Part 1: Rewritten Formal UK Compliant Contract for Package Travel

CONTRACT FOR ORGANIZED TOURIST SERVICES

| This Contract is entered | d into on this day of 2025, between: | | | | |
|-------------------------------------|--|--|--|--|--|
| | $\mbox{\bf TD}$, registered in England and Wales, having its registered office at 17 herein represented by Director $\mbox{\bf Elena}$ $\mbox{\bf Komitova}$, hereinafter referred to $\mbox{\bf R}$, | | | | |
| and | | | | | |
| | , holder of passport number | | | | |
| | _, residing at, telephone: email:, hereinafter referred to as the CLIENT | | | | |
| or USER . | mail, neremarter referred to as the CLILIN | | | | |
| The parties hereby agre | e to the following terms and conditions: | | | | |
| 1. SCOPE OF SERVICE | S | | | | |
| The TOUR OPERATOR a destination: | grees to organize and provide a package travel service to the following, inclusive of: | | | | |
| Accommodatio | n and boarding | | | | |
| • Transportation (| Transportation (flight/bus/train) where applicable | | | | |
| Meals as specif | Meals as specified below | | | | |
| • Transfers, excur | rsions, and other additional services as described herein | | | | |
| 2. PACKAGE DETAILS | | | | | |
| Item | Details | | | | |
| Destination | | | | | |
| Travel Dates | Departure:// 2025 - Return:// 2025 | | | | |
| Hotel Name | | | | | |
| Resort/Location | | | | | |
| Room Type | | | | | |
| Number of Nights | | | | | |
| Meal Plan | | | | | |
| Total Package Price | £ (inclusive of VAT and all taxes) | | | | |
| Deposit Amount (30%) | £ paid on / / 2025 | | | | |
| Remaining Balance | £ payable no later than / / 2025 | | | | |

3. TRANSPORT DETAILS (IF APPLICABLE)

| • | Type: Flight / Train / Coach |
|---|------------------------------|
| • | Carrier: |
| • | Departure & Arrival Times: |

4. PAYMENT TERMS

- 30% deposit is payable upon signing this contract
- 70% balance is due no later than thirty (30) days before departure
- Reservations are confirmed only upon payment and written reconfirmation by the TOUR OPERATOR
- Failure to pay within the deadline results in automatic cancellation and forfeiture of the deposit

5. CLIENT RIGHTS

The CLIENT is entitled to:

- Transfer this booking to another person up to 7 days before departure, subject to reasonable administrative fees
- Receive a full refund (less airline cancellation fees) if canceling up to 45 days before travel
- Assistance during the trip in case of difficulty or force majeure
- Lodge complaints and claim compensation for non-performance under this contract
- A refund within 14 days in the event of cancellation by the TOUR OPERATOR

6. CANCELLATION POLICY (BY CLIENT)

Days Before Departure Penalty Incurred

45 days or more No penalty, except non-refundable airfare

44–30 days 50% of total package cost

29–20 days 70% of total package cost

Less than 20 days 100% of total package cost

No refunds will be granted in cases where the CLIENT is denied entry into the destination country for reasons related to documents, visas, or border authority decisions.

7. INSURANCE AND MEDICAL COVERAGE

The CLIENT agrees to maintain valid travel insurance for the duration of the trip. Proof may be requested. The TOUR OPERATOR provides medical and emergency coverage only if expressly stated in the booking.

8. VISA AND DOCUMENT RESPONSIBILITY

The CLIENT bears full responsibility for ensuring possession of a valid passport, entry visas, vaccinations, and compliance with health regulations.

9. INSOLVENCY PROTECTION

| The TOUR OPERATOR guarantees protection of all prepayments under the UK Package Travel |
|--|
| and Linked Travel Arrangements Regulations 2018 via the following mechanism: |

| • | ☐ ATOL Protection Number: | |
|---|---------------------------|--|
|---|---------------------------|--|

• Client Trust Account (details on request) In the event of insolvency, the CLIENT will be refunded or repatriated as required.

10. COMPLAINT PROCEDURE

All complaints must be submitted in writing within seven (7) calendar days following the CLIENT's return. The TOUR OPERATOR will respond within 14 business days.

11. FORCE MAJEURE

Neither party shall be liable for failure or delay caused by circumstances beyond their reasonable control (eg war, pandemic, natural disaster, or airline disruption). In such events, rebooking or partial refund may be considered at the TOUR OPERATOR's discretion.

12. PERSONAL DATA PROTECTION

The TOUR OPERATOR processes the CLIENT's data in accordance with the UK GDPR. A copy of the Privacy Policy is available at: [insert website or attach]. Data will be used solely for the performance of this Contract and will not be shared with third parties without a lawful basis.

13. GOVERNING LAW AND DISPUTE RESOLUTION

This Contract shall be governed by the laws of England and Wales. Any disputes arising shall be submitted to the exclusive jurisdiction of the courts of London, UK.

| 14. SIGNATURES | | | | |
|---|------------|--|--|--|
| Signed on this day of 2025: | | | | |
| TOUR OPERATOR Name: Elena Komitova Signature: | | | | |
| CLIENT / USER Name : | Signature: | | | |