

THE TRAVELLING MUM.CO.UK

Terms and Conditions

The Business: Rachel Edmeads provides a fee-based advice, research and consultancy service.

The role and function of Rachel Edmeads is limited to the following:

- Exploring the client's requirements
- Researching of options on client's behalf
- Advising the client
- Assisting clients through the reservation procedure
- Going through the travel or other supplier's terms and conditions.

Individual Suppliers are responsible for all matters concerning services, responsibilities and liabilities.

The Process: An initial consultation begins the process. For all clients, the consultation consists of completing the Portfolio Information Form to establish your criteria. This can be printed off the website and filled in or over the phone with Rachel Edmeads. The Portfolio Information Form is then returned to Rachel Edmeads, along with a copy of these Terms and Conditions signed by the client and payment of the initial planning deposit of £20. This can be done by post or email in accordance with the client's wishes.

Thereafter, clients will be contacted at regular intervals with updates of the research process, and a time frame agreed for completion of the Portfolio. On the production of the Bespoke Portfolio 5% of the Total Holiday Budget (not including out of pocket expenses for meals, souvenirs etc) is due. Invoices can be by email or by post in accordance with the client's wishes.

Where Rachel Edmeads is only required to research/advise on a flight or single element where 5% is less than £20 then that sum shall be payable as the initial planning deposit.

Our Agreement:

When you have decided to use the services of Rachel Edmeads, please sign and return a copy of these Terms and Conditions to represent your acceptance of them.

Payment:

Payments can be made by cheque or bank transfers. All cheques are to be made payable to Rachel Edmeads. Invoices are to be settled within 7 days of the date issued.

Individual Supplier Payments:

Clients are to make payments in accordance with the payment instructions of the various components of the itinerary. Rachel Edmeads shall advise the clients of all payments to be made. Should clients wish, Rachel Edmeads can make payments on the client's behalf as the client's agent. However, Rachel Edmeads will not hold funds on the clients' behalf. Prior to making payments on any client's behalf and as the client's agent, the client will be required to sign a letter of authorisation enabling payment to be made as their agent and on their behalf. A copy of the client's credit card with signature will also be required. Travel and other suppliers may likewise require authorisation from clients to enable Rachel Edmeads to make any payments as the client's agent, using the client's credit card.

Rachel Edmeads shall not be held liable for failure of clients to comply with the travel and other suppliers' payment terms.

Individual Suppliers Terms and Conditions:

Clients are expected to make themselves aware of all of the travel and other suppliers' terms and conditions as they will be bound by them.

Cancellation:

Clients are bound by the cancellation terms of the travel and other suppliers. For any components of the itinerary booked by Rachel Edmeads, as the client's agent and on the client's behalf, the client is responsible for confirmation of the cancellation with the travel and other suppliers concerned. The client will be subject to the cancellation charges of the travel and other suppliers. Irrespective of cancellation reasons, Rachel Edmeads' fees are non-refundable.

To protect against the eventuality of cancellation, clients are advised to purchase all appropriate travel insurance at the time of making any bookings with any travel or other suppliers. It is the responsibility of clients to inform insurance companies of any medical conditions or scenarios that may affect the terms of their insurance cover.

Amendments:

Rachel Edmeads is happy to contact individual suppliers on clients' behalf and as their agents to try to amend their arrangements at any stage. Clients may be subject to amendment charges imposed by the travel or other suppliers involved in the itinerary.

Special Requests:

If you have any special requests, you should inform me of such requests prior to departure. On your behalf and as your agent, I will advise the relevant supplier of your requirements but cannot guarantee that such requests will be met. Furthermore, I have no liability to you if such requests are not met.

Information:

The client is responsible for providing correct information. Rachel Edmeads cannot be held responsible for clients providing incorrect information relating to names, address details, nationality, credit card details, age or any details relevant to their booking.

Identification:

Clients are required to have the appropriate identification, passport and visas to meet a carrier's requirements and those of any country you travel to or through. The onus to have the correct documentation is the responsibility of clients.

Price Guarantee:

Availability or price is not guaranteed before clients decide to book. Even then, your contractual relationship with the individual supplier may allow the supplier to alter whatever terms your contract with them allows them to alter. If clients have decided to amend an existing itinerary or their plans have changed, the cost of the itinerary could vary significantly to the original price. Clients should understand that prices can be dependent on season, availability of certain ticket types, rates of exchange, limited special offers and how far in advance an itinerary is planned.

Occasionally, airlines, hotels and other operators may impose additional charges as a result of a variety of circumstances, non-exhaustive examples of which include: changes to the price of fuel, airline insurance surcharges and rates of exchange. The individual suppliers should inform clients of any such changes. In the event that they inform Rachel Edmeads, I shall inform clients of any changes that I have been made aware of. Rachel Edmeads shall not however be liable for price changes imposed by any elements of an itinerary.

The Client's Relationship with Rachel Edmeads:

Rachel Edmeads is not a tour operator or travel agency. I am a specialist travel advisor and coordinator. All my itineraries are customised and tailored to the criteria of specific clients. The itineraries I propose are not 'off the shelf' and are not always suitable for the general market. Because I act as a travel scout and adviser to my clients, their itineraries are independently arranged by my clients with individual suppliers or by me as the clients' agent and on their behalf. As such, the contractual relationship between you, my client, and Rachel Edmeads is solely for you paying me for the time I spend attending you, advising you and researching for you as well as any time spent acting as your agent and on your behalf. Your purchase of any transport, accommodation and/or other tourist services is with the travel and/or other supplier and not with Rachel Edmeads.

Rachel Edmeads is not an organiser nor a retailer bound by the Package Travel, Package Holidays and Package Tours Regulations 1992 and neither is Rachel Edmeads selling or offering for sale any packages within the said Regulations. All bookings made by clients, or on clients' behalf, create contractual relations between clients and the individual suppliers. The contractual relationship is not with Rachel Edmeads.

Complaints:

If any aspect of your travel or holiday plans does not comply with your expectations then that is an issue between you and the relevant supplier. Any shortfall by one supplier may have an effect on other travel, accommodation or other holiday arrangements you have made. In such an eventuality there is no liability attached to Rachel Edmeads, although if contacted by you I will endeavour to help and support you as much as possible.

Some itineraries may take you to remote and exciting places where the risk of delay, injury, loss of property and discomfort may be higher. Rachel Edmeads undertakes to make all arrangements on your behalf and as your agent, on the understanding that clients appreciate and accept these elements of travel and that clients take out all appropriate insurances and make all appropriate arrangements, including medical arrangements.

Jurisdiction:

English law governs this agreement and any issue concerning all legal relationships between clients and Rachel Edmeads.

I,
(Name of Client)

agree to the Terms and Conditions mentioned above, as indicated by my signature below:

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Date