



JUNIOR  
PREMIER LEAGUE

**THE JUNIOR PREMIER LEAGUE SPORTS TOURS**

# **TERMS & CONDITIONS**



# 1. YOUR CONTRACT & DEPOSIT

1.1 A contract will exist once we issue written confirmation of your booking. Please check all documents carefully and inform us immediately of any errors.

1.2 A deposit (amount advised at time of booking) is payable on booking. Deposits are non-refundable and non-transferable.

1.3 No booking is secured until the deposit is received and the balance is paid in full by the due date stated on your confirmation invoice.

1.4 Bookings made within 90 days of departure must be paid in full at the time of booking.

1.5 We reserve the right to refuse any booking at our discretion.

# 2. PRICE, SURCHARGES & WHAT'S INCLUDED

2.1 Prices are based on costs and exchange rates known at the time of quotation. We reserve the right to vary prices before your booking is confirmed.

2.2 Unless stated otherwise on your confirmation invoice, your price includes only those items expressly listed. Travel insurance, excess baggage, tipping, meals/drinks not specified, and optional excursions are not included.

2.3 After confirmation, the price of your package may change only to reflect: (a) transport fuel or power costs; (b) taxes/fees imposed by third parties (e.g. tourist or airport taxes); or (c) exchange rates relevant to your package. No change will be made within 20 days of departure.

2.4 If an increase exceeds 8% of your total package price (excluding insurance, amendments and non-package services), you may within 14 days of our notice: (i) accept the increase; (ii) transfer to an alternative package (price adjustments apply); or (iii) cancel for a full refund of package monies paid. If relevant costs fall, you will be entitled to a price reduction, less reasonable administrative costs.

# 3. PAYMENT OF BALANCE

3.1 The balance must be received by the due date shown on your confirmation invoice (usually 12 weeks before departure unless otherwise stated).

3.2 Failure to pay on time may result in cancellation of your booking and forfeiture of your deposit and any non-refundable amounts.



## 4. CHANGES BY YOU / TRANSFER OF BOOKING

4.1 If you wish to make changes after confirmation, the party leader must notify us in writing. We will do our best to assist but cannot guarantee changes.

4.2 An administration fee of £75 per person plus any supplier charges will be payable. Re-pricing may apply at the date changes are made.

4.3 You may transfer your booking to another person who satisfies all conditions of participation, provided you notify us at least 7 days before departure and pay all costs arising (including any airline ticket re-issue at 100% where applicable). You and the transferee are jointly and severally liable for payment.

## 5. CHANGES BY YOU / TRANSFER OF BOOKING

5.1 Cancellations must be made in writing by the party leader. The following charges apply (percentage of total package price):

- 20 weeks or more: 30%
- 17-20 weeks: 40%
- 15-16 weeks: 50%
- 12-14 weeks: 70%
- Less than 12 weeks: 100%

5.2 Certain elements (e.g., scheduled/charter flights, event tickets) may be non-refundable and charged at up to 100% in addition to the above.

5.3 You may cancel without paying a cancellation fee where unavoidable and extraordinary circumstances occur at the destination or its immediate vicinity which significantly affect performance of the package or transport to the destination. In such cases we will refund package monies (less irrecoverable third-party costs) and provide any assistance required by law.



## 6. IF WE CHANGE OR CANCEL YOUR TOUR (PRE-DEPARTURE)

6.1 We plan arrangements many months in advance; changes may be necessary. We may make minor changes at any time (e.g., order of itinerary, accommodation of equivalent standard, transport timings under 12 hours).

6.2 If we are constrained to make a significant change to a main characteristic of your package (other than for force majeure), we will notify you as soon as reasonably possible and offer you the choice to: (a) accept the change; (b) take a substitute package (price difference applies); or (c) cancel for a full refund of package monies paid.

6.3 If we cancel your package for reasons within our control (other than non-payment), you will receive a full refund of package monies paid. Where required by law, we may also pay reasonable compensation having regard to the notice given, except where exceptions apply (see Clause 8).

## 7. POST-DEPARTURE CHANGES & ASSISTANCE

7.1 If a significant proportion of the contracted services cannot be provided after departure, we will make suitable alternative arrangements at no extra cost and, where appropriate, offer a price reduction and/or compensation.

7.2 Where it is impossible for you to return on the scheduled date due to unavoidable and extraordinary circumstances, we will provide necessary accommodation for up to 3 nights per person (exceptions for vulnerable travellers apply per law).

7.3 We will provide prompt assistance if you are in difficulty during the trip, including information on health services, local authorities, consular assistance and distance communications; we may charge a reasonable fee only where you intentionally or negligently caused the difficulty.



## 8. FORCE MAJEURE / EVENTS BEYOND OUR CONTROL

8.1 We cannot accept liability, pay compensation or refund non-recoverable costs where the performance of the contract is prevented or affected by events beyond our reasonable control, including (without limitation) war, terrorism, civil unrest, industrial disputes, pandemics/epidemics and related travel restrictions, natural disasters, fire, severe weather, decisions of authorities, or unavoidable technical issues with transport.

8.2 Where minimum numbers are required for your trip, we may cancel without liability within the statutory time limits if those numbers are not met; you will receive a full refund of package monies paid.

## 9. TRAVEL INSURANCE (MANDATORY)

9.1 Adequate travel insurance is mandatory and a condition of travel. It must cover (as a minimum) medical expenses, cancellation/curtailment, baggage, sports participation, and repatriation.

9.2 You must provide us with your insurer name, policy number and 24-hour emergency contact on request. We accept no liability for losses reasonably covered by insurance.

## 10. HEALTH, FITNESS & SAFEGUARDING

10.1 You are responsible for ensuring all participants are fit to travel and to participate in sporting activities. Medical conditions, allergies and special requirements must be disclosed in writing at or before booking and promptly updated thereafter.

10.2 We may require medical certificates or consent forms. We may decline participation where, in our reasonable opinion, health/safety would be compromised. No refunds will be given in such circumstances.

10.3 We are committed to safeguarding children and young people. Participants under 18 remain the responsibility of their parents/guardians or designated group leaders at all times and must comply with our safeguarding and code of conduct policies.



# 11. BEHAVIOUR & GROUP LEADER RESPONSIBILITIES

11.1 The party leader/coach is responsible for the supervision and conduct of the group throughout. All participants must comply with local laws, accommodation rules, venue regulations and our instructions.

11.2 Alcohol: No consumption under the local legal age. No excessive consumption. Smoking/vaping is prohibited where not permitted (including hotel bedrooms).

11.3 We may terminate services (without refund) where behaviour risks safety, causes disturbance/damage, or leads a carrier/hotel/venue to refuse service. Security deposits may be required by accommodation providers and are the responsibility of the party leader.

# 12. PASSPORTS, VISAS & IMMIGRATION

12.1 You are responsible for valid passports, visas, and any required travel or health documents. We accept no liability if you cannot travel due to non-compliance.

12.2 Some destinations require passports to have specific validity (often 3–6 months beyond travel dates). You must check current requirements.

# 13. CARRIERS & CONDITIONS OF CARRIAGE

13.1 When travelling by air, sea or rail, the relevant carrier's conditions of carriage apply and may limit or exclude liability under international conventions (e.g., Montreal, Athens, Berne).

13.2 Aircraft captains and other carriers have absolute discretion to refuse carriage for safety or operational reasons. If refused, our contract terminates immediately without liability for consequential costs.

13.3 EC Regulation 261/2004 (Denied Boarding) claims must be pursued directly with the airline; any compensation due under the Regulation is the airline's responsibility.



## 14. ACCOMMODATION & PROGRAMME CHANGES

14.1 We may substitute accommodation with another of equivalent standard where necessary. You must comply with all property rules and reasonable instructions.

14.2 Sports fixtures, training sessions and venue access are subject to availability, team/host decisions and governing body rules. We may alter the sports programme where reasonably necessary; substitutes of equal value will be sought where possible.

## 15. COMPLAINTS

15.1 If a problem arises, you must inform the relevant supplier and our representative immediately so we can resolve it. If not resolved, a written complaint must be submitted within 14 days of return.

15.2 Failure to follow this procedure may affect your rights and our ability to investigate. We do not currently subscribe to an ADR scheme but will engage constructively to resolve disputes.

## 16. OUR LIABILITY

16.1 We are responsible for the proper performance of all travel services included in your package, subject to the limitations herein and applicable law.

16.2 Subject to law, our liability for other losses is limited to three times the total package price paid by the affected person(s), except where a lower limit applies under international conventions or supplier terms incorporated into this contract.

16.3 We are not liable for any services not included in our contract (e.g., excursions purchased locally) or for losses caused by your acts/omissions, a third party unconnected with the services, or events unavoidable/extraordinary even with all due care.



## 17. FINANCIAL PROTECTION & INSOLVENCY

17.1 Non-flight packages will be protected by SJL Insurance and our professional Indemnity policy.

17.2 In the event of our insolvency, protection will ensure a refund of payments made and, if transport is included, your repatriation. Further information will be provided in your pre-contract information and certificate(s).

## 18. DATA PROTECTION & MARKETING

18.1 We process personal data in accordance with UK GDPR and the Data Protection Act 2018. We will share your data with suppliers only as necessary to deliver your booking, including transfers outside the UK where appropriate safeguards exist.

18.2 Our Privacy Policy explains how we collect, use, transfer and store your data and your rights; it is available on request and on our website.

18.3 Photography/Video: We may capture imagery during tours for promotional use. We will only use identifiable images of minors where we hold recorded parental/guardian consent (you may withdraw consent at any time for future use).

## 19. MINIMUM NUMBERS (WHERE APPLICABLE)

19.1 Some tours require a minimum number of participants. If minimum numbers are not reached, we may cancel the package within the statutory time limits and refund package monies paid. No further compensation is due.



## 20. LOCAL STANDARDS, HEALTH & SAFETY

20.1 Local standards, including health and safety, may differ from those in the UK and may sometimes be lower. You must take reasonable care for your own safety and follow guidance provided.

## 21. EXCURSIONS & ADDITIONAL SERVICES

21.1 Excursions or activities booked locally are not part of your package and are provided under a separate contract with the local operator. We are not responsible for such services.

## 22. YOUR KEY RIGHTS (PACKAGE TRAVEL REGULATIONS 2018)

- You will receive all essential information about the package before booking.
- There is always at least one trader liable for proper performance of all travel services.
- You are provided with an emergency contact for assistance during the trip.
- You may transfer the package to another person on reasonable notice and costs.
- The price may increase only in specific circumstances and not within 20 days of departure; if the increase exceeds 8%, you may cancel for a full refund.
- If significant elements change, you may accept alternatives or cancel for a refund and, where appropriate, compensation.
- If the organiser becomes insolvent, payments are refunded and repatriation is secured for flight-inclusive packages.

## 23. GOVERNING LAW & JURISDICTION

23.1 These Terms & Conditions and any dispute or claim (including non-contractual disputes/claims) are governed by the laws of England and Wales.

23.2 The courts of England and Wales shall have exclusive jurisdiction unless you are resident in Scotland or Northern Ireland, in which case you may bring proceedings there.