Holiday Terms and Conditions

Effective December 2025

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1. About Us

These Terms and Conditions apply to all holiday bookings made with Exploratours ("we", "us", or "our"). Exploratours acts as a tour operator and/or agent for the provision of travel services. By making a booking, you agree to be legally bound by these Terms and Conditions, which comply with applicable UK travel regulations, including the Package Travel and Linked Travel Arrangements Regulations 2018.

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2. Booking and Contract

2.1 A binding contract comes into existence once we have received the required deposit or full payment and issued written booking confirmation.

2.2 The person making the booking confirms that they are authorised to accept these Terms and Conditions on behalf of all travellers listed on the booking.

2.3 Prices are subject to availability and may change prior to booking confirmation. All prices are quoted in GBP unless stated otherwise.

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3. Payment Terms

3.1 A deposit or full payment is required at the time of booking, as specified in your booking confirmation.

3.2 The balance payment must be received by the due date stated in your confirmation. Failure to pay on time may result in cancellation, and cancellation charges may apply.

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4. Cancellation by You

4.1 If you cancel your booking, cancellation charges will apply as outlined below. Cancellation must be confirmed in writing.

Cancellation Charges

- More than 75 days before departure: Loss of deposit
- 74–42 days before departure: 60% of total holiday cost
- 41–30 days before departure: 90% of total holiday cost
- Less than 30 days before departure: 100% of total holiday cost (no refund)

4.2 No refunds are payable for unused services, early departures, or no-shows.

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5. Changes by You

5.1 Requests to amend bookings are subject to availability and may incur administration fees and supplier charges.

5.2 Name changes may be permitted subject to airline and supplier rules and applicable fees.

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6. Changes or Cancellation by Us

6.1 We reserve the right to make minor changes to your holiday. We will notify you of any significant changes as soon as reasonably possible.

6.2 In the event of unavoidable and extraordinary circumstances (including but not limited to natural disasters, political unrest, or pandemics), we may cancel or alter your booking. You will be offered a full refund or suitable alternative arrangements in accordance with UK Package Travel Regulations.

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7. Travel Documents and Insurance

7.1 You are responsible for ensuring that all travellers hold valid passports, visas, health documentation, and any other required travel documents.
7.2 Comprehensive travel insurance covering medical expenses, cancellation, and repatriation is strongly recommended.

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8. Health, Safety, and Behaviour
8.1 You must comply with local laws, customs, and health and safety regulations during your holiday.
8.2 Any medical conditions or mobility requirements must be disclosed at the time of booking.
8.3 We reserve the right to terminate a traveller's participation without refund where behaviour causes distress, danger, or disruption.

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9. Liability
9.1 We act as an agent for third-party suppliers and are not responsible for their acts or omissions, except where required by law.
9.2 We shall not be liable for any loss, damage, delay, or injury resulting from events beyond our reasonable control.
9.3 Certain activities may involve inherent risks, which you accept voluntarily.

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10. Complaints
10.1 Any issues must be reported promptly during your holiday to allow us or the supplier the opportunity to resolve them.
10.2 If unresolved, complaints must be submitted in writing within 14 days of your return.

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11. Governing Law and Jurisdiction
11.1 These Terms and Conditions are governed by the laws of England and Wales.
11.2 Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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12. Data Protection
12.1 Personal data is processed in accordance with UK GDPR and the Data Protection Act 2018. Please refer to our Privacy Policy for further details.

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13. Amendments
13.1 We reserve the right to amend these Terms and Conditions at any time. The version in force at the time of booking will apply.

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14. Acceptance
14.1 By making a booking with Exploratours, you confirm that you have read, understood, and accepted these Terms and Conditions.

Privacy Policy

Effective December 2025

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1. Introduction

Exploratours is committed to protecting your personal data and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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2. Personal Data We Collect

We may collect:

- Identity and contact details
- Passport and travel document information
- Booking and payment details
- Travel preferences and special requirements
- Technical data from website usage
- Communication records
- Emergency contact details

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3. How We Use Your Data

We process personal data to:

- Provide contracted travel services
- Manage bookings and payments
- Communicate essential travel information
- Improve our services and website
- Meet legal and regulatory obligations

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4. Legal Basis for Processing

We process personal data on the basis of:

- Contractual necessity
- Legal obligation
- Legitimate interests
- Consent, where required

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5. Data Sharing

Your data may be shared with:

- Travel suppliers (airlines, hotels, transport providers)
- Payment processors
- Regulatory authorities where legally required
- Overseas partners where travel services require it, with safeguards in place

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6. Data Security and Retention

We apply appropriate security measures to protect personal data. Data is retained only as long as necessary for legal, contractual, or operational purposes.

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7. Your Rights

You have the right to:

- Access your personal data
- Request rectification or erasure
- Restrict or object to processing

- Withdraw consent
- Lodge a complaint with the UK Information Commissioner's Office (ICO)

Requests may be sent to: **datarequest@exploratours.co.uk**

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8. Cookies

Our website uses cookies to improve user experience and analytics. Cookie preferences can be managed through browser settings.

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9. Children's Data

Our services are not intended for individuals under 18, and we do not knowingly collect children's data.

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10. Contact Details

Exploratours
136 Brent Street
London NW4 2DR
United Kingdom
Email: privacy@exploratours.co.uk

By using our services, you acknowledge that you have read and understood this Privacy Policy.

Key Information Summary (UK Package Travel Regulations)

This is a summary of key rights under the Package Travel and Linked Travel Arrangements Regulations 2018. Full details are set out in the Terms and Conditions.

- You will receive all essential information about your holiday before booking.
- The organiser is responsible for the proper performance of all travel services included in your package.
- You will receive assistance if you are in difficulty during your holiday.
- You may transfer your package to another person, subject to conditions.
- You may cancel your booking and pay reasonable termination charges.
- You are entitled to a refund or alternative arrangements if the organiser cancels the holiday.

Financial Protection

Where applicable, package holidays sold by Exploratours are financially protected under the Air Travel Organiser's Licence (ATOL) scheme or other approved insolvency protection arrangements. An ATOL Certificate or confirmation of financial protection will be provided at the time of booking.

Cookie Notice

We use cookies and similar technologies to enhance website functionality, analyse performance, and improve user experience. By continuing to use our website, you consent to our use of cookies unless you adjust your browser settings. For more information, please refer to our Privacy Policy.

ATOL & Financial Protection

Exploratours sells both flight-inclusive and land-only travel arrangements.

ATOL Protection (Flight-Inclusive Packages)

ATOL Number: 4026

When you buy a flight-inclusive package holiday from Exploratours, your booking is protected by the Air Travel Organiser's Licence (ATOL) scheme. You will receive an ATOL Certificate confirming what is

financially protected, where to get information on what this means for you, and who to contact if things go wrong.

Financial Protection (Land-Only Packages)

For land-only package holidays (which do not include flights), financial protection is provided in accordance with the Package Travel and Linked Travel Arrangements Regulations 2018. Insolvency protection for these arrangements is provided by ABTA – The Travel Association, under our membership number ABTA 28256.

Expanded Cookie Policy

What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help websites function effectively, remember preferences, and provide analytical information.

Types of Cookies We Use

- **Strictly Necessary Cookies:** Required for website operation and booking functionality.
- **Performance & Analytics Cookies:** Help us understand how visitors use our website so we can improve performance.
- **Functionality Cookies:** Remember user preferences such as language or region.
- **Marketing Cookies:** Used to deliver relevant advertising, where consent has been provided.

Managing Cookies

You can manage or disable cookies through your browser settings at any time. Please note that disabling certain cookies may affect website functionality.
