

Essential Booking Information - Mr Bridge holidays with Authentic Adventures

Useful information to guide you through the booking process. Please note that bookings with Authentic Adventures Ltd are accepted only in accordance with the terms and conditions set out in our full booking conditions. These can be found at www.authenticadventures.co.uk and are also available on request.

How to book

You can book now on any of the holidays advertised. We are happy to hold bookings on our holidays without commitment for seven days. After this, we require a deposit to confirm your place (see right for deposit amounts).

Once the group travel arrangements have been confirmed we will be in touch. We will request your balance payments 10 weeks before the departure date and provide you with details on the hotel and flights, as well as general country and optional excursion information. Joining instructions and a list of the guests who will be travelling with you will be sent out 4 weeks before departure.

Book by phone, by email or online

For bookings made by telephone or email, payment can be made by card or cheque (payable to Authentic Adventures Ltd). You can pay securely via our website, in either sterling or dollars. We accept Visa, MasterCard and Visa Debit cards. For payments in sterling by credit card or overseas debit card there is a charge of 2.5% of the total transaction. We do not accept post-dated cheques, nor do we keep your card details on file.

Programme changes

For the vast majority of our holidays, the programme will be exactly as described in the brochure. Occasionally, we do make changes to the order or number of visits. We always try to tell guests in advance of any changes.

Insurance

We strongly recommend that travellers are covered by comprehensive travel insurance and do not travel against medical advice. You should organise it when you book, to ensure you have cover against possible cancellation charges, medical treatment and repatriation. We will need to know the details of your policy 4 weeks before departure at the latest.

Deposits

Under £1,500 = £200
£1,501 - £2,500 = £300
Over £2,500 = £500

Cancellation by you

Cancellation charges payable to Authentic Adventures are calculated on time prior to departure as follows:

Up to 70 days: Deposit* / 69 - 41 days: 35% of tour cost / 40 - 29 days: 55% of tour cost / 28 - 8 days: 75% of tour cost / 7 days to date of departure: 100% of tour cost | *plus any invoiced flight costs.

Cancellation by us

If we have to cancel your holiday before the date of departure, you will have the choice of taking an alternative holiday (and paying or receiving a refund/credit in respect of any price difference) or accepting a full refund of all monies paid.

Financial protection

Flight inclusive tours: we hold an Air Travel Organiser's Licence issued by the CAA (ATOL No. 3552), which provides for your protection in the event of Authentic Adventures's insolvency. The price of your air holiday packages includes the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices. When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme as explained below. Tours without flights arranged by us: The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under the Package Travel, Package Holidays and Package Tours Regulations 1992 for Authentic Adventures, and in the event of their insolvency, protection is provided for the following:

1. non-flight packages commencing in and returning to the UK;
2. non-flight packages commencing and returning to a country other than the UK; and
3. flight inclusive packages that commence outside of the UK, which are sold to customers outside of the UK. 1, 2 and 3 provides for a refund in the event you have not yet travelled. 1 and 3 provides for repatriation. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Authentic Adventures.

AITO quality charter

Authentic Adventures is a member of the Association of Independent Tour Operators. The Association represents Britain's leading independent tour operators and encourages high standards of quality and service. Authentic Adventures abides by the Association's Code of Conduct and adheres to the AITO Quality Charter which can be viewed on www.aito.com. Visit the website to find out more about the Association or call 020 8744 9280.

What's included

- Scheduled flights unless otherwise stated
- Accommodation
- Breakfasts and dinners at hotel

Committed to sustainable tourism

We work hard to ensure our visits have a positive impact on the places we go to and acknowledge the importance of AITO's sustainable tourism ethos, which recognises the social, economic and environmental responsibilities of tour operating.

We are AUTHENTIC ADVENTURES LTD, registered limited company no. 1969761. Registered offices: The Clock Tower, Unit 4 Oakridge Office Park, Southampton Road, Whaddon, Salisbury, SP5 3HT.

If you have any queries about travelling with Authentic Adventures, please get in touch.

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