

Privacy Policy and Terms & Conditions.

5 Star Tennis Holidays Ltd Privacy Policy

For the purposes of the Data protection Act 1998, In order to process your booking and keep you informed of any relevant information relating to your booking, and to ensure that your travel arrangements run smoothly and meet your requirements we need to collect certain personal details from you. These can include the names and addresses of any party members, credit/debit card and any special needs/dietary requirements. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies and credit/debit card companies, which may be outside the European Union. We will not however, pass any information onto any persons that are not responsible for any part of your travel arrangements. This applies to any sensitive information that you give us such as details of any disabilities or dietary requirements. We take responsibility for ensuring that proper security measures are in place to protect your information.

We may use the information provided by you to contact you about your holiday or to inform you about details of other products and services offered by us.

During your tennis holiday/ tour 5 Star Tennis Holidays representatives may take photos and videos for training / coaching and promotional purposes. Please contact us before arrival if you prefer not to have photos / videos of yourself or group.

5 Star Tennis Holidays Ltd Booking Terms and Conditions

Booking and Payment

By paying your deposit or full payment you are accepting 5 Star Tennis Holidays Ltd terms and conditions within this document for your holiday / tour. A minimum deposit of £250 per person is required at the time of booking. The full balance is due 12 weeks before departure. These booking conditions form the basis of your contract. The right is reserved to cancel any booking not paid by the due date. The lead traveller must be at least 18 years old.

All clients funds are protected under our ATOL license.

On Receipt Of Your Deposit

We will make the necessary reservation and your deposit is accepted in part payment of the agreed total cost of the booking.

Late Bookings

For all bookings made within 12 weeks of departure, the full amount of the holiday price is required to be paid.

Passports, Visas & Travel Documents

Please check your itinerary paperwork carefully and report any incorrect or incomplete information to us immediately. You must ensure that names are exactly as stated in the relevant passport. We have no responsibility for passport details errors which have been sent to us.

Please ensure that your passport / visa is valid for the duration of your holiday with the appropriate Embassy. We recommend that each individual passport expire date is 12 weeks after the return date of your holiday.

For junior or school groups with any passengers under 18 yrs old, the lead adult traveller must have parental/guardian consent written letters stating that the parent/guardian gives full responsibility to the lead adult traveller for the duration of the holiday. The letters of consent may be requested at border or passport controls.

For School groups we recommend a document from the Head Teacher listing all the names of the pupils that are on the School Tennis Tour and state the teachers who will be fully responsible for the duration of the tour. The dates and venue of the tour must be stated on the document.

Insurance

It is essential that all clients arrange their own adequate travel / holiday insurance cover.

Cancellation

Occasionally changes to your holiday are necessary due to circumstances beyond our control, we would advise you prior to departure.

If We Change Your Holiday

We plan the arrangements for our holidays many months in advance and although it is unlikely that we will have to make any changes to confirmed arrangements, it does occasionally happen. We reserve the right to make such changes at any time.

If we have to make a major change to your holiday you may either:

- (a) Accept the changed arrangements.
- (b) Purchase another holiday from us at the same price within 12 months of the original travel departure date.
- (c) cancel your holiday

Cancelling by you

If it becomes necessary for you or any member of your party to cancel your booking or part of it, you must inform us in writing immediately via email to info@5startennisholidays.com , Cancellation charges are calculated from the date we receive written notification. Please see below:

More than 98 days before departure - Loss of Deposit

From 97 to 1 day before departure - 100% of total holiday

We are more than happy to do a name(s) change(s) on the flights if you have a replacement(s). The following airline name change charges per person are -

British Airways - do not offer name changes

Easyjet - £35 per person per one-way flight plus any fare difference from when the flights were originally booked.

Jet2 - £35 per person per one-way flight plus any fare difference from when the flights were originally booked

Ryanair - £110 per person one way or return

Monarch - £100 per person total one way or return

In the situation while abroad you decide to change any arrangements to the original booking itinerary, you do so at your own expense. A 5 Star Tennis Holidays representative will help make any necessary arrangements if required.

Force Majeure

We cannot accept liability in any circumstances where performance and/or prompt performance of the contract is prevented by reasons of war, threat of war, civil strife, riots, terrorist activities, industrial disputes, natural and nuclear disaster, fire or adverse weather conditions.

Accommodation

On the day of arrival your hotel room or apartment / villa may not be available until 4pm. However, for earlier arrivals we will do our best to gain earlier access or you can book the hotel room / apartment / villa from the previous night at the appropriate supplement. On the departure day the standard check out time is 10am regardless of your original time of arrival. For late flight departures we will do our best to extend the check out time.

It is common practice for our accommodation providers to take a credit card imprint on check-in as a guarantee for incidental expenses and any accidental damages to the property and its contents. Our accommodation suppliers will notify and report any loss or damage caused during your stay to us within 1 - 10 days after your departure date which you could be liable for.

School Bookings (Flights)

By making your deposit payment to 5 Star Tennis Holidays Ltd the lead teacher / school agree to all our Terms & Conditions and that the following flights times frames will be used for outbound & inbound flights. On the outbound flight, the flight departure time will be between 6am - midday from your preferred UK airport. On your inbound flight / return journey the flight departure times from abroad will be between 4pm - 8pm. However if there are no flights between the stated time frames above we will book the flights times that are available. The flight time frames stated above outbound and inbound are to maximise the length of the tour. For whatever reason once we have booked the flights for your school, if you want to change the flights times this will be at your schools expense.

Our liability

When you book your holiday we will give you the best information we have then about your travel dates, time, routing, carrier and aircraft type. However carriers can and do change dates, times and routing at very short notice and we cannot control these changes.

Transport may also be cancelled due to bad weather, technical problems or force majeure. Except where this leads to a significant alteration to contracted services, we will not be liable for any loss or expense incurred in such cases, nor obliged to refund any payment for unused accommodation or services at your destination. We will always try to help you to make appropriate arrangements for meals and/or accommodation if your transport is delayed you will however, have to pay for any such services. If you have purchased holiday insurance, you may find that it will pay certain benefits in the event of delays.

(a) All airlines and other carriers have their own conditions of carriage, defining their obligations and liabilities, and these will apply to you and your party. Please note passengers who appear to be under the influence of drink or drugs may be refused entry to aircraft.

(b) We will not be liable to you or your party for the improper performance of services provided to you under our contract, which

- is due to your fault, or the fault of any member of your party, or
- is caused by a third party not contracted by us to provide services, and is unforeseeable and unavoidable, or
- is caused by force majeure.

(c) It is your responsibility to ensure that you and your party hold valid passports, if required, and any necessary visas. It is also your responsibility to ensure that you and your party comply with any compulsory health requirements or recommended precautions before departure, your local General Practitioner can advise on these. It is your responsibility to ensure you treat the property of our suppliers with respect. Failure to do so will result in you becoming liable for any costs involved in rectifying items or facilities that have been treated improperly.

(d) We accept responsibility for the holiday sold to you and detailed on your confirmation. We do not accept liability for any excursions or items that you purchase locally from any agents or sub-agents that are not part of 5 Star Tennis Holidays Ltd, which do not form part of the prearranged holiday package.

If You Have A Problem

In the unlikely event that you have a problem or complaint during your holiday, please notify a representative of 5 Star Tennis Holidays Ltd so that they have an opportunity to rectify the issue. If this is proven unsatisfactory then the client should notify 5 Star Tennis Holidays Ltd in writing via email to info@5startennisholidays.com within 7 days of the completion of the holiday. No liability can be accepted for complaints not notified within that period or if the complaint was not notified to a 5 Star Tennis Holidays Ltd representative during the holiday.

Misbehaviour

We reserve the right at our absolute discretion to terminate without notice the holiday arrangements of any customer whose behaviour is such that it is likely in our opinion to cause distress, damage or annoyance to our customers, employees, property/owners or to any third party. Full cancellation charges will apply and we will be under no obligation whatsoever to provide a refund or compensation for costs that may be incurred. 5 Star Tennis Holidays Ltd has no control over the behaviour of person(s) / group(s) staying at, or visiting the same holiday resort/accommodation and is not responsible for any withdrawal or impairment of facilities, loss or damage caused.