as laid out in clause 7.

3) Changes in transportation costs, including the cost of fuel; dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 days of your departure. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must do so within 14 days from the date of notification. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

4) Outgoing Events Ltd will charge (via the Official Ticketing Agent, Outgoing Ltd) you a one-off booking fee of £7.50 per person on the initial booking. This is a one-off payment that will be charged on top of the initial deposit, payable at the time of booking and is non-refundable.

5. If You Change Your Booking

If, after the booking confirmation email has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date, accommodation, downgrades, and departure location changes we will do our utmost to make these changes

but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking. You will be asked to pay an administration fee of £5, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Note: Certain travel arrangements (e.g. Apex Tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

6. Cancelling Your Holiday and Name Changes

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows:

Period before departure Cancellation charge in which you notify us

- Before 9th January 2019 - Deposit only
- After 9th January 2019 - 50% of the full holiday cost
- After 8th February 2019 - 75% of holiday cost
- After 22rd February 2019 - 100% of holiday cost

Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

If you are prevented from travelling, you may transfer your booking to another person providing that it is done before the final payment deadline. A name change transfer fee plus the cost of any travel insurance taken will be payable. Both the original booker and the person taking the holiday are responsible for the payment of the amendment charges and any outstanding balances due in respect of the holiday price.

Name changes need to be completed in the time scale below and the charges will apply as follows:

- Up to 31st December 2018 - £15.00
- 1st January 2019 – 1st February 2019 - £30.00
- 2nd February 2019 – 12th February 2019 - £50.00

No changes are to be made after the above timescales.

7. If We Change or Cancel Your Holiday

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor

and we will advise you of them at the earliest possible date this will either be by email notification or phone call. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, we will not cancel your travel arrangements less than four weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in this clause.

Please note that carriers such as Airlines used in advertising may be subject to change. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard.

If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your holiday and receiving a full refund of all monies paid. You must notify us in writing of your choice within 7 days of the offer. If you fail to do so we will assume that you have chosen to accept the change or alternative booking arrangements. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below: IF WE CANCEL OR MAKE A MAJOR CHANGE TO YOUR HOLIDAY

Period before departure in which we notify you Amount you will receive from us

- | | |
|---------------------|------|
| • More than 35 days | • £0 |
| • 35 - 28 days | • £5 |

The compensation that we offer does not exclude you from claiming more if you are entitled to do so. Force Majeure - We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport. Compensation will not be paid to any individuals traveling on free places.

8. Reserve/Waiting Lists

By providing information for the reserve list and completing payment you agree that you understand you have not booked onto SportsVest. Upon payment you will be given a

waiting list reference, the money paid is used to secure a place on the waiting list and you will be contacted by a member of SportsVest to advise if you have been successful in securing your official place on tour, at which point you will be given your booking reference. If we are unable to find you a place on tour then all monies paid will be refunded to the card used to pay on within 3-5 working days of being notified.

9. If You Have A Complaint

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and our resort representative immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at Outgoing Events Ltd, 3 The Stables, Wilmslow Road, Manchester, M20 5PG giving your booking reference and all other relevant information. Please keep your letter concise and to the point. It is strongly recommended that you communicate any complaint to the supplier of the services as well as to our representative without delay and complete a report form whilst in resort. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

10. Our Liability to You

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of two times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to

(a) The contractual terms of the companies that provides the transportation for your travel arrangements. These terms are incorporated into this contract; and

(b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices 3 The Stables, Wilmslow Road, Didsbury, Manchester, M20 5PG, 08443 264 264. Under EU law (Regulation 261/2004) you have rights in some

circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 7. If any payments to you are due from us, any payment made to you by the airline will be deducted.

NB this clause does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday.

11. Prompt assistance in resort

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

12. Passport, Visa and Immigration Requirements

1) It is your responsibility to ensure you have a valid passport and, if you are not a British Citizen or hold an EU passport, to ensure that you have any relevant visas that may be required.

2) We can provide general information however it is your sole responsibility to ensure you and all those within your party have a valid passport, Visa and travel documents required for the Country you are visiting. We accept no responsibility if you cannot travel because you have not complied with any passport, visa or immigration regulations.

3) Passport, Visa and health requirements can change from time to time. Prior to travelling we strongly recommend seeking guidance and advice from the Embassy or Consulate of the Country you intend to visit if you are unsure what is needed to travel. When travelling to certain Countries you may require vaccinations, if you contact your GP or a local travel clinic they can advise on the most up to date information, alternatively visit the foreign office website www.gov.uk for more details.

4) If you need to apply for a passport or renew one, please do so well in advance. You will need to contact the passport advice line: 0300 222 0000 or gov.uk/passport-advice-line

13. Lost Property

1) Whilst we do everything possible to locate lost property, we cannot guarantee to do so or to be able to arrange for your property to be returned. Clients will need to contact our Head Office. If we are able to locate lost property it will be stored at our Head Office for 1 month on return from the event and we can arrange for its return with proof of owner, all costs of so doing must be paid in advance along with an administration charge.

2) We cannot be held responsible for lost property whilst in transit to the UK howsoever this is arranged. We reserve the right to increase the administration charge for the return of lost property for bulky items with special dispatch costs.

3) property lost in resort or in venues will be handed in at the Info Point Customer Service Desk, you will need to report lost or stolen property to a member of staff in resort, if we are not in receipt we will log information and provide a report, you will also need to get a police report, without this documentation, if you were to process a claim the application would be void.

14. Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

15. Data Protection, Privacy Policy & Cookies Policy

To ensure that your holiday runs smoothly, we need to use information that you provided us with, such as your name and address, special needs etc. We ensure that appropriate security measures are taken to protect this data. However, this data must be passed to suppliers of your travel arrangements, including transport companies, ferries and hotels. We may also supply your details to security or credit checking companies and to public authorities. If we cannot pass this information to the relevant suppliers we cannot provide your booking. When you make this booking, you consent to this information being passed to relevant parties. We may use this information to contact you with details of other products and services offered by Outgoing or any of our partner companies.

For further details about our Privacy Policy and procedures for example information what we do with your data and how we protect it please see our [Privacy Policy](#). For information about Cookies see our [Cookies Policy](#).

We may capture images and video footage on your trip to be used as promotional materials, you must inform any photographer or videographer if you do not want to feature in Outgoing promotional material.

16. Your Conduct and Damage Deposit

1) Upon booking (via the Official Ticketing Agent, Outgoing Ltd) you accept full responsibility for any damages or loss caused by you or any member of your group. All local laws, including those relating to the consumption of alcohol and noise, must be obeyed at all times. The Company reserves the right to terminate the Holiday of any participant/group who do not observe these rules or in the event of unreasonable conduct which in our opinion may cause damage, distress, danger or annoyance to other participants, employees, property or any third party.

2) If the behaviour of any member of any group is causing or is considered likely to cause offence, danger, damage to property and/or distress to others, we reserve the right at all times, without prior notice, to terminate the holiday of the person(s) concerned or, at our discretion, that of the whole group. If, for example any coach driver, accommodation owner or manager, or senior member of our staff, considers that the behaviour is unacceptable they are authorised to terminate a booking wherever and whenever necessary and require the person(s) to leave the accommodation or property. In this situation, we will have no further responsibility to award such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of termination.

3) We reserve the right to refuse to accept you as a customer or to continue dealing with you if your behaviour affects or threatens to affect other travellers or is threatening, disruptive or abusive towards our staff or our supplier's staff either in the UK or abroad (this includes on the telephone or in writing).

4) If any of those in charge of operating our holidays such as flight staff, coach drivers or our resort staff consider you or any of your party to be disruptive, they can refuse to allow you to proceed with your travel arrangements. If this means you are prevented from boarding your outbound coach/flight, we will consider your booking cancelled and the appropriate cancellation charges will apply.

5) You will become responsible for sourcing your own accommodation and travel home including alternative arrangements for those who will not travel without you. In any of these circumstances no refunds will be made or compensation paid. We may also make a claim against you (and/or instigate criminal proceedings) if your behaviour has resulted in additional costs to us.

6) You and every member of your group must pay a damage deposit of £50 per passenger at the time of booking (via the Official Ticketing Agent, Outgoing Ltd). In the case that any damage is caused in the resort, to any property of the Company or that of our suppliers, during transit or during any other aspect of your trip, the Company shall be entitled to deduct an appropriate sum from the damage deposit of each passenger that it reasonably suspects of causing the damage. The deposits are accepted in their entirety as a deposit for the entire group booking and termed a 'Global Damage Deposit'. In instances where an individual or a number of individuals from within your group are not able to pay the charges brought against them, the excess charge will be taken from your group's Global Damage Deposit.

7) Further to your damage deposit, some hotels may insist that one individual per apartment provides reception with a credit card swipe or cash upon arrival.

8) Once all damage charges have been received, the Company will return the deposits (via the Company or the Official Ticketing Agent, Outgoing Ltd) less any charges directly into the participants bank accounts unless the Group Leader requests otherwise. All deposits, wherever possible, will be returned within 31 working days of returning from the holiday. Any charges levied in Euros by suppliers and are not paid for directly in resort will be charged to the responsible parties at an exchange rate at the time per Outgoing's currency provider. Should the charges levied exceed the group's Global Damage Deposit, the

Company reserves the right to claim for the unpaid balance against the parties responsible for the damage. Should you wish to make any change to the account details provided at the time of booking for the damage deposit return you will be subject to a £5 admin fee.

17. Insurance

It is a mandatory condition of booking that all clients take out valid and adequate travel insurance covering the entire period of your holiday. No liability will be accepted by Outgoing for any clients travelling without adequate insurance cover.

Optional insurance can be purchased through Outgoing (or if applicable via the Official Ticketing Agent, Outgoing Ltd) at the time of booking. The insurance scheme we offer is designed to cover all activities included in our itineraries and the featured optional extras. Please read the policy details carefully to ensure that any purchased insurance cover is adequate for all excursions and activities that you undertake.

18. Coach Facilities

1) For trips that include coach travel, the company will provide executive coaches where possible which will be fitted with a toilet, audio-visual facilities, a DVD player and reclining seats. Any passengers with special travel needs must inform the Company at the time of booking or a minimum of eight weeks prior to travel as the Company undertakes to adhere to a maximum loading policy on all coaches. The Company offers a fixed reduction for passengers making their own return travel arrangements.

2) Departure points in the UK and Ireland (Irish universities will need to make their own way to a UK departure point) will be confirmed prior to departure. There is a supplement for pickups at some of our designated points. These are as follows:

- Maidstone pick up £10.00
- Any Scottish university pick-ups £15.00

3) The inbound drop-off points will be identical to the outbound pickup points unless stated otherwise prior to departure. Where groups occupy more than one vehicle, it is imperative that group members are assigned to travel on a specific vehicle. The Company will assign each vehicle with a coach number and all passengers will be informed of their coach number prior to departure.

Where possible we will keep the group together on the same vehicle however this is not always possible as we have to maximise the loading of each coach's capacity. There are no guarantees unless stated in your contract.

4) Each passenger has a permitted luggage allowance of one soft shell main bag up to 50cm x 50cm x 100cm and one item of hand luggage that must be stored in the overhead locker or below your seat. All baggage remains the responsibility of the individual passenger at all

times. Passengers are responsible for ensuring their luggage is loaded on and off their coach at the correct pick up and drop off points. The Company accepts no responsibility for luggage left at pick up points.

5) Groups under 20 passengers may have to travel to an alternative pick up point if no other groups are traveling from that university. We will endeavour for this alternative pick up point to be as close to your region as possible.

6) It is illegal to smoke, use drugs and/or drink alcohol on board the coach. Noise levels must be kept to a reasonable level.

7) When travelling by coach from the UK to resort you must be at your pick up point 30 minutes before the departure time stated, final details of which, including the location of the pickup point, will accompany your travel documents.

8) Your UK pick up point and drop off point must be the same location.

9) Coach pick up (on the way to the event) & drop off (on the way back from the event) points are offered throughout the UK from specific locations, which are shown at the time of booking. Should the number of passengers from a certain pick-up/drop-off point on a specific date fail to meet an economic level of sale i.e. the pick-up point is only required for a small number of passengers, we reserve the right to cancel or amend the location of the original, noted pickup/drop-off point. A cancelled pick-up point will automatically cancel this location as a drop-off point on the return leg of the coach journey. An amended pick-up point will be the default drop-off point on the return journey.

10) Should a pick up / drop off point be cancelled by us, passengers will be offered either: a) Places on a coach from an alternative, suitable pick up/drop off point within relatively easy access of the original, cancelled pick up/drop off point. This alternative pick up location will be the default drop off point on the return. b) A full refund of the coach travel cost only, thereby allowing passengers to use this refund towards making their own travel arrangements to and from the event.

11) Coaches are not necessarily assigned to a specific group of individuals nor are coaches necessarily assigned to only one pick-up point. We reserve the right to route coaches according to passenger pick up requirements therefore necessitating a possible number of pickups from various departure locations on the journey to and the journey back from the event. No one group should assume they have exclusive use of a coach(s). Specific seats on a specific coach cannot be pre-booked. Seating is based on a first-come, first-served basis.

12) We cannot guarantee a representative will be on board each land coach. However, reps or other staff will always be on hand to show you to your respective coach on the inbound leg of your transfer.

13) All passengers travelling aboard coaches provided by us and operated by the contracted suppliers of Outgoing agree to abide by all current legislation when on board. The consuming of alcoholic drinks, smoking, electronic cigarettes and drug use is NOT permitted. All of the above are illegal and the driver and/or rep have the right to eject you from the coach, failure to comply will be viewed as a breach of contract.

14) We will not be liable for any failure to fulfil a service as advertised to the customer, which may be caused by events outside our reasonable control. These events include any

act, event, omission, accident or incident beyond our or our suppliers control and include force majeure. Accordingly we cannot accept liability for any inconvenience or expenses you may incur as a result.

15) If we fail to carry passengers to the destination for any reason such as, in the event of a delay due to mechanical failure, an accident/incident or force majeure we undertake to do our utmost to remedy the problem or to arrange an alternative vehicle or mode of transport at our expense as soon as reasonably possible. The time frame of this will be dependent upon the circumstances around how the delay occurred, operating hours of coach supply companies and availability over weekend and bank holidays where a replacement vehicle is required. We shall have no other liability as a result of any delay in performing our obligations.

16) We will make every effort to operate coaches of the standard described but cannot accept a claim on the basis of an inferior vehicle being used as a relief or replacement or in cases of Force Majeure. A delayed coach may necessitate reduced meal and comfort stops.

19. Journey Breaks

If a rest break is included on a journey then it is the responsibility of the customer to return to the vehicle by the time stated by the driver. It is the customer's responsibility to speak to the representative or the Driver to ascertain the time by which they must return to the vehicle. We shall not be liable if you miss the coach as a result of returning after this time or to the incorrect location. We will not reimburse any additional costs you may incur as a result of you missing the coach.

You may not board or disembark from a service except at the stated departure and arrival points on your ticket, except for any journey breaks deemed necessary by a representative or the Coach Driver.

20. Drivers' Hours

The hours of operation for the drivers are regulated by law. Neither us nor any passenger shall delay or otherwise interrupt the journey in such a way that the driver is at risk of breaching regulations relating to driving hours and duty time.

21. Your luggage

Each passenger has a permitted luggage allowance of one soft shell (fabric) main bag up to 50cm x 50cm x 100cm and one item of hand luggage that may consist of a small bag and must be stored in the overhead storage or below your seat. No hard shell cases shall be permitted, no luggage can restrict aisles. All baggage remains the responsibility of the individual passenger at all times. Passengers are responsible for ensuring their luggage is loaded on and off their coach at the correct pick up and drop off points be it by the driver or the individual. We accept no responsibility for luggage left at pick up points. At all times the luggage that can be carried shall be at the sole discretion of the driver and of representatives of Outgoing.

We will not take responsibility for any passengers belongings whilst on the coach or in resort. We do not accept any liability for lost luggage. We cannot be held liable for any luggage miss loaded or left behind or on board.

For safety reasons there are restrictions on what passenger property can be carried as luggage on our service. The following items are all prohibited from being carried on our service – any weapons, drugs or solvents (other than medicines) or any items which are in our opinion unsafe, or may cause injury or damage to property, or which are in considered by us to be unsuitable for carriage by reason of their weight, size, shape or character, or which are fragile or perishable, or items with sharp or protruding edges, or any items over 20kg in weight.

If you are found to have any of the above prohibited items in your possession or within your luggage, we reserve the right to refuse travel and/or remove the items from the coach immediately. If you require confirmation as to whether a particular item may be carried then you should obtain our written confirmation before processing your booking.

22. Accommodation

The basic holiday price includes tourist tax, towels and linen where possible. If towels and linen are not included, we will do our best to inform the passengers prior to departures. The accommodation provider may provide inventories for each room or apartment, which will either be in the room or will be given to the passengers with the keys upon arrival. It is the responsibility of each room or apartment to give their completed inventories to the accommodation provider before 12:00 on the first full day.

There is an opportunity for your group leader to select a room online through the Rooming Allocation System. Once the rooming list has been finalised, no changes can take place. If you change rooms/apartments following this it is at your own discretion, however you are still responsible for the originally allocated room/apartment and may still be charged if costs are incurred.

23. Event Line-up

Outgoing reserves the right to change or alter the advertised programme and line-up without prior notification or liability for Outgoing or the Official Ticketing Agent, Outgoing Ltd to refund or partly refund existing customers.

24. Sports Tournaments

Tournaments are subject to weather conditions, availability of fixtures and facilities. Where an event is affected by weather, fixtures or facilities Outgoing Events Ltd will do everything within reason to reschedule during the duration of the tour. No claim can be made against us due to force majeure regarding sports competitions. We endeavour to run a minimum of 1 days' worth of sporting competitions as long as it is viable to do so with the amount of participants available on that day. Some sports are only a one day activity.

25. Sports Supplements

Some sports provided throughout the event carry a supplement, which will be stated at the time of booking; this is due to the high cost put upon Outgoing Events Ltd whilst out in location. Groups are made aware of this charge prior to booking.

26. Charges for Trips Taking Euro Payments

If you are outside of the UK and you paid for your trip in Euros, all charges will be charged at an exchange rate of 1.00.

Updated October 2018