

Booking Conditions

The holidays appearing in this printed brochure and on the website, www.ytctravel.org, have been planned and are operated by YTC.

Your reservation

Your obligations to us start the moment you have paid your deposit. Our obligations to you start the moment we have accepted your deposit. At the time of booking, it will be assumed that you have read and accepted the terms and conditions appearing in this brochure or our website, www.ytctravel.org, for yourself and on behalf of all the members of your party for whom the booking is made.

Our Price Policy

Prices in this brochure/website are valid at the time of publication, based on prices given to us by our regular suppliers and based on assumptions clearly stated in our price section. It is possible that at the time of booking, our prices may have **increased** or **decreased** from those published, mainly due to price differences in airline tickets, or because our main allocations in certain hotels would have been used up, or alternative accommodation being available. There may also be changes in taxes or levies, aircraft fuel surcharges, port charges or catamaran fuel surcharges. Furthermore, for our winter skiing tours, there are a large number of variables which may make the pricing structure non-standard. At the time of booking, you will be quoted a price which might therefore be different from that published and the quotation will state what services are being provided, and that price will apply to the holiday option chosen.

Standard of Accommodation and other Services

Hotel rooms are usually smaller than the rooms we are used to in Maltese residences. Quad rooms will generally have bunk beds as the third and fourth bed. Meals are a three course set-menu with moderate portions. Drinks, including water, are always to be paid extra. Use of mini-bar and telephones in rooms are chargeable to the client. Unless clearly specified, all entrance fees to museums or cable cars are always extra. The client cannot cancel the planned holiday because one or more excursions could not be operated due to some reason which is beyond YTC's control. If any portion of your holiday is lost due to natural disasters, bad weather, industrial action, war, government restrictions or any matter of force majeure, YTC cannot be held liable to pay compensation or pay for damages incurred. Touring itineraries may have to be changed sometimes at short notice, due to weather, road or traffic conditions, mechanical breakdowns, police activity, etc.

Only items listed under 'Price Includes' are included in the package price. There may be remote occasions when an advertised facility is not available during your particular holiday. Coaches and minivans do not have onboard toilet facilities. In tours accompanied by a tour-leader, the sole responsibility of the tour leader is limited to the program and only in exceptional emergency cases will he divert from his official programme. He is under no obligation to accompany members of the group around shops or around the areas being visited. There could be occasions that we have no direct control over the provision of services to you by suppliers. Any special requests, such as rooms next to each other, rooms with a balcony or mountain-view, particular rooms in hotels which you have stayed before, etc, are at the discretion of our suppliers.

If We Change Your Holiday Arrangements.

Although it is highly unlikely, we may have to change your holiday arrangements and we reserve the right to do so any time - flight timings may change, we may have to amend an itinerary, or a hotel may close down or overbook. If we have to make any changes, we will inform you as soon as is reasonably possible before departure. Due to unforeseen circumstances, it may be necessary to change a hotel or some other part of your holiday arrangement after your holiday has commenced, in which event we will do our best to maintain the overall standard of the holiday arrangements.

The right is reserved to substitute alternative airlines and/or aircraft if necessary. Flight timings are subject to confirmation and alteration. Some flights may have intermediate stops en route and as factors affecting this are not always known before departure date we cannot always notify you in advance. In the event of your flight arrangements being changed or cancelled by the airline, we accept no liability for extra costs or consequential loss arising, directly or indirectly, from any independent contract arrangements between the client and a third party. We also reserve the right to amend the program in such a way as to fit in with such flight changes.

If we cancel your holiday arrangements

A minimum number of persons is sometimes required to operate the packages as shown in our brochure. In the unlikely event that such minimum is not reached, we reserve the right in any circumstance to cancel your holiday up to 14 days before departure, and in this event we will refund you all the money you have paid us.

Conditions of Carriage

Transport is subject to the conditions of carriage of the company providing such carriage. Such conditions are likely to embody the provisions of the law of the host country where the method of carriage would be registered or be subject to international conventions with governments, and which may limit or exclude the liability of the carrier, be it airline, coach, ship, etc. Departure times are at the discretion of YTC after consultation with the carrier. Departure times are fixed according to prevailing circumstances and in such manner as to give a reasonable time buffer for delays, be they due to general traffic, traffic accidents, poor road conditions, bad weather, or any other reason. In the unlikely event that the delay should result in arriving late at the destination of the tour, or at the port/airport and resulting in a missed ship/flight, YTC is not responsible for any additional charges incurred by clients as a result of such delay, whether such charges are additional charges for an alternative ship/flight, accommodation or any other charges. Departure times are advised beforehand, and should a client be late, YTC reserves the right to depart at the appointed time, and YTC does not accept any responsibility for any transport missed and to be replaced at the client's expense.

Booking, Deposits and Payments

The person making the booking is undertaking that he/she has the authority of all other persons mentioned in the booking to make the booking on their behalf and that he/she has already accepted the general booking conditions. The booking deposit, usually in the region of €230 per person and which is specified when making your booking, is considered a payment on account of your holiday. The moment you have made the booking you are committing yourself to pay the full amount payable for the holiday, under all circumstances. If you need to cancel your holiday, the full amount is still payable to YTC, and if the cancellation is covered by your insurance, you would need to make a claim to recover the amount paid. The balance for payment is due 6 weeks before departure or immediately if the booking is made within 6 weeks from date of departure. Payment by credit card is not accepted.

Your responsibilities

It is your responsibility to ensure that you and those for whom you are booking are in possession of valid passports and any appropriate visas. Be sure to check passport and visa requirements with us well in advance particularly if you are a non-Maltese passport holder. You are responsible for any charges, fines etc. that may be levied by authorities in Malta or overseas for non-compliance with any regulations in this area and any such amounts will be recharged to you.

Airline regulations state that women 28 weeks or more into pregnancy at the time of return travel must have a medical certificate of fitness to travel.

You must be responsible for your behavior and the behavior of your party. We can refuse to continue dealing with you if your behavior is, in our opinion, or in the opinion of the airline pilot, hotelier, or other person in authority, disruptive, dangerous, or annoying to the other people or property. We will not pay any refund of any cost incurred by you if your behavior is unacceptable, even if this means you are not allowed to board your outward flight, train or bus.

It is your responsibility to ensure that you carry a European Health Insurance card for travel within EU countries.

It is obligatory for you to have a holiday insurance, with winter sports extension where applicable. We offer Gasan Mamo standard insurance cover, with the adverse weather conditions extension, as one of the options when booking a holiday with us. Alternatively you can arrange a policy yourself giving comparable or better cover under all sections.

If You Have a Complaint

If you have a problem or cause for complaint whilst on holiday, you must immediately bring it to the attention of either the tour-leader, organiser, representative, hotel or to YTC, who will in turn do their best to investigate and resolve the situation. It is unreasonable to take no action whilst on holiday and then to make a verbal or written complaint upon return. For this reason your complaint will not be entertained, and no liability whatsoever will be accepted by us if we do not receive a verbal or written complaint within 24 hours of any problem arising. We investigate all genuine complaints, however any complaints considered frivolous will not be entertained.

Miscellaneous

We can in no way be held responsible for any incident, injury, delay, irregularity or damage to personal effects, baggage or passengers. We accept no responsibility for losses or additional irregularities caused by subcontracted parties such as airlines, hotels coaches or mini-vans etc.