

European Guaranteed Tours Terms & Conditions

Guaranteed departures

All Comfort tours operated by us are guaranteed departures and will operate unless force majeure circumstances arise or other unforeseen circumstances. Due to the traveller numbers on a specific tour, We reserves the absolute right to change the type or style of transportation or other elements, to enable the tour to operate. Tours where We acts as an agent on the behalf of the Principal operator in Turkey and Croatia are also guaranteed to operate unless force majeure circumstances arise or the Principal operator ceases trading. Under these circumstances an alternative tour of comparable standard or a full refund of monies paid will be offered.

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, industrial dispute, terrorist activity and its consequences, acts of God, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport.

Accommodation

a) All Tours

On any of our Comfort, Europe Short Trips, Turkey & Greece Tours and Croatia Tours, accommodation is provided in twin accommodation. Singles travellers will be accommodated in same-gender twin rooms. Two travellers booking together will be accommodated in a twin room. Three travellers booking together will be accommodated in one twin room, the third person will be accommodated in a same gender twin share room. We will use astute discretion at allocating the third person to a room share; unless we are otherwise advised in writing as to who will be sharing with whom. Triple rooms can be requested, in writing, but cannot be guaranteed in every location in which event the above situation applies. In certain locations, particularly in Austria and Switzerland, a twin is commonly accepted as referring to two separate mattresses and duvets contained in one large frame. Most hotels have rooms that will take an extra bed if required. These extra beds may be bunk beds, fold-away beds or sofa beds. Where an extra bed is added this may limit the space available. Rooms with extra beds are still bookable for two person occupancy although, in this case, the hotelier may allocate a standard-sized twin bedded room without extra beds. Single rooms do not always match up either in size or facilities to twin bedded rooms. Please note that in some properties, lifts may not directly service all floors and access to and from these floors may be by stairway only.

b) Star Categories /Country Standards

We use a range of star rated accommodation establishments, and standards differ from country to country. The star ratings are primarily intended to give a guide to the range of facilities and services available in each property. 2 and 3 star properties generally have a more limited range of facilities and services. In general the overall standard of services and facilities can sometimes vary within star categories. For example, an officially rated 3 star property may only possess 2 star standards (and vice versa) despite having an extensive range of services and facilities. This is because of the many different criteria that are used from country to country to assess star ratings.

Please note these criteria can differ significantly to those used in the UK by motoring and other organizations and UK ratings should not therefore be compared to those overseas. In certain instances, hotels and pensions in Austria do not have official star ratings, mainly due to taxation reasons, rather than levels of standard.

Food

Meals are included as stipulated in the tour itinerary, check your specific tour itinerary for details of which meals are included. Vegetarians or those with special dietary needs can be catered for, so please inform us at the time of booking, as well as your tour leader at the start of the tour. Non-included meals are at your own expense. This allows you the opportunity to try the local cuisine. The food is delicious and varied with restaurants providing an important insight into local ways of life.

There is always an excellent range of restaurants to choose from. You will also need to purchase drinks and snacks for long bus or coach journeys as there may not be the opportunity once on board. Please be aware that in many parts of the world vegetarian meals are classified as meals without meat or fish, and may not be what you are used to.

Surcharges & Tour prices

All prices published in printed brochures and other printed media are "from" prices only and may vary from time to time due to exchange rates, operational costs or travel seasons or years. Correct prices are published on the Happy Tours website and are valid at the time of booking.

No refunds or discounts are due if the price is subsequently reduced, and all prices may be subject to surcharges as set out below. Happy Tours reserves the right to conduct sales and offer discounts where applicable.

Our costs all tours in British Pound Sterling (GBP).

Travel Insurance

Travel insurance is mandatory for all clients whilst on a tour organised by us. Clients together with their personal property including baggage are at all times solely at their own risk. Clients are wholly responsible for arranging their own insurance. A suitable insurance policy should provide adequate cover for medical expenses arising through illness or accident prior to or during the holiday and loss of holiday monies through cancellation or curtailment of the holiday or other insurable reasons. Clients should ensure that there are no exclusion clauses limiting protection for the type of activities in their tour. The travel insurance cover automatically provided with credit card purchases does not provide adequate cover as standard.

Passports, Visas and Vaccinations

It is the responsibility of the client to be in possession of a valid passport, visa permits, vaccination and preventative medicines as may be required for the duration of the tour. Information about these matters or related items is given in good faith but without responsibility on the part of us. Visa support documents can be provided if the request is received in writing - please email us after your booking has been confirmed, allowing 5 working days for the documents to be produced. Visa support documents do not supplement or replace tour documents which can be found on the website.

Please allow sufficient time to complete the visa process (at least 4 weeks). Should your visa application be unsuccessful, you will be able to change or cancel your tour, but standard terms and conditions (and therefore fees) will apply. Please see sections 3a. Changes by you and 4. Cancellation by you.

The Foreign & Commonwealth Office (FCO) provides travel advice for each destination we visit – each country has a summary and general information as well as advice on safety & security, local laws & customs, entry requirements and health.

Age, Fitness and Participation

All clients are expected to satisfy themselves prior to booking that they are fit and able to complete the itinerary of their chosen tour as described in the itinerary.

Clients are also expected to accept that the components described constitute "Adventure Travel" and that travel to and facilities in developing countries will not be to similar standards which they may be accustomed to at home. Persons over 65 years of age may be asked to provide medical evidence of fitness to travel on certain itineraries. Minors (those under 18 years of age) are accepted on some group tours operated by us at our discretion provided they are accompanied by a parent or guardian who accepts full responsibility for them. Unaccompanied minors will not be accepted. We have recommended ages for participation in group tours which act as a guide only.

Clients agree to accept the authority and decision of our employees, tour leaders, and agents whilst on tour with us. If in the opinion of such person that the health or conduct of a client before or after departure appears likely to endanger the safe, comfortable or happy progress of a tour, the client may be excluded from all or part of the tour, without any refunds. In the case of ill health we may make such arrangements as it sees fit and recover the costs from the client.

If a client is excluded from the tour as above or chooses to leave the tour of their own free will or leaves the tour due to ill health or any other reason there will be no refund of the tour price, extra services, surcharges, local payments/funds or any local surcharges. All services forming part of the whole package booked will be forfeited though may be recovered through travel insurance in some circumstances.

(HT-200217)