



Complete Sports Solutions

The Glades Festival Way, Festival Park, Stoke-On-Trent,
Staffordshire, England, ST1 5SQ

Contact us

Telephone: 44 (0)1376 800 939

Email: enquiry@completesportssolutions.co.uk

www.completesportssolutions.co.uk

Booking Terms and conditions

YOUR CONTRACT IS WITH COMPLETE SPORTS SOLUTIONS LIMITED, of CSS House, Parkgate Road, Mollington, Chester, United Kingdom, CH1 6NN Registered in England and Wales with Company No. 6737689 (“we, us, or our”).

These booking terms and conditions set out the agreement between us. Please read them carefully as they set out our respective rights and obligations. By asking us to confirm a booking, we are entitled to assume that you have had the opportunity to read and have read these booking conditions. Please note in particular:

- If for any reason you cancel your chosen holiday, cancellation charges will apply and may be up to 100% of the booking cost details of which are below;
- You may make amendments to your booking but there will be a charge for this as set out below;
- Travel insurance is compulsory. You should take out travel insurance that is appropriate to your needs;
- Details of the passport, visa, or mandatory health requirements applicable to your holiday can be subject to change with little or no notice. You are responsible for ensuring that you comply with any such requirements and we recommend that you check the up to date position in good time and at regular intervals before your departure. For the latest travel advice from the Foreign, Commonwealth & Development Office including security and local laws, plus passport and visa information check www.gov.uk/travelaware;
- We provide financial protection as required by The Package Travel and Linked Travel Arrangements Regulations 2018 for package holidays;
- Some of the flights and flight-inclusive holidays on this website are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed on this website. This website will provide you with information on the protection that applies in the case of each holiday and travel service offered before you make your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. Please see out booking conditions for information, or for more information about financial protection and the ATOL Certificate go to: www.caa.co.uk
- All non-flight inclusive bookings with us are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. Your money is fully protected and is held within an independent Trust Account, managed by Protected Trust Services Ltd of 307-315 Holdenhurst Rd, Boscombe, Bournemouth BH8 8BX and its Trustees, chartered accountants - Elman Wall Ltd of 8th Floor, Becket House, 36 Old Jewry, London EC2R 8DD.

Please Note: Adequate and valid travel insurance is compulsory for all bookings made with complete sports solutions Ltd and it is a condition of us accepting your booking that you will have obtained adequate and valid travel insurance for your tour by the date of departure.



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Your contract

When you make 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. A contract will exist as soon as we issue our booking confirmation form. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

To make a booking you must complete our booking request form, Service Level Agreement form and make payment of the applicable deposit. The first named person on the Service Level Agreement form is the 'lead name'. He or She must be 18 years of age or over and is responsible for payment of the total booking price, including any subsequent cancellation or amendment charges that may be payable. He or She agrees to provide accurate and full information to the remainder of the travelling party in relation to the booking, including any changes thereto and confirms that all the other members of the party, including any that may be added at a later date, agree to be bound by these conditions.

This booking is governed by English Law, and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

Your financial protection

We provide full financial protection for our package tours. For flight-based tours this is through our Air Travel Organisers Licence number 12183. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money paid to us for an advanced booking. For further information visit the ATOL website at www.atol.org.uk.

You will be supplied with an ATOL Certificate – please see www.caa.co.uk/ATOLCertificate for more details. 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. We, or the suppliers identified on your ATOL Certificate, will provide you with the Services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).



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If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be reassigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Many of the flights and flight-inclusive holidays are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed. Please ask us to confirm what protection may apply to your booking. When you buy a package holiday that does not include a flight, protection is provided by an independent Trust Account, managed by Protected Trust Services Ltd of 307-315 Holdenhurst Rd, Boscombe, Bournemouth BH8 8BX and its Trustees, chartered accountants - Elman Wall Ltd of 8th Floor, Becket House, 36 Old Jewry, London EC2R 8DD.

Will my price increase?

We reserve the right to alter the prices of any of the holidays that we quote you prior to a contract being formed. All estimates are subject to availability and you will be advised of the current price of the booking upon receipt of the booking form and when flights are confirmed. When you make a booking enquiry more than a year before the planned departure date, the price of the flights will be estimated and cannot be confirmed until the airline releases the flight availability, details and times, normally around 11 months prior to departure. Any such estimate does not form the basis of the contract between us and, if you wish us to confirm your chosen flights, we will recalculate the cost of your flight element accordingly.

Once a booking is confirmed we can only change your holiday price in certain circumstances. Any change of price will set out the reason for it. It is extremely unusual for carriers to increase tariffs once details have been confirmed except in exceptional circumstances. If your tour requires a minimum number of participants in order to sustain a price, this will be clearly stated on our printed details. Changes in transportation costs, including the cost of fuel or power sources, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked.

However there will be no change within 20 days of your departure. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that. If this means that you have to pay an increase of more than 8% of the price of your travel arrangements, you will be entitled to cancel your holiday with a full refund of all monies paid with the exception of any monies paid to us in respect of insurance premiums and amendment charges.



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We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the cost of changes mentioned above then a refund will be paid to you. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

Billeting

We have no control over the local organisation of your billets (homestay) accommodation and their provision does not form part of your contract with us. Our Safety Management System outlines the H&S diligence that we are reasonably able to undertake and give to you for information purposes with regard to this accommodation choice but we make no representations, promises, or warranties in relation to the accommodation. It is your responsibility to inform us if you are unhappy with the H&S provision for billets before confirming your booking with us. If, after we have confirmed your booking, you wish us to provide alternative accommodation for your booking, the cost of the new accommodation type will be passed to you in full. Billet accommodation is provided to the organisation they are affiliated to. Therefore neither we, nor our commercial partners, can be responsible for the performance of, failure to secure, the withdrawal of, or any alteration to billets you make which you associate with your booking. Should any billet experience failure, withdrawal or alteration, we undertake to provide the most cost effective, suitable, alternative accommodation at the time but we must pass the cost to you in full. Any accommodation required in place of billets will be on a bed and breakfast basis only. We can advise you of sample accommodation cost provisions you may wish to consider at the time of booking.

Payment terms

A deposit is required to make a booking; the amount will be advised at the time of booking. The balance is due 8 weeks before departure.

Please note failure to pay any balance prior to departure will be assumed to mean you wish to cancel in which case the cancellation charges set out below will apply.

What if you change or cancel

If you change your booking you must confirm in writing the alterations you require. We have no obligation to make any changes, but we will do our best to help you. We reserve the right to charge an administration fee of £50 per name change if advised more than 42 days before departure or £75 if within 42 days of departure. Any other changes that you make to your booking will incur an administration fee of £50 per change. The administration fee that we charge is in addition to any charges levied by ground operators, hotels, airlines, or other suppliers. If you are booked on a group tour, you obtain the advantages of travelling as part of that group and you will be expected to travel outbound and inbound



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with the group, however, we may be able to offer some flexibility subject to availability. To cover the extra administration incurred, we will levy a charge of £50 per individual request together with additional charges and fares levied on us by the supplier of services. It should also be noted that a reduction or increase in the numbers traveling in the group from those originally booked, may have an effect on the overall price per person i.e. your price per person may be increased as your tour price will be re-calculated for the new party size. The price of your new travel arrangements will be based on the prices that apply on the day you ask for the change. These prices may not be the same as when you first booked your tour. If you are prevented from travelling on the tour, you may transfer your booking to another person provided they meet all the requirements relating to that holiday. A transfer from one person to another is also dependent on the availability of tickets; permits and other travel arrangement, as some of these are regulated by local law and are not transferable from one person to another without repayment in full for the service in question. A transfer fee of £50 is payable, and additional costs such as new air tickets may also be payable. Both the person who was originally to take the tour and the person who actually takes it will be responsible for the payment of the amendment charges and any outstanding balance due in respect of the holiday price and you will also be responsible for any additional costs that are incurred as a reason of substitution or transfer. Your price may vary if the contents of the tour change from the original, e.g. the numbers travelling, number of nights hotel accommodation etc. No later than 13 weeks before departure, we will ask the Tour Manager to confirm the final numbers and your tour will be re-costed based upon the information provided. If you cancel your booking, cancellation charges apply. Notification of cancellation must be received by us in writing (letter or email). The date when written confirmation of cancellation is received by us will determine the charges applicable. Cancellation charges will be calculated as set out in the table below:

Period before scheduled departure date written notification is received by us:

Cancellation charges (including the deposit paid) as a percentage of the total price More than 60 days- Deposit and all interim payments plus any 'non-refundable' flight costs

60-30 days- 75% of the price

30-0 days- 100% of the price

If one or more members of your party cancel, this may mean that the holiday price of the remaining members may be increased to reflect this.

If we change or cancel your booking

As we plan your holiday arrangements many months in advance we may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time.

Changes

If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your holiday and receiving a full refund of all monies paid. In some cases we will also pay compensation (see below).



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These options don't apply for minor changes. Examples of minor changes include alteration of your itinerary timings or the substitution of activities, changes to your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers or airline.

The effects of certain COVID-19 (or similar contagions) may mean that travel to/from your destination as well as certain services and facilities at destination may be affected and/or different to those normally expected, sometimes with little or no advanced notice. Examples of this include, but are not limited to:

- quarantine restrictions introduced in the UK or abroad
- requirements to wear protective clothing such as face masks
- disruption of travel, such as inability to board carriage due to you presenting symptoms of illness, changes to facilities at airports/ports/terminals, short notice change of carriers/flights and changes/adjustments to transfers that you may have arranged
- restriction or closure of accommodation facilities and services including, but not limited to, where this is due to social distancing requirements or similar (e.g. closure of buffet functions, gyms and other communal areas, restricted numbers for events/classes made available by your accommodation provider), lower levels of staff present, changes to menus/products usually made available due to a shortage of suppliers/the non-availability of products and the introduction of having to book meals and other services in advance
- closure of your chosen accommodation due to an outbreak of COVID-19 (or similar contagion)
- restriction or closure of local facilities e.g. beaches, parks, water parks, local attractions etc
- being required to adhere to social distancing requirements and limiting contact to persons within your booking.

It therefore may be necessary for us to make changes to your holiday/itinerary either before your departure or during your holiday with little or no notice in these circumstances. We reserve the right to deviate from your original holiday/itinerary or to make changes to the same where it is necessary to do so to ensure your safety or comply with government guidance or regulations in the UK or your destination. Except where these changes amount to a significant change as defined in our booking terms and conditions, we will not have any further liability to you.

Fixtures

We go to great lengths to ensure the reliability and success of every fixture we arrange. While we take every possible step to prevent our fixtures suffering last minute cancellations, in a very small minority of cases, this can happen. Unless a cancelled fixture is the only fixture of a one-fixture tour and has been cancelled for other reasons than force majeure, we cannot be held responsible for this and it will be considered a minor change. Cancellation of the only fixture on a one fixture tour for reasons other than force majeure will be considered a significant change.



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Cancellation

We will not cancel your travel arrangements less than 12 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance (in which case you are deemed to have cancelled).

We may cancel your holiday before this date if, e.g., the minimum number of clients required for a particular travel arrangement is not reached. If your holiday is cancelled you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). In some cases we will pay compensation (see below).

Insurance If we cancel or make a major change and you accept a refund, we will provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy.

Compensation If we cancel or make a major change we will pay compensation as detailed below except where the major change or cancellation arises due to reasons of force majeure. The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

Period before departure in which we notify you Amount you will receive from us More than 90 days Nil

89-43 days £10

42-29 days £20

28-7 days £30

Less than 7 days £40

Force majeure

We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, civil strife, government action, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics including but not limited to Covid-19, unavoidable technical problems with transport.

Excursions

Excursions or other tours you may choose to book or pay for whilst you are on holiday, are not part of your package with us. For any tour that you book, your contract will be with the operator of the excursion and not with us. We are not responsible for the provision of the excursion or anything that happens during the course of its provision by the operator.



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Complaints procedure

If a problem arises, we want to be the first to hear about it. Our Representative or Emergency Contact can deal with most problems on the spot, so please do not wait until you get home before reporting a problem. You have a legal obligation to report it as quickly as possible to our Representative or Agent and the Supplier in question so that efforts can be made to rectify it to your satisfaction, if we are deprived of that opportunity your issue will be unresolved and you may forgo the ability to obtain any compensation. If your complaint is not resolved locally, please follow this up within 28 days of your return by writing to our Customer Services Department: please keep your letter concise and to the point. If you do not follow this simple complaints procedure your right to claim for any compensation may be limited or lost altogether. We undertake to acknowledge receipt of your letter within 14 days and within 28 days to send you a full reply or an explanation for the delay in fully responding. In any event we do undertake to send you a full reply within 56 days.

Our liability to you

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you an appropriate price reduction or compensation or both if this has affected the enjoyment of your travel arrangements. However, we will not be liable where any failure in the performance of the contract is due to: you or another member of your party; or a third party unconnected with the provision of the travel arrangements and is unforeseeable or unavoidable; or unavoidable or extraordinary circumstances which means a situation beyond our control, the consequences of which could not have been avoided even if all due care had been exercised by us or our suppliers. Our liability, except in cases involving death, injury or illness, shall be limited to a three time the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in identical manner to:

- The contractual terms of the companies that provides the transportation for you travel arrangements. These terms are incorporated into this contract; and
- Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices: This clause doesn't apply to any excursions or activities that you might purchase whilst on your sports tour, please see the clause headed "excursions" above.



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Under retained EU law you have rights in some circumstances to refund and/or compensation from your airline in cases of denied boarding, cancellation or delay in flights. Full details of these rights are available from the CAA here <https://www.caa.co.uk/passengers/resolving-travel-problems/delays-and-cancellations/denied-boarding/>

Please also see the clause Delay, Denied Boarding, and Banned Carriers below.

If any payments to you are due from us any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to CAA <https://www.caa.co.uk/>

Emergency contact

Our 24 hour emergency number is always available to you in case you need it.

Behaviour

Complete Sports Solutions along with its agents, staff or contractors agree to have at least one responsible adult on active duty at all times to ensure that all participants behave well. However Complete Sports Solutions and associates does not take responsibility for behaviour of any member or any party if considered likely to cause offence, danger, damage or distress to others, we then reserve the right at all times to cancel or terminate an individual or a full booking completely. In such circumstances our obligations, including those relating to transport and any return flight, would end and it would be that individuals responsibility to seek transport and accommodation as appropriate (or their parent or guardian if under 18 years old). Any participant under 18 must consume no alcohol on tour, or smoke unless permitted by local laws and regulations. Great care should be taken to avoid any damage to public and private property and each others belongings this includes in hotels, planes, airports, stadium tours, buses and coaches, football clubs etc. any costs incurred by breakages or damage will be charged to the individual and Complete Sports be permitted to leave the tour parameters without prior consent from one of the tour leaders.

Health requirements

Please ensure that we receive detailed information with regard to any disabilities or health issues (including asthma, allergies) which may affect your chosen arrangements prior to booking or as soon as they occur including in relation to any assistance you may need with making the booking. It is your responsibility to ensure that your chosen arrangements are suitable for you based on the information we are able to provide when requested. No liability for any assistance whatsoever will be accepted by us or our suppliers in the event of a health condition which is not notified to us in line with this clause. We do not accept responsibility and liability for any tour participant who is unfit or unable to participate in any part of the tour and reserve the right to exclude these from some or all activities at our discretion. Please be advised that prescribed medication has to be brought on tour in sufficient amounts as it may not be available at your destination, any medications will require a prescription from your doctor to accompany them as proof of drug for customs purposes.



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General health information and risks for your chosen destination can be found here <https://travelhealthpro.org.uk/about>
For any specific concerns please seek the advice of an appropriately qualified medical professional. It is your responsibility to ensure you are aware of all recommended vaccinations, health requirements or recommendations.

Any failure to have any necessary health, travel or other documents which results in costs, expenses, fines, surcharges or other financial penalty being incurred by us or our suppliers will be immediately repayable by you. The person signing the Service Level Agreement is entirely responsible for passing any health requirement information to other party members. While we will endeavour to reconfirm any new health requirements at the time of booking, it is your responsibility to check with your doctor at least two months prior to travel for the latest requirements, recommendations and any costs.

Complete Sports Solutions Covid-19 booking terms

We work with our suppliers to ensure that they have implemented systems to follow local guidance/measures and have response strategies in place to offer the best available protection for our customers. The level of measures in place may differ by country/area and may not necessarily be as strict as those in place in the UK. Irrespective of measures being taken, due to the nature of this virus (and contagions of a similar nature) it is not possible to completely eradicate the risk of contracting it.

It is important that you are aware of these risks before you book with us, so that you can proactively decide whether a particular holiday/destination is suitable for you/your party. We recommend that you consider the FCDO's latest travel advice <https://www.gov.uk/foreign-travel-advice> and the infection rates at your intended destination(s) before making your booking to make your own assessment of the risk to you and your party. We also recommend that you discuss any health concerns/conditions that you or any member of your party may have with your GP before booking with us.

If you chose to accept these risks, we recommend that you have adequate travel insurance in place to cover the costs of medical treatment, holiday curtailment, repatriation and associated costs. We will not be responsible if you subsequently contract COVID-19 (or similar contagions) and, where you are unable to prove that this was contracted due to our negligence.

Symptoms before/during Travel

It is a condition of your booking with us that you declare within 14 days before departure if you:

1. start to show symptoms of COVID-19 (or other similar contagion) or have a confirmed case; and/or
2. have been exposed to someone with symptoms of, or confirmed to have, COVID-19 (or similar contagion)
3. are notified by the UK's Track and Trace that you need to self-isolate

You must also follow the health guidance in place at that time, which may include a requirement for you and anyone you have been in contact with to self-isolate. If you are unable to travel due to such restrictions and have to cancel, we regret that you will be subject to our standard cancellation fees set out under "WHAT IF YOU CHANGE OR CANCEL".



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To protect our and our suppliers' staff along with your fellow travellers you must declare to us without undue delay during your holiday if you start to display symptoms of or have a confirmed case of COVID-19 (or similar contagion). You will also be required to confirm details of anyone that you have been in contact with during your holiday without undue delay.

You agree to adhere to any reasonable requests in respect of hygiene and to comply with all quarantine and other measures (including but not limited to wearing protective masks) that are in place at all times. In these circumstances you, and anyone you have been in contact with, may be required to self-isolate to avoid creating further exposure.

Where any of the above occurs whilst you are on holiday, we will not be responsible for any associated costs that you may incur, including (but not limited to) those relating to additional accommodation, curtailment and missed transport/carrriage. However, we will provide such reasonable assistance as we can.

We may seek from you for any costs, expenses (including legal costs and expenses), damages and compensation that we become liable to pay as a result of you (or any member of your party):

1. intentionally travelling with symptoms of, or a confirmed case of, COVID-19 (or similar contagion)
2. ignoring any restrictions in place against travel when you have been exposed to someone with symptoms of, or with a confirmed case of, COVID-19 (or similar contagion)
3. intentionally withholding your symptoms of, or a confirmed case of, COVID-19 (or similar contagion) whilst on holiday
4. intentionally failing to disclose the details of anyone you have been in contact with during your holiday
5. intentionally omitting to tell us that you have been contacted by the UK's Trace and Trace system and have been identified as a person that needs to self-isolate
6. not following any measures/restrictions/quarantine requirements that are in place in destination

Identity protection

By booking you understand that any photos from our tour including photography of any individual may appear in future promotional work undertaken by Complete Sports Solutions. Still images and video images taken Inside Football Clubs by any member of the tour party are to be used for private and personal use only and are strictly not permitted to appear on any public forum i.e. YouTube, Facebook., Twitter etc. No tour information or any Complete Sports Solutions literature is to be reproduced and used in any way shape or form for public or private use.

HOTELS Any charges relating to in room phone calls, mini bars or breakages and damages will be the responsibility of the room occupants to settle the charges at time of check out, Complete Sports Solutions are not liable for any additional room charges outside of the itinerary.



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Passports, Visa and immigration requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. You should confirm these requirements with the relevant High Commissions, embassies, and/or consulates. Such advice may change at any time prior to and during your arrangements. You can check the up to date Foreign, Commonwealth, & Development Office advice concerning your destination here <https://www.gov.uk/foreign-travel-advice> which you should do so in good time before your departure.

When travelling to the US you must have the correct passport to travel on the Visa Waiver Programme or have obtained the correct visa, valid for your stay. The US authorities have a requirement for passengers travelling under the Visa Waiver Programme to register for Electronic System for Travel Authorization (ESTA). For additional information about the VWP please consult the VWP information on the U.S. Embassy London website. <http://www.usembassy.org.uk/>

Delay, Denied Boarding, and Banned Carriers

We will tell you the identity of your air carrier and flight times once we are able to prior to departure. The air carrier(s), flight timings and types of aircraft shown on our website or on your confirmation invoice are subject to change and amendment and any such changes will not amount to significant changes under these terms and conditions.

The UK Air Safety List (ASL), informally known as the "UK banned list", is a list of foreign airlines which do not fulfil the necessary international safety standards. This list is also applicable for airlines operating to and from the UK.

If an airline is banned from flying in and out of the EU/UK we may either make alternative flights available for you so that your trip can continue or may propose an alternative holiday or trip altogether (in which case your rights above under 'Changes and Cancellation By Us' for significant changes would apply). If you are abroad, we will make alternative arrangements to bring you home at the end of your trip.

Under UK law, you have important legal rights on many flights to, from or within the UK where you, departing from an airport in the UK on any airline, or arrive at an airport in the UK on an EU or UK airline; or arriving at an airport in the EU on a UK airline. In some cases you have rights in relation to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU and UK airports and will also be available from airlines. Payment of any such refunds, expenses, or compensation is the responsibility of the airline and will not automatically entitle you to a refund from us. In any claim against us we may require a complete assignment of applicable rights you have against the airline or reduce anything we may owe to you by any amount which would otherwise be due to you from the airline if you had made a valid claim against them. A delay or cancellation to your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight.



**COMPLETE
SPORTS
SOLUTIONS**

Complete Sports Solutions

The Glades Festival Way, Festival Park, Stoke-On-Trent,
Staffordshire, England, ST1 5SQ

Contact us

Telephone: 44 (0)1376 800 939

Email: enquiry@completesportssolutions.co.uk

www.completesportssolutions.co.uk

In the first instance please contact the airline or other transport operator should you require assistance with any delay, denied boarding, or cancellation, they are usually best placed to assist you. In the event they cannot help you please contact us and we will promptly assist you.

Your key rights under the Package Travel and Linked Travel Arrangements Regulations 2018

General

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018.

Therefore you will benefit from all EU rights applying to the packages. Complete Sports Solutions Limited will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Complete Sports Solutions Limited has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

Key rights under the Package Travel and Linked Travel Arrangements Regulations 2018

- Travellers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
- Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, has changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.



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- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
- Travellers are also entitled to a price reduction or compensation for damages or both where the travel services are not performed or are improperly performed.
- The organiser has to provide assistance if the traveller is in difficulty.
- If the organiser or the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Complete Sports Solutions Limited has taken out insolvency protection with the following entities:
- For flight inclusive tours: Civil Aviation Authority of 45-59 Kingsway, London WC2B 6E, www.caa.co.uk, telephone: 0330 103 6350, email: claims@caa.co.uk
- Non flight packages will not be protected under the ATOL scheme and are instead held within an independent Trust Account, managed by Protected Trust Services Ltd of 307-315 Holdenhurst Rd, Boscombe, Bournemouth BH8 8BX and its Trustees, chartered accountants - Elman Wall Ltd of 8th Floor, Becket House, 36 Old Jewry, London EC2R 8DD

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here:

<https://www.legislation.gov.uk/ukdsi/2018/634/contents/made>