

Baggage Transfer Plus – Baggage Transfer, Accommodation and Transport Booking Service
Terms and Conditions for use of service

1. Service Providers

Baggage Transfer Plus makes booking arrangements on your behalf and only acts as your agent. Your contract of sale with Baggage Transfer Plus ends after the arrangements have been made and you have received your full itinerary via email. Your contract from there-on is with the suppliers and provider of services whom you have agreed for us to arrange. Baggage Transfer Plus is continuously establishing relationships with many suppliers and takes their performance seriously. However, the inclusion of an accommodation in our service does not constitute a recommendation.

2. Reservations & Invoicing

Reservations are subject to availability and will be confirmed upon receipt of a Booking Enquiry Form. The Baggage Transfer Plus administration fee also acts as a non-refundable deposit. Payment of the administrative fee along with any deposits paid to accommodation providers to secure accommodation must be made at time of booking.

Arrangements with suppliers will be arranged by Baggage Transfer Plus after your booking is confirmed. We will then require full payment of the cost owed to suppliers six weeks in advance. Bookings made less than six weeks before the start of a walk are subject to full payment upon booking. Baggage Transfer Plus reserves the right to cancel a booking if payments are not received six weeks in advance.

3. Payment

Baggage Transfer Plus accepts payment by bank transfer and in cash.

4. Trip Alterations

Baggage Transfer Plus will make every effort to assist in any alterations you may request to your walk arrangements. However, in instances of confirmed bookings, a re-booking administrative charge will be applied.

5. Cancellations

Should you find it necessary to cancel your booking, before or after the start date, Baggage Transfer Plus will make the cancellation arrangements on your behalf. However, accommodation providers have a variety of individual Terms and Conditions and while it is not practical for us to supply clients with each individual establishment's Terms and Conditions, it is necessary for us to protect them against no shows and last minute cancellations.

Cancellations must be made in writing (letter or e-mail). Cancellation charges will be calculated from the date of receipt as follows:

* 21 to 41 days prior to the walk start date: 50% of total cost

* Less than 21 days prior to the walk start date: 100% of total cost

Percentage of the total cost does not include your administration fee but does include accommodation costs.

Upon a cancellation request we also retrieve a cancellation fee equal to 50% of the original administration fee to cover the expense and time taken to cancel your trip.

6. Modifications

While every effort will be made to reserve an accommodation of your choice, where such accommodation may be unavailable, Baggage Transfer Plus reserves the right to book an alternative. In such cases, clients will be advised of the change before final booking is confirmed.

7. Luggage Transfer

Bags must weigh no more than 15 kilos and have no additional luggage tied to the principal bag. Excess items, however small, may incur an extra charge and overweight bags will incur an excess charge or may not be moved.

8. Responsibility

Baggage Transfer Plus does not accept responsibility for death, injury or illness of customers on any walk. All routes are followed at your own risk. Bookings are made on the understanding that participants have considered the nature of the route, are physically fit and do not have any medical condition that may make physical activity dangerous for them. Use of accommodation and any transportation arranged by Baggage Transfer Plus is at your own risk.

9. Personal Insurance

You must ensure that you are protected by Comprehensive Holiday Insurance with cover for cancellation or curtailment, baggage loss, personal injury and Third Party Liability.

10. Force Majeure

Baggage Transfer Plus cannot accept responsibility for any loss or damage resulting from war or terrorist activities, weather conditions, fire, flood or drought, airport closures, rescheduling of means of transport, or any other eventuality outwith our control which may delay or extend the holiday.

11. Complaints

Baggage Transfer Plus will do its utmost to ensure you have an enjoyable holiday. If you have any problems please contact us immediately and we will do our best to resolve them. Any complaints should be made as soon as reasonably practical and in any event in writing/email within 28 days of the end of your holiday.

12. Information

While every care has been taken to ensure that the information provided by Baggage Transfer Plus is correct, all information is subject to alteration without notice. Baggage Transfer Plus accepts no liability for any inaccuracy in the information produced.

