

Mr Bridge

Please ensure you fully read this document as it sets out all rights and obligations. References to "you" and "your" include all persons held within the booking. These booking conditions aim to be straightforward. However, if you have any questions, please contact the Mr Bridge Office and a member of the team will be happy to help you.

Booking

By making a booking you confirm, on behalf of all persons detailed in the booking, that you have read these terms and conditions and that you agree to be bound by them. Additionally, you consent to our use of the information you provide in accordance with general data protection regulations.

The lead Booker guarantees payment to Mr Bridge of the total holiday price. If you are entitled to any form of refund from our company it will be made in full to the lead Booker. Any amendments to the booking regarding changes and/or cancellations will be taken from the lead Booker only.

Please check that you are booked on to the event you wish to attend and that all names are listed correctly. Please advise of any errors immediately. Any changes made after 14 days may incur a £10 administration charge.

Payment

We will ask for a deposit or full payment for your event in order to confirm the booking. If you only pay a deposit, the full balance must be paid by the balance due date stated on your invoice. If full payment is not received by then, you will be subject to our cancellation charges. Where back to back events are booked, deposit payments are required for each event.

Special Requirements

Please advise at the time of booking if you have any special needs or requests (e.g. dietary requirements, allergies or room location). All requests are passed onto the venues, but we cannot guarantee they will be met. If they are not, we have no liability to you.

Disability / Reduced mobility

Should you have any requirements, we are happy to ask the venue about their suitability. This must be done before a booking is confirmed. A booking should not be finalised until you feel comfortable your needs can be met. It is your responsibility to inform us of any mobility or medical condition which could affect your trip.

Code of Conduct

Venue terms and conditions will normally include the right to terminate your stay, without refund, should your behaviour fall below an acceptable standard. In the unlikely event that you cause any damage to the accommodation, the venue will normally require you to pay for this. If such incidents do occur, we are under no obligation to you and you agree to indemnify us for the full amount of any claim as a result of your actions, including all legal costs, made against us by the venue or any third party.

Please be aware that we cannot control the behaviour of other people at the

venue and cannot be held responsible for any loss or damage to facilities or services caused by them.

Accommodation

Any accommodation ratings given are as provided by the venue and we cannot guarantee their accuracy. They are only intended as a guide to the services and facilities you should expect from the venue.

Complaints

If you find you are dissatisfied with our service or the service of the venue, in order that we may have the opportunity to correct the issue, you must advise the Mr Bridge lead host immediately or speak to Reception if it is related to the venue. Should they not be able to resolve the situation, you should report the complaint in writing to the Mr Bridge office no later than 28 days after the completion of the event, quoting your booking reference number. No claims or complaints can be considered after that date.

Changes by us

In the unlikely event that the venue is no longer able to accommodate the bridge party, we may have to change the date or location of the event. This would be classed as a major change and you would be informed as soon as possible. In these circumstances we will offer you the following options:

- Accept the amended arrangements or
- Choose an alternative event, similar to your original booking (if this is less expensive than the original, we will refund the difference but if it is more expensive, we will ask you to pay the difference) or
- Cancel your booking. In which case you will receive a full and timely refund of the cost of your event.

Very occasionally due to circumstances beyond our control the advertised lead host may have to be replaced. Should this rare situation occur, you will be advised of the new arrangements as soon as possible. Such cases will not be treated as a major change to your arrangements and cancellation will be subject to the charges set out in point 10 below.

If we need to cancel

We reserve the right in our absolute discretion to cancel your event. This may be necessary in very exceptional circumstances. This could include, but is not limited to, insufficient people booked for your chosen event to make it commercially viable. If we do cancel due to insufficient numbers, you will be notified at least 4 weeks before departure. On the rare occasion that an event is cancelled, you will receive a full and timely refund of the cost of your event, or the opportunity to accept a suitable alternative, if available. Please note that we will not refund or pay compensation where an event is changed or cancelled for reasons of Force Majeure (see point 13 in these terms).

If you need to cancel

Please call the Mr Bridge office to advise of your intention to cancel. Cancellations of completed bookings should be made in writing to events@mrbridge.co.uk or posted to the Mr Bridge office by the lead Booker for any member of your group.

Your date of cancellation will be the day we receive the written cancellation in the

Mr Bridge office. Email cancellations will be acknowledged within 2 working days. Please call to ensure the cancellation is confirmed if you have not heard from us, as we have no control over any technical errors and cannot accept liability for this.

A cancellation fee by the lead Booker will be due, as remuneration for agreed contractual costs.

For events of two nights or fewer the following applies;

Date written instructions are received by us prior to the event	Cancellation fee % of total price
More than 28 days	Deposit/payment made at time of booking
Less than 28 days	100%

For events of more than two nights and all Festive Events the following applies;

Date written instructions are received by us prior to the event	Cancellation fee % of total price
More than 56 days	Deposit/payment made at time of booking
28-56 days	The greater of 75% of the total booking value or deposit/payment made at time of booking
Less than 28 days	100%

If the full amount was paid at the time of booking as part of a special offer, this is referred to above as 'payment made at time of booking'.

Transferring your event

Should you wish to transfer to an alternative event, you are able to do this up to two weeks prior to the final balance due date. Transfers are not available after this date. Any transfer requests need to be made in writing and will be subject to a £10 per booking administration fee. Please note that an additional payment may be due if the cost of the new event is more than the original event. Alternatively, a credit can be held for 6 months. If after that time the credit is not used, it will expire. Credit from Mr Bridge UK breaks are only useable on other Mr Bridge UK breaks.

Traffic / Delays

We have no control over any journey delay to the venue and cannot accept liability. This includes but is not limited to adverse weather conditions, traffic, strikes, delays at railways/ferries/airlines, vehicle breakdown. Should this occur, you may be able to claim through your insurance and we would be happy to provide a supporting letter (see point 14).

Force Majeure

Unless otherwise stated in these terms and conditions, we will not be liable for or pay compensation if we are unable to fulfil our contractual obligations to you due to unforeseen circumstance that Mr Bridge or the venue could not foresee or avoid beyond reasonable control. This can include, but is not limited to weather conditions, war, threat of war, threat of terrorist activity or terrorist activity and any repercussions, the act of any government or authority (local or otherwise), natural/nuclear disaster, fire, chemical or biological disaster and any

other similar events which are completely outside of the control of the venue/supplier or Mr Bridge.

Insurance

We suggest that insurance is taken out to cover you and your party in case of cancellation or loss/damage of your belongings. Should you need to make a claim, we are able to provide a letter confirming the details of your cancelled event.

Emergency Contact Information

It is your responsibility to provide us with details of an emergency contact (which can be your travelling companion). In case of an incident during your event we would advise your emergency contact of the situation so that they can support you.

Financial Protection



Mr Bridge Ltd is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations" all passengers booking with Mr Bridge Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Mr Bridge Ltd. This insurance has been arranged by Towergate Chapman Stevens through Zurich Insurance PLC.

Claims: In the unlikely event of Insolvency, you must Inform Towergate Chapman Stevens immediately on +44 (0) 1932 334140 or by email at tcs@towergate.co.uk. Please ensure you retain the booking confirmation form as evidence of cover and value.

Policy exclusions: This policy will not cover any monies paid for Travel Insurance or any claim relating to Air Flights. Please ensure the Company you have booked with has the appropriate CAA / ATOL Bonds in place.

Privacy Notice Laws have changed in order to protect your personal data and to regulate how companies communicate with you.

The booking information that you provide to us will be passed on only to the relevant venue or other persons necessary for the provision of your travel arrangements (such as ferry crossings). This applies to any sensitive information that you give to us, such as details of any disabilities or dietary and religious requirements.

In making this booking, you consent to this information being passed on to the relevant persons. Please see our website; www.mrbridge.co.uk for full details of how we store, collect and use your personal data.

Law and Jurisdiction

These terms and conditions are governed by English law. If you live in Scotland or Northern Ireland you may choose to be governed by their law and jurisdiction.

Last updated October 2018.