

Visumo Travel LTD

Basic Terms of Service & Charging Process

Please note below is our standard process in brief detail and charging policy.

- a. **Itinerary Planning and Sourcing:** Upon engaging the services of Visumo Travel we will create a Visumo Customer Account on our integrated and secure travel software system. At this point we will also take a nominal Sourcing & Engagement Deposit. This sourcing deposit will be credited to your Customer Account and you will be provided a receipt. This amount will then be deducted from any future invoices payable by your account for events or experiences booked with Visumo Travel within 6-months of its receipt. We will also issue you with a copy of our full Terms of Business. In the event that no event or holiday is booked within 6 months of the sourcing deposits receipt this payment is then non-refundable.
- b. **Engagement Detail:** At this point the trip planning and sourcing service will begin and once the sourcing is complete a suggested itinerary will be sent to you along with full pricing details for your digest and consideration. We will happily tweak and change any element – be that a single component or multiple components of the itinerary as many times as it takes without charge so that you are 100% satisfied with the programme in full before moving to the Deposit payment.
- c. **Deposit Payment:** once any proposed itinerary has been agreed, to then make your booking we require a deposit of 30% of the total cost. At this point we will issue you with a Confirmation Invoice, details of which will be added to your Customer Account and stored within our travel software system.
- d. **Balance Payment:** at the point of 42 days prior to the date of departure then balance for the full holiday contract price is required. We will then issue you with a Final Confirmation Invoice. **Please note:** If you are booking within 42 days (6xweeks) of the date of departure then payment of the full contract price is required at the time of booking.
- e. **Cancellations:** any cancellations made by yourself will be subject to cancellation terms and the Visumo rebate policy and can be seen in brief detail as below – full details are made clear in our full Terms of Business which you will also receive:

I. **Table: Cancellation Policy: from 42 days to travel (Balance Payment):**

When Cancelled to departure date	% Rebate supplied to client
41 – 15 Days to travel	50% Refunded
14 Days to travel	0% refunded

- II. The Deposit payments (or 30% of the total cost of the holiday price should you be booking within 42 days of departure date) are non-refundable.
 - III. Outside of the standard Cancellation Policy highlighted above, in the interest of maintaining long term relationships Visumo may use our absolute discretion to transfer some, or all, of the Balance Payment paid by you to an alternative booking or retain this on your Customer Account should you need to cancel or make alternative plans.
 - IV. All cancellations must be notified in writing direct to Visumo Travel either by electronic communication or by post and will only become effective once we receive this notice.
- f. **Pricing Policy:** Prices may vary at any time before we have accepted your booking in full and taken deposit. We therefore reserve the right to alter or correct pricing at any time prior to accepting your booking. Visumo Travel is under no obligation to provide a detailed breakdown of the individual costs involved in our service and this is not part of our service as a premium concierge based agent.
 - g. **General Obligations Statement:** Our obligations to you may vary depending if you book with us a 'single component arrangement', or a 'collection' of single component elements, or whether we're acting as an agent on behalf of a third-party hotel or supplier and our differing obligations are set out within our full Terms of Business. The types of arrangements you book, and the terms which apply to them, will be notified to you at the time of booking. We also offer travel arrangements, accommodation and other services that are available to be purchased separately such as accommodation. If you book just one element, you will have booked a 'single component'. You may also decide to make one or more 'single component' bookings with us at the same time, i.e. a 'collection of single components'. The price charged in total for more than one booking will always equal the prices charged separately for each individual booking. All single component bookings are available to be purchased separately at the same price as they are when more than one booking is made. This means that any 'single component' or 'collection of single components' bookings do not constitute a package as defined in the Package Travel, Package Holidays and Package Tours Regulations 1992.
 - h. **Law & Jurisdiction:** These conditions and any matters that may arise from them are subject to and governed by English Law and both parties agree to the exclusive jurisdiction of the courts of England in relation to any dispute or claim.