



TERMS & CONDITIONS



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1) Your Deposit

Your contract is with Soccer Elite Tours & Tournaments. We will arrange to provide you with the various services, which form part of the tour/trip you book with us. A booking is not accepted until we issue a confirmation letter. It is important to check the details on the letter when you get it. In the event of any discrepancy please contact us immediately.

All deposits paid will be non-refundable and be credited towards the total balance of the tour. When you make a booking, you are confirming that you understand and have accepted on behalf of yourself and all members of your group our booking conditions (Reservations).

The deposit amount will be communicated at the time of booking and is non-transferable. No booking can be guaranteed unless a deposit has been paid and the balance is settled within the required period prior to tour departure or prior agreed dates. If you do not pay in full before the agreed dates, we reserve the right to cancel your booking and forfeit your deposit by way of cancellation charges.

If you make a tour booking within 90 days of your departure date then you must pay the full cost of the tour at the booking stage. Should supplier tariffs not yet be available for the period requested, current tariffs will be applied until the applicable tariffs become available. We reserve the right to make the necessary adjustments in the price.

2) Your Balance

Total payment is due as per paper schedule, however if the tour is booked in at short notice then we will inform you in writing of your payment terms once agreed.

Failure to make the full payment by the due date may result in cancellation of your booking and forfeiture of your deposit.

3) Cancellation of Tour

The person/group leader who signed the booking form must confirm any cancellations in writing to **Soccer Elite Tours & Tournaments** prior to the start of the tour. Charges apply as shown below.



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3) Cancellation of Tour (Continued)

Period before departure within which written cancellation is received

Amount of cancellation charge shown
below as % of tour price

20 weeks or more 30%

17 - 20 weeks 40%

15 - 16 weeks 50%

12 - 14 weeks 70%

12 weeks or less 100%

If the reason for cancellation is covered by your travel insurance policy you may be able to reclaim these charges.

4) If You Have a Complaint

If you have a complaint during your trip/tour, please inform, in the first instance the supplier of the service and then inform our representative immediately, who will do their best to help you there and then. If the matter cannot be put right on the spot you must write, in detail, a letter of complaint at the time and further notify us in writing (email) within 14 days of the completion of your holiday.

This must be sent to Soccer Elite Tours & Tournaments. Failure to establish your complaint immediately in accordance with the above procedure may affect the outcome of it.

5) Statutory Authorities

The tour is offered in the 'Confirmation of Provisional Booking' and is subject to applicable Acts of Parliament and Government regulations.

The company reserves the right to modify itineraries to conform to requests from competent authorities in the United Kingdom and any other sovereign states through which the tour runs.



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6) Conditions of Carriage

When you travel on an aircraft, train or ship the conditions of carriage of that carrier are subject to National and International conditions which may limit or exclude liability. Your contract under the terms of this agreement is subject to National law and jurisdiction.

7) Insurance

It is mandatory that you take out travel insurance. The choice of insurance cover is yours. However, we accept no liability for damages caused by one of any nature, manner or form during or in relation to the trip. The insurance needs to cover any unforeseen events, including trip cancellation, medical emergencies, and personal belongings. Please ensure insurance details are kept with the travel documents on the tour.

8) Duration of Trip

The duration of the trip is stated as 'night's stay' (see tour inclusions). The day of departure as well as the day of return is therefore not necessarily considered as a full tour day. This will depend on arrival and departure flight/transfer times.

9) Accommodation

We withhold the right to substitute the housing accommodation for circumstances which are beyond control. The substitution housing accommodation will meet the same criteria as established in the confirmation of the booking. When using a hotel, youth hostel, school or similar type of accommodation the participants must adhere to the rules of the accommodation to include Covid-19 hotel guidelines must be adhered.

10) Change in Numbers/Football Event

In the circumstances of a change in the number of travelling passengers a written notice must be sent to Soccer Elite Tours & Tournaments immediately. The person who made the original booking, or his or her travel agent must make any request for changes in writing. The quote price takes into account a minimum number of people travelling, please be aware that surcharges will be applied in cases of under-occupancy.



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10) Change in Numbers/Football Event (Continued)

In conditions where major changes to the itinerary and/or number of travelling participants change after the final invoice has been raised Soccer Elite Tours & Tournaments reserves the right to charge an administration fee to cover the cost of any extra services.

11) Passports

For all continental tours/trips you will require a full passport. If there are any doubts as to the status as a resident as a British subject of any member of your party you must check with the Embassies or Consulates of the countries to be visited to confirm the passport or visa requirements needed in each particular circumstance. We cannot accept responsibility if passengers are not in possession of the correct travel documents. Passports must have the correct amount of time left on the passport for the destination travelling to, this is normally 3-6 months.

12) Health Requirements

Please ensure that we receive detailed information with regard to any special diet requests upon the final rooming list. It is the responsibility of the group leader/individual that travels on a tour with Soccer Elite Tours & Tournaments to ensure that he/she is physically or mentally able to travel.

Please note certain countries/professional clubs may require a medical certificate (signed by a certified doctor) or written parental consent to be presented by a travelling participant to outline their current state of health to comply with Government Health and Safety laws. No liability whatsoever will be accepted by Soccer Elite Tours & Tournaments in the event of mental/physical ill-health of the passenger.

Soccer Elite Tours & Tournaments does not accept any responsibility and liability for tour participants who prove unable to participate and reserve the right to exclude these from some or all services. No refund will be granted in such cases. Please be advised that prescribed medication has to be brought on tour in sufficient amounts as it might not be available at the destination. Soccer Elite Tours & Tournaments cannot be held responsible for cancellation fee charges due to this as outlined under point 3 "Cancellation of Tour".



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13) Global Health Insurance GHIC Card (Replaces EHIC Card - UK residents only)

It will also be essential for everyone to complete a Global Health Insurance Card that has replaced the EHIC Travel Card (A Certificate of Entitlement to Benefits in Kind during a stay in a Member State. Forms can be obtained from The Post Office or On-Line). For more information please follow these guidelines: www.gov.uk/global-health-insurance-card

14) Coaches Responsibilities

In signing the booking form the "Group Leader" or Head Coach also accepts responsibility for the good conduct of all participants during the holiday and warrants that at least one responsible adult will be on active duty at all times to ensure that all participants behave well.

Furthermore, it is the Coaches or Organisers responsibility to ensure that:

1. No participant under 18 years of age consumes alcoholic drinks unless written permission from a parent or guardian can be produced.
 2. All local laws to the consumption of alcohol are at all times obeyed by participants.
 3. No participant consumes alcohol to excess.
 4. No Participant smokes in a hotel bedroom or in any other way causes a fire hazard.
 5. Participants act in a responsible fashion during the tour and do not participate in a way likely to cause damage to property, or harm/offence to other people.
 6. If behaviour of any member or any party is considered likely to cause offence, danger, damage or distress to others, we reserve the right at all times to cancel or terminate a booking completely. If for example an aircraft pilot, coach driver, accommodation owner or manager, or senior member of staff considers that the behaviour is unacceptable they are authorised to terminate a booking wherever and whenever necessary.
 7. The coach or Organiser is responsible for completion of passport formalities and any other personal arrangements that may be necessary such as Visa, currency and medical requirements.
- The Group Leader or Organiser is also responsible for ensuring that the group reaches the starting point of the tour at the allocated time.
8. On some trips you could be asked to pay a security deposit for accommodation: this deposit will be the group leader/coach/managers responsibility.
 9. Adhere to all general terms & conditions of your accommodation.



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15) Sports Program

We reserve the right to alter the program should there be valid reasons.

Every endeavour will be made to offer substitutes of equal value, wherever possible.

Necessary and requested changes to tailor-made touring services may lead to increases in the price per person.

Soccer Elite Tours & Tournaments accepts no responsibility whatsoever for the omission or partial omission of the sports program due to circumstances beyond control.

16) Prices

Rates of exchange used for your tour price are shown in your confirmation letter. Because we absorb some increase in costs we give no refund in the event of favourable currency movements. Prices are subject to unforeseeable increases due to supplier tariffs or taxes or any other increases levied by the authorities or otherwise. Should suppliers' tariffs not yet be available at the time the travel period is requested, current tariffs will be applied until the applicable tariffs are known to Soccer Elite Tours & Tournaments. We reserve the right to make the necessary adjustments in price.

17) Flights/Travelling by Air

In case of flights being booked by Soccer Elite Tours & Tournaments, terms and conditions of the airline will come into account. Please read all Terms & Conditions Point 11. Due to the bespoke nature of the tour, we are not able to specify on the website the airline or aircraft type that we will use. We will inform you of the airline we plan to use in your booking confirmation, but we reserve the right to change airline or aircraft types at any time (see amendments by us). Planned flight times will be given in the various documentation you receive, though these are for guidance only. Please check your final itinerary as soon as you receive it, as it will show the final timings for your flight. Flights are subject to the granting of permits and licences by authorities, both in the UK and Overseas. In the event of your flight arrangements being changed or cancelled, as outlined in this section, we accept no liability for extra costs or consequential loss, arising directly or indirectly from any independent contract arrangement, between the client and a third party.



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17) Flights/Travelling by Air (Continued)

Please note that the captain of the aircraft has absolute authority over the aircraft and passengers at all times, when they are boarding or on board the aircraft. He can refuse to carry anyone if they are, in his opinion, unfit for any reason to travel or may pose a danger to the aircraft or other passengers. If you or any person for whom you are booking is refused carriage in these circumstances, the contract with us will terminate immediately and we will have no further responsibility of liability to you.

Arrangements in the event of travel delay are the responsibility of the carrier.

18) If we change your Football Event/Tour before your departure

It is unlikely that we will have to make any changes to your trip/tour, but we do plan the arrangements many months in advance. Occasionally, changes may have to be made (e.g., to itineraries, venue accommodation, team members or other arrangements), which we reserve the right to do at any time.

If your accommodation has to be changed, we will do our utmost to provide accommodation of a similar rating. If a significant change becomes necessary, we will inform you as soon as reasonably possible if there is time before your departure. Should a significant change occur, then provided that it does not arise through circumstances amounting to force majeure (see below), you will have the choice of either accepting the change of arrangements, booking another trip/tour with us, or cancelling your trip/tour and receiving a full refund. If you choose another holiday that is more expensive you must pay any difference, but if it is cheaper we will make the appropriate refund.

19) Force Majeure

We regret we cannot accept liability, make any refunds or pay any compensation where the performance or prompt performance of contractual obligations is prevented or affected by reason of circumstances amounting to 'force majeure' including any event that which we or the supplier of the service(s) in question could not even with all due care, foresee or forestall such as (by way of example and not by way of limitation) war or threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, acts of God, adverse weather conditions and all similar events.



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20) Identity Protection

I understand photos from our Tour including photography of my Team may appear in future promotional work & social media platforms undertaken by Soccer Elite Tours & Tournaments

Coaching Events/Programme. Please tick ☐ if you wish your any pictures of any Child not to be included.

21) If we cancel your Football Tour/Event

We reserve the right in any circumstances to cancel your trip/tour for any reason. However we will not cancel your trip/tour within 31 days of departure unless it is for a reason outside our control (see changes due to circumstances beyond our control). If we have to cancel your trip/tour we will offer you:- (a) alternative travel arrangements of equivalent or of very closely similar standard and price, if available (b) travel arrangements of a lower standard and a refund of the difference in price; or (c) a full refund of all monies paid. Compensation as offered for 'significant changes' will also be paid unless the holiday is cancelled because you have failed to pay on time or as a result of circumstances beyond our control.

No compensation is payable if the trip/tour is cancelled because the number of persons who agreed to take it is less than the minimum number required and you are informed of the cancellation in writing within the period indicated in the description of the package.

22) Data Protection Policy

Information about you and members of your party, including your names, contact details and any special needs, disabilities or dietary requirements is collected by us when you request information or make a booking with us. You are responsible for ensuring that other members of your party are aware of our booking conditions and this privacy policy and that they consent to your acting on their behalf in your dealings with us. We may disclose this information to our service providers (who may be located outside the UK/EEA) for the purpose of providing you with your travel arrangements and insurance.



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22) Data Protection Policy (Continued)

Only information necessary for this purpose will be disclosed to them. In the case of air travel, it may be mandatory for us to disclose information for security and anti-terrorism purposes and any other purpose imposed on us by governments or airlines. We may use your information for the purposes set out in our data protection registration with the Office of the Information Commissioner. We may disclose the same to companies in the Soccer Elite Tours & Tournaments for business purposes and to companies who act as data processors on our behalf. Some information, for example relating to your religion or health, may be “sensitive personal data” within the meaning of the Data Protection Act 1998. We need this information to cater for your needs, but it is collected on condition that we have your positive consent. If you do not agree to our use of your information, we cannot accept your booking. By making a booking with us, you agree to allow your insurers, their agents and medical staff to disclose relevant information to us in circumstances where we may need to act in the interests of everyone in the group with whom you are travelling. For example, if you contract an infectious illness whilst on holiday, we may need to make special arrangements for you and ensure that you do not return with the group immediately. From time to time we may contact you by post with information about special offers or holidays. If you do not wish to receive such information, please notify us. You have the right to ask us in writing for a data subject access request form to obtain a copy of the information that we hold about you. You will be charged a fee for this. Any request should be addressed to The Company Secretary, Soccer Elite Tours & Tournaments Ltd.



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23) ABTOT ATOL Cover

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under its ATOL Franchise and The Package Travel and Linked Travel Arrangements Regulations 2018 for Soccer Elite Tours & Tournaments ABTOT number - 5676, and in the event of their insolvency, protection is provided for the following:

1. non-flight packages;
2. flight inclusive packages that commence outside of the UK, which are sold to customers outside of the UK; and
3. flight inclusive packages, flight only and linked travel arrangements (LTAs) sold as a principal under the ABTOT ATOL Franchise.

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if you are abroad. Please note that bookings made by customers outside the UK are only protected by ABTOT when purchased directly with Soccer Elite Tours & Tournaments.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call ABTOT's 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here:

<https://www.legislation.gov.uk/ukxi/2018/634/contents/made>

You can find out more about ABTOT here: <https://www.abtot.com/>

By booking a football tour with us, you acknowledge that you have read, understood, and agree to these terms and conditions.

Signed: _____

Date: _____

Print Name: _____

Club Name: _____

Club Role: _____



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SETT Rep Signed: _____

Date: _____

Print Name: _____