Terms and Conditions

The Grown-up Travel Company Ltd
Company number: 10639831
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Version 1.0, in effect until 30 September 2026

Earlier version. These terms applied to bookings made up to and including 30 September 2026. They were replaced by version 2.1 for bookings made from 1 October 2026. If you booked before 1 October 2026, these are the terms that apply to your booking.

Definitions

"We/us" means The Grown-up Travel Company Ltd.

"The Event" means any holiday, accommodation, activity or function organised or advertised by us.

"You" means the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

"Supplier" means the company or person that is holding or providing the event or any part of it.

"Price" means the total cost of the event payable by you.

1. Terms and Conditions

These terms and conditions govern the contract between you and us to the exclusion of all other terms and conditions save for those implied by law, and no variation to these terms and conditions shall be valid unless in writing and signed by you and the company director.

2. Formation of Contract

No contract shall arise between you and us until we have received the deposit payable and we have sent to you written confirmation (this can be in the form of an email) of our acceptance of your booking.

3. Lead Name

The lead name on any booking with us accepts the full responsibility of collecting the full balance payable for the booking and indemnifies “The Grown-up Travel Company Ltd.” against any loss from any individual failing to pay within your group. The lead name of the group is also responsible for ensuring that all group members are aware they are bound by our terms and conditions.

The lead name is also responsible for the completion of the online guest list on behalf of all persons on the booking. It is understood that those booking via email or telephone agree to and accept our terms and conditions.

4. Accuracy

We endeavour to ensure that all the information and prices both on our website and in any advertising material that we publish are accurate, however, occasionally changes and errors occur, and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed.

The price of your event has been calculated using exchange rates quoted on www.xe.com in relation to multiple currencies.

We reserve the right to amend the price of unsold tours at any time and correct errors in the prices of confirmed tours.

The price of your confirmed tour is subject at all times to variations in:

(i) transportation costs, including the cost of fuel; or

(ii) dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports; or

(iii) the exchange rates used to calculate your arrangements.

Such variations could include but are not limited to airline cost changes which are part of our contracts with airlines (and their agents), cruise ship operators and any other transport providers.

We will absorb and you will not be charged for any increase equivalent to 2% of the price of the event, which excludes insurance premiums and any amendment charges and/or additional services or travel arrangements.

You will be charged for the amount over and above that, plus an administration charge of £1.00 per person. If this means that you have to pay an increase of more than 10% of the price of your confirmed event (excluding any insurance premiums, amendment charges and/or additional services or travel arrangements), you will have the option of cancelling and receiving a full refund of all monies paid to us, except for any insurance premiums and any amendment charges and/or additional services or travel arrangements. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice.

There will be no change made to the price of your confirmed event within 30 days of your departure.

5. Payment & Deposits

Deposits are payable at the time of booking and the balance of payments are split into the following phases:

- An agreed non-refundable non-transferable deposit of 20% of the total price is payable at the time of booking.
- The final balance is to be paid no less than 56 Days (eight weeks) before the date upon which your event is due to start.

Failure to pay by this date will result in a £10.00 per person late payment charge.

If you do not make your deposit payments by the due dates given then you shall be deemed to have cancelled the event in which case the cancellation fees set out in Clause 7 below will become payable.

Deposits are used by us to enter into the contractual arrangements on your behalf and are non-refundable. You can pay the deposit, balance or full amount by bank transfer. Details will be provided with the booking form.

6. Cancellation by Us

We may cancel the event or any part of it:
for safety reasons if we or our supplier(s) regard adverse weather conditions or other safety concerns as unacceptable and which cannot reasonably be overcome; if we reasonably believe that you may cause harm or damage to our reputation or to the reputation of our suppliers or to property belonging to our suppliers; if a supplier or suppliers are unable to host the event for any reason; if changes you wish to make to the booking mean it is uneconomical or impractical to hold the event.

If we cancel the whole of the event we shall use our best endeavours to rearrange the event on a mutually convenient date or provide a refund to you of the cost to us of the event. Save as above we shall be under no further liability to you for cancellation of the event or any part of it.

7. Cancellation by You

You may cancel your booking within a period of 14 Days after the initial deposit however this initial deposit is non-refundable.

If you or any member of your party decides to cancel your confirmed booking you must notify us in writing. Your notice of cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. We recommend that you use recorded delivery.

Since we incur costs in cancelling your arrangements, you will have to pay the applicable cancellation fees up to the maximum shown below. The cancellation fee detailed is calculated on the basis of the total event price payable by the person(s) cancelling excluding insurance premiums and amendment charges which are not refundable in the event of the person(s) to whom they apply cancelling:

Period before departure within which notice of cancellation by you is received	**Amount of cancellation fee**
More than 56 days prior to departure	Deposit
42 - 56 days prior to departure	35% of event price
28 - 41 days prior to departure	50% of event price
14 - 27 days prior to departure	75% of event price
Less than 14 days prior to departure	100% of event price

We will deduct the cancellation fee(s) from any monies you have already paid to us.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a cancellation fee of up to 100% of that part of the arrangements in addition to the fee above.

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these fees.

8. Failure to Provide an Event

If, due to reasons beyond our control, an event is unable to take place due to (but without limitation); closure of premises, the ceases of trading, a change in supplier management, weather restrictions, we

will provide you and your group with an alternative event and if this is does not prove possible, a refund to you of the cost to us of the event.

9. Meals

We will endeavour to meet any specialist dietary requests for any member of your group, but cannot guarantee these requests. We accept no liability if our suppliers are unable to meet these requests in advance, or once at the venue. If your group arrives late then we accept no liability.

10. Alterations + Surcharges Applied By Us

If due to circumstances beyond our control it becomes necessary to substitute an alternative supplier or make any other alterations to the event (including accommodation) we shall inform you of the changes as soon as possible. You must pay any additional cost due to such changes.

If the changes are, in the view of The Grown-up Travel Company Ltd. so substantial as to materially alter the event and you are unwilling to accept them then you may cancel the event and we will give a refund of the cost of the event to us. Surcharges may be applicable where an event requires a minimum number of participants to proceed, and the group does not meet this minimum number.

This could lead to the cancellation of the event of which we are not held responsible and alternatives may be offered of an equal or greater value. If this value is greater, then you must pay us the difference in price. If the final number of a group is an odd number, then a single supplement surcharge will apply if the booking or an event (including accommodation) which is number dependent.

12. Alterations made by You

We shall try to accommodate any reasonable changes you wish to make to the event. Alterations and amendment requests should be made with us and not end suppliers and should be made in writing to us by the lead name. These changes shall not be deemed accepted until we have confirmed in writing to you.

If you wish to increase or decrease the number of persons participating in the event you may do this up to six weeks prior to the date upon which your event is due to start. Amendments after that date will incur our administration charge of £10.00 per person. Changes such as arrival / departure dates and destination changes will also be subject to our administration charges.

We cannot guarantee that the change to the price will be pro-rata, but will depend upon the arrangements we are able to make with our suppliers. Subject to our written agreement you may transfer your booking to a person who satisfies all the conditions applicable to the event.

13. Your Obligations

You shall at all times behave in a safe, responsible and courteous manner; comply with all instructions; regulations and codes of practice issued by us or our suppliers; ensure that you comply with all age restrictions imposed by our suppliers; ensure that you comply with all arrival times, and dress appropriately for the event. If you breach these obligations, we may cancel or curtail the event or any part of it and in those circumstances you shall not be entitled to any refund. You shall take out insurance suitable for your needs (including delays for events involving travel by land, sea, or air) before the event.

14. Our Obligations

We shall take reasonable care and skill in arranging the event and comply with all applicable laws in relation to the event; where ever possible, re-schedule the event instead of cancelling or offer a refund to you of the cost to us of the event. All of the photographs and illustrations we use on our website and in literature (including quotations) we send you are for marketing purposes and may not entirely represent the actual products received.

15. Insurance

Adequate travel insurance is a condition of your contract with us. You must be satisfied that your insurance fully covers all your personal requirements including cancellation fees, medical expenses and repatriation in the event of accident or illness. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

16. Customer Feedback

If you have a problem whilst on your booking then you must contact the appropriate person(s) at the earliest opportunity, for example accommodation / restaurant manager. Unless there is a valid reason why you did not report your problem to the appropriate person(s), we will not consider ourselves liable for those complaints. If they are unable to resolve matters to your satisfaction, then you must write to us within 7 days of the conclusion of the event.

No complaint will be accepted outside of this time frame thus deeming you fully satisfied with all aspects of the event and the services we have provided to you. We will acknowledge any correspondence within 5 working days and endeavour to deal with the complaint as quickly as possible.

17. Contracts (Rights of Third Parties) Act 1999

No part of this agreement shall confer on any third party any benefit or right to enforce any terms of this agreement.

18. Jurisdiction

This agreement shall be construed in accordance with the laws of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to deal with any disputes arising between you and us or our suppliers.

19. Changes to these Terms and Conditions

We may need to make changes to these terms and conditions. Any changes can only be made by us and not any third-party member. We reserve the right to amend or improve these terms and conditions without prior notification. When it is necessary for changes to be made, we will forward you a copy of these changes and all reservations will abide by the amended terms, with the exception of reservations already made.