



Cancellation policy:

Any deposit paid toward a booking is strictly non-refundable and non-transferable, irrespective of the reason for cancellation.

Cancellation on or after the cancellation date specified for the trip will result in the entire trip price being charged, including any unpaid balance, which the customer authorizes the company to collect.

Booking conditions:

By confirming your reservation with Rooh Travel, you agree to the following terms and conditions.

Force Majeure: Except where otherwise expressly stated in these Booking Conditions, Rooh Travel and other suppliers will not be liable for any change, compensation, cancellation, effect on your holiday, loss, damage or expense of ANY nature or description you suffer or incur or failure to perform or properly perform any contractual obligation (s) which is due to any event(s) or circumstance (s) which Rooh Travel or other supplier, as applicable, could not, even with all due care, foresee or avoid. Such events may include but are not limited to war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, nature or nuclear disaster, adverse weather conditions, fire, flood, pandemics, system failure and all similar events outside our control or that of the party concerned.

We are not responsible for any disruption/changes to your holiday beyond our control. This includes ALL acts of terrorism and it is up to the customer to get the necessary insurance to cover any issues relating to disruption/changes beyond Rooh Travel's control & We will aim to notify you as we can. It is your responsibility as a passenger to reconfirm your flights and travel requirements.

It is the passenger's responsibility to check and get the necessary vaccinations required in order to travel to the destination.

It is the passenger's responsibility to check all visa requirements with respect to your travel arrangements. Please check your local embassy for further information.

Passports should have at least 6 months' validity remaining on your date of travel. It is the passengers' responsibility to ensure their passport is valid for travel to their intended destination. For British passport holders, please check the UK Foreign Travel Advice website if unsure. For all other passports, please consult your local embassy.

It is the passenger's responsibility to confirm that everything written in the invoice is accurate i.e. Names (as per passport), Date of Birth's and Dates of travel as we will not be held liable for any charges if the information is wrong once the confirmations have been issued.

It is the passenger's responsibility to ensure that they are adequately insured throughout the duration of their holiday, as we cannot be held responsible for delays/cancellations of flights including industrial disputes and natural disasters, etc.

The contract is made on the terms of these conditions, governed by English Law and jurisdiction of English Courts.



Flights

The flight timings given in your confirmed itinerary are for general guidance only and are subject to change. The latest timings will be shown on your tickets, which you will receive in your pre-departure travel documents. You must accordingly check your tickets very carefully immediately on receipt. It is possible that flight times may be changed even after tickets have been dispatched – we will contact you as soon as possible if this occurs. We are not always in a position to confirm the airline, aircraft type and airport of destination which will be used in connection with any flight included in your holiday. When this information is provided at the time of booking or subsequently, it is subject to change.

Any such change will not entitle you to cancel or change to other arrangements without paying our normal charges. We are not in a position to assist in the event of a delay. The airline will be responsible for making any necessary arrangements. If your flight is cancelled or delayed, your baggage is delayed or lost, your flight ticket is downgraded, or boarding is denied by your airline in circumstances which would entitle you to claim compensation against the airline under EC Regulation No 261/2004 (the Denied Boarding Regulations 2004) or the Montreal Convention, you must pursue the airline for the compensation due to you.

All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, loss or delay of baggage, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight.

We have no liability to make any payment to you in relation to the Denied Boarding Regulations or the Montreal Convention, or in respect of any flight cancellation or delay, downgrading of any flight ticket, loss or delay of baggage or denial of any boarding – as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations or the Montreal Convention.

If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. If your airline does not comply with these rules you should make a formal complaint – guidance for which can be found at <http://www.caa.co.uk/Passengers/Resolving-travel-problems>



Your contract

Bookings are only valid for the dates and routings specified by us and as listed on your booking confirmation. A contract will exist as soon as payment confirmation is issued by the contract principal, either Rooh Travel or by a supplier. If you do not receive your contract by email within a reasonable amount of time, and for whatever reason, it is your responsibility to contact us so a copy can be reissued. This contract is made on the terms of these booking conditions, which are governed by English Law. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so. When making a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions and the booking conditions of any supplier (contract principal) where we are acting as agent.

Whilst Rooh Travel has no intention of making alterations or cancelling any travel arrangements made for clients, we reserve the right to substitute alternative transport or accommodation to ensure the completion of any itinerary or in the interest of all our guests' safety and wellbeing. In the unlikely event that there are changes made to your travel arrangements both before or during your journey, Rooh Travel will attempt to inform you by all possible means as soon as possible. Please note that we are not obliged to do this, nor are we obliged to provide compensation if travel arrangements are changed. If your booking is cancelled we will do our utmost to ensure you receive a full and prompt refund. Rooh Travel reserves the right to decline any booking.

Pricing and payment

A booking will be accepted once a non-refundable and non-transferable deposit is received. All bookings are accepted by a request basis and based on the itinerary and booking details sent to you by your consultant – it is your responsibility to check these details carefully and advise us of any errors immediately.

In certain circumstances there can be a charge for amending any errors. Receipt of a completed booking form does not imply the availability of any holiday. Whilst your deposit secures your reservation with Rooh Travel, it does not guarantee the availability of any hotels or land/water tour services. Your holiday cost can change due to external influences, out of our control, such as hotel availability, exchange rates, fuel surcharges and airlines changing or cancelling services. Final costs are only guaranteed once all services have been confirmed, this is usually after full payment has been made or at least 30 days before departure.



Changing or cancelling your booking

Changing your booking

If you wish to alter your booking arrangements, after payment confirmation has been issued we will endeavour to assist in making these changes to your booking. You should note that it is not always possible to make certain requested amendments. In addition to any charge levied by Rooh Travel, the customer will be liable for any additional costs incurred by us or levied by a supplier.

When making a change, the total cost of your holiday must not drop below 90% of your original total booking amount.

Cancelling your booking

Requests to cancel a booking must be made in writing and signed by the client or emailed directly from the client's own email account. Please note that full cancellation conditions as specified on your booking will apply and we cannot guarantee a refund. All applicable cancellation fees are shown on the confirmation invoice. Rooh Travel reserves the right to apply additional administration fees to any refunds due. Refunds will take approximately 6 weeks to process.

Where an additional up-front payment is taken on top of the deposit, and in addition to your 'balance payment', to cover flight payments or other up-front costs that we incur to arrange your holiday, this will be deemed an 'additional deposit', and be treated as a part of your non-refundable deposit.

Some hotels do not operate under these conditions and have more restrictive cancellation conditions especially during high season. Rooh Travel has to pass these charges on to the client where relevant. Depending on suppliers cancellation policies, the above conditions may be modified.

If the cancellation is not for the entire booking (e.g. just one party member) those cancelling may be liable for any single occupancy costs applied to the other members of the original booking. Any refund does not include visas, visa processing fees and travel insurance which shall be 100% forfeit in all cases.



Additional travel essentials

Insurance

Please Note: Adequate and valid travel insurance is compulsory for all Rooh Travel's travellers and it is a condition of booking that you agree you will have obtained adequate and valid travel insurance for your booking by the date of departure. Travel insurance should include cover for your baggage, loss of money, cancellation or curtailment, personal accident, and medical expenses and costs of repatriation up to £2 million (inc. International medical emergency services and air ambulance services).

We will require your policy number and the 24hr medical emergency contact number of the insurers so that in the event of a medical emergency we may be able to contact the insurers on your behalf. If, at the time of travel, you have failed to provide us with your insurance details or adequate proof of insurance we reserve the right to refuse you travelling with Rooh Travel Travel and may treat this as a cancellation by you.

Official health and entry requirements

We can offer guidance regarding such matters as visas, vaccination certificates and passport requirements for your trip, but you are ultimately responsible for ensuring that you have the correct documentation and that you take all the necessary health precautions before and during your trip. Rooh Travel Travel cannot accept responsibility for any costs caused by non-compliance in this matter which may result in your being unable to travel.

Please check the health and medical requirements for the destinations you are visiting with your medical adviser and arrange any vaccinations and medical certificates prior to your departure. Some countries have legal and/or medical requirements for visitors. Clients are advised that throughout all destinations there is no free health service, and that local vehicle insurance is of limited value.

The responsibility for obtaining and carrying correct visas, passports and other travel documents remains with the client. Passports should be valid for at least 6 months beyond the date of your intended departure from and hold sufficient pages for any visas, entry and exit stamps.

Visa and health requirements frequently change and it is advisable to recheck all requirements, close to your departure. It is your responsibility to ensure that you satisfy all applicable requirements in respect of passport, visa and health matters. Rooh Travel cannot be held liable if you fail to ensure this; however, we can always offer advice.



Liability

Rooh Travel accepts all bookings, and arrangements made, subject to the conditions imposed by our operators. All tickets, vouchers and coupons are issued by Rooh Travel in its capacity as an agent upon the express conditions that we are not liable to any customers for loss, damage, delay, injury, cancellation or additional expense suffered by the customer whatsoever, or any cause beyond our control shall be occasioned to us or any of its officials and representatives. Rooh Travel may cancel, suspend, alter or withdraw a booking at any time prior to when final payment of the holiday is due. Clients agree to comply with the laws and regulations of all the countries visited on any trip, and comply with all reasonable instructions of the guide relating to the safety and organisation of the trip. Clients are advised that local duties and levies are frequently introduced, amended or increased without warning, and whilst we do our best to inform clients of what local costs are likely to be incurred, we cannot guarantee that further costs may be imposed or increased subsequent to our recent information. Such costs remain the client's responsibility. We cannot be responsible for the safety and well-being of clients or their belongings. Our assistance shall not replace the assistance of the relative Consulate responsible for you whilst abroad. If the contract with you for your trip is not performed or is improperly performed by Rooh Travel or our suppliers we will pay compensation if this has affected the overall enjoyment of the trip. We are not responsible where the failure arises from your own actions or those of a third party not connected with the services we have agreed to provide, or are due to Force Majeure as set out below.

Family trips

Parents and legal guardians are ultimately responsible for the welfare of their children and those under their supervision. Neither Rooh Travel nor any individual acting on behalf of Rooh Travel can be held responsible for the wellbeing of children on our holidays.

Participation Requirements

All clients are expected to satisfy themselves prior to booking that they are fit and able to complete the itinerary of their chosen holiday as described in the brochure or website. No unaccompanied minors (those under 18 years of age) can be accepted however (a) minors aged between 3 and 17 years may be accepted if suited providing they are accompanied by a legal guardian who accepts full responsibility for them. Anyone suffering from mobility impairment, illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication or other treatment which may be required during the holiday. This is your responsibility and we will not ask you for this. Failure to make such disclosure will constitute a breach of these booking conditions and result in such persons being excluded from the holiday in which case all monies paid will be forfeit.

If you have a complaint

If you experience any problem during your holiday with Rooh Travel, you must immediately inform your guide or our local operator offices making them aware of the situation in order that every effort can be made to correct the problem immediately. A contact telephone number of all local offices will be included in your travel information before your departure. If your complaint cannot be resolved in this manner, then you should contact your travel planner on hello@roohtravel.com by email and we will endeavour to assist. Upon return, if your complaint has still not been resolved then you should contact Rooh Travel, within 28 days of your return, by writing to our Customer Services Dept. Please give your booking number and a full written summary of your concerns. If you fail to do this, Rooh Travel will not have had the opportunity to investigate and rectify your complaint and this may affect your rights under this contract. We are unable to consider any claim where any suitable assistance, advice or alternative of our local representatives has been unsought, rejected or ignored. We believe the descriptions of the services and facilities on our website are fair and accurate. In the event of faults or omissions by ourselves or those acting for us, appropriate compensation may be payable. Such cases will not include cases caused by 'Force Majeure' (see below) and changes in transport timetables.



The Website and Hotels

All information provided on this website is checked by Rooh Travel staff and is correct at the time of being published. However, please bear in mind that property owners, hoteliers, restaurateurs, activity operators and organisers etc. may wish to maintain or improve their facilities at any given time. Circumstances such as these, or weather conditions, time of year etc, may cause some of the amenities we have described to be unavailable or different from those advertised on our website. When we are told of any significant or long term changes we will always endeavour to advise you prior to departure and to provide suitable alternatives of an equivalent nature or value.

If any provision of these conditions is held by any competent authority to be invalid or unenforceable in whole or in part of the validity of all other provisions of these conditions and the remainder of the provisions in question shall be affected and shall remain in force. These terms and conditions shall be governed by the laws of England and Wales and any dispute arising shall be determined by the courts within that jurisdiction.