

RESORT EXPERTS

Booking Terms & Conditions

RESORT-EXPERTS LTD

Company Registration Number: 15246209

Registered Office: 128 City Road, London, EC1V 2NX, United Kingdom

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1. Introduction and Our Role

1.1 These Booking Terms & Conditions apply to bookings arranged through Resort Experts and its Resort Ambassador network.

1.2 Resort Experts is operated by RESORT-EXPERTS LTD, a company registered in England and Wales under company number 15246209.

1.3 Resort Experts acts as a disclosed booking agent, arranging travel and accommodation services on behalf of independent third-party suppliers, including tour operators, accommodation providers and other travel service providers.

1.4 Unless expressly stated otherwise, the customer's contract for the provision of travel or accommodation services is with the relevant supplier identified in the booking confirmation. Resort Experts does not ordinarily act as the principal provider of those services.

1.5 Resort Experts remains responsible for the booking and administrative services it provides as an agent. The relevant supplier is responsible for delivering the travel or accommodation services contracted with the customer.

1.6 The terms and conditions of the relevant supplier will also apply to the booking. Customers will be informed of applicable supplier conditions before confirming their reservation.

1.7 Where a booking constitutes a package holiday under applicable legislation, the relevant package organiser will be identified and the customer's statutory package travel rights will apply.

2. Booking Procedures and Payments

2.1 Making a Booking

Bookings may be arranged through a Resort Expert, Resort Ambassador or an authorised Resort Experts electronic booking platform.

The lead customer must be at least 18 years old and is responsible for ensuring that all information provided is accurate and complete.

The lead customer is responsible for communicating relevant booking information, payment obligations and travel requirements to all members of their party.

2.2 Booking Confirmation

A booking is confirmed when the relevant supplier accepts the reservation and confirmation is issued.

Customers should carefully check all booking documentation, including names, travel dates, accommodation details, passenger numbers and payment requirements.

Any errors should be reported to Resort Experts as soon as possible.

2.3 Deposits and Payment Schedules

Deposit requirements, payment instalments and final balance deadlines vary according to the relevant travel supplier or accommodation provider.

Customers will be informed of their payment schedules in good time by their Resort Expert, Resort Ambassador or through Resort Experts' electronic booking system.

Payment schedules will be confirmed in writing and will clearly identify the amounts payable and their respective due dates.

Some suppliers may require multiple payments, including an initial deposit, a second deposit and a final balance.

Customers are responsible for ensuring payments are received by the agreed deadlines.

Resort Experts may issue payment reminders as a courtesy. However, the absence of a reminder does not alter the customer's payment obligations.

2.4 Payment Processing and PTS

All customer payments for bookings arranged through Resort Experts are processed through the arrangements operated by Protected Trust Services (PTS).

Customer funds are received into and paid out through the applicable PTS trust arrangements.

The protections available to customers are determined by the applicable PTS arrangements and any additional statutory financial protection relating to their booking.

Customers should make payments only through payment methods authorised by Resort Experts.

Payments must not be made directly to personal bank accounts belonging to individual Resort Experts or Resort Ambassadors.

2.5 Failure to Pay

Where a customer fails to make a required payment by the agreed deadline, the relevant supplier may cancel the booking in accordance with its terms and conditions.

Cancellation charges may apply, and amounts already paid may be forfeited in accordance with the applicable booking conditions and consumer law.

Resort Experts will endeavour to contact customers regarding overdue payments but cannot guarantee that suppliers will extend payment deadlines.

3. Amendments, Cancellations and Refunds

3.1 Customer Amendments

Customers wishing to amend a booking should contact their Resort Expert or Resort Experts administration team as soon as possible.

Amendments are subject to supplier availability and the relevant supplier's terms and conditions.

Any additional costs or amendment charges will be communicated before an amendment is confirmed.

3.2 Customer Cancellations — Resort Experts Bookings

Where a customer cancels a booking arranged through a Resort Expert, the cancellation terms and charges of the relevant travel supplier or tour operator will apply.

In addition to any applicable supplier cancellation charges, Resort Experts reserves the right to charge a **discretionary cancellation administration fee of up to £50 per booking**.

This fee relates to reasonable administration and processing costs associated with the cancellation.

Resort Experts may reduce or waive the fee at its discretion. Any fee charged will be subject to applicable consumer law and disclosed before booking.

Customers should request cancellations in writing wherever possible.

3.3 Resort Ambassador Cancellations

Accommodation-only bookings made through Resort Ambassadors are subject to the specific cancellation arrangements described in Section 8.

The standard Resort Experts cancellation administration fee does not apply to Resort Ambassador bookings.

3.4 No-Shows and Failure to Arrive

Where a customer fails to arrive for booked accommodation or travel arrangements on the scheduled arrival date without making appropriate arrangements, the booking may be treated as a no-show.

Where the relevant supplier's conditions impose a 100% cancellation charge for a no-show, **100% of the applicable booking cost will be payable**, and no refund will normally be due.

Customers expecting to arrive late should notify Resort Experts or the relevant supplier as soon as possible.

Failure to notify the supplier may result in accommodation being released or the reservation being cancelled.

For Resort Ambassador bookings, any no-show conditions that differ from the standard Ambassador cancellation policy will be communicated before booking.

All no-show charges remain subject to applicable law and the agreed booking conditions.

3.5 Refunds

Where a customer is entitled to a refund following cancellation, amendment or supplier failure, Resort Experts will endeavour to process the refund **as quickly as reasonably possible**.

Refunds will normally be made using the original payment method wherever practicable and administered through the applicable PTS trust arrangements.

Refund amounts will be subject to the relevant booking conditions, applicable cancellation charges and statutory consumer rights.

Where legislation requires a refund within a specified period, that legal requirement will take precedence.

4. Changes or Cancellations by Suppliers

4.1 Travel suppliers and accommodation providers may occasionally need to amend or cancel arrangements.

4.2 Where Resort Experts is notified of a material change or cancellation, it will communicate the information to the customer as soon as reasonably possible.

4.3 Any alternative arrangements, refunds or compensation will be determined by the relevant supplier's contractual obligations and the customer's applicable statutory rights.

4.4 Where a booking is a regulated package holiday, the package organiser remains responsible for complying with applicable package travel legislation.

4.5 Resort Experts will provide reasonable assistance in communicating with suppliers and facilitating the resolution of booking issues.

5. Customer Responsibilities and Travel Requirements

5.1 Passports, Visas and Entry Requirements

Customers are responsible for ensuring that they and all members of their party hold valid passports, visas and any other documentation required for their journey.

Passport validity requirements and entry conditions vary between destinations and may change.

Customers should check official government travel advice before departure.

5.2 Health Requirements

Customers are responsible for checking relevant health advice, vaccination requirements and medical entry conditions for their destination.

Customers with particular medical, accessibility or mobility requirements should inform Resort Experts before booking so that relevant requests can be passed to the supplier.

Special requests cannot be guaranteed unless expressly confirmed by the relevant supplier.

5.3 Travel Insurance

Resort Experts strongly recommends that all customers obtain appropriate travel insurance covering their destination, travel dates and individual circumstances.

Insurance should include suitable protection for medical expenses, cancellation, curtailment, personal belongings and other relevant travel risks.

Unless otherwise informed, Resort Experts will assume that all customers have arranged valid and appropriate travel insurance covering the countries they are visiting and the duration of their trip.

This assumption does not constitute verification of the customer's insurance arrangements.

5.4 Customer Conduct

Customers must comply with the reasonable rules and requirements of airlines, accommodation providers, tour operators and other travel suppliers.

Customers may be responsible for damage, additional costs or losses caused by their conduct, subject to applicable law.

5.5 Accommodation Rules

Customers booking accommodation must comply with the accommodation provider's rules, including those relating to occupancy limits, check-in and check-out times, security deposits, noise restrictions and property care.

Any applicable local tourist taxes or mandatory destination charges will be communicated where known and may be payable locally.

6. Financial Protection and ATOL

6.1 Protected Trust Services

Resort Experts uses Protected Trust Services (PTS) arrangements for the receipt and payment of customer funds.

All customer payments made through Resort Experts are handled through the applicable PTS trust arrangements.

The scope of protection available to customers depends on the particular booking and the terms of the relevant protection arrangements.

6.2 ATOL Protection

Certain flight-inclusive package holidays arranged through Resort Experts may be protected under the Air Travel Organiser's Licence (ATOL) scheme.

Where ATOL protection applies, it is provided under the ATOL licence of the relevant licensed tour operator or package organiser.

Resort Experts does not represent that every booking is ATOL-protected.

6.3 ATOL Certificates

Where a customer books an ATOL-protected package holiday through Resort Experts, **an ATOL Certificate will be provided when the booking is made and payment is taken, in accordance with applicable ATOL requirements.**

The certificate will identify the relevant ATOL holder and the arrangements covered by the protection.

Customers should retain their ATOL Certificate alongside their booking confirmation and other travel documents.

6.4 Accommodation-Only Bookings

Accommodation-only bookings are not automatically covered by ATOL.

Any applicable financial protection will depend on the arrangements relevant to the booking and the protections expressly confirmed to the customer.

7. Resort Experts — Local Destination Assistance

7.1 Resort Experts operates through destination-based travel advisers who provide local knowledge and assistance.

7.2 Where applicable, customers may be provided with telephone or WhatsApp contact details for their Resort Expert.

7.3 Resort Experts will endeavour to provide reasonable assistance to customers experiencing difficulties during their holiday.

7.4 This assistance does not constitute a guaranteed 24-hour emergency service.

7.5 Responsibility for delivering accommodation, transport and other travel services remains with the relevant supplier, subject to applicable law.

7.6 In an emergency, customers should contact the appropriate emergency services, travel supplier or tour operator directly.

8. Resort Ambassador Accommodation Bookings

8.1 The Resort Ambassador Model

Resort Ambassadors are destination-based individuals, content creators, community representatives or businesses who promote accommodation and facilitate reservations through Resort Experts.

Resort Ambassador bookings are for **accommodation only**.

Resort Experts acts as a disclosed booking agent for the relevant accommodation supplier.

The customer's contract for accommodation is with the accommodation provider identified in the booking confirmation.

8.2 Accommodation Prices

Accommodation prices are confirmed before booking.

Resort Experts may obtain accommodation at agreed net rates and include its own commercial margin within the customer-facing price.

Alternatively, Resort Experts may receive commission from the accommodation supplier.

The total price payable by the customer will be disclosed before booking, together with any known mandatory additional charges.

8.3 Deposits

Unless otherwise expressly agreed and confirmed before booking, Resort Ambassador accommodation reservations require a **5% deposit calculated on the total accommodation booking price**.

Customers may choose to pay the full accommodation price when booking.

The remaining balance and its payment deadline will be communicated in writing in good time.

8.4 Customer Cancellations

Where a customer voluntarily cancels a Resort Ambassador accommodation booking under the standard Ambassador cancellation policy, the 5% deposit will normally be retained.

Any payments made above the 5% deposit will be refunded, subject to the terms agreed before booking and applicable consumer law.

The retained deposit must be fair and proportionate in the circumstances.

No additional £50 Resort Experts cancellation administration fee applies to these bookings.

8.5 No-Shows

Where a customer fails to arrive for an Ambassador accommodation booking, the applicable no-show conditions will be those clearly disclosed and agreed before booking.

Where a different no-show charge applies, including a charge of up to 100% of the accommodation price, this must be communicated before the reservation is confirmed.

The standard 5% voluntary cancellation policy does not, by itself, establish a 100% no-show charge.

8.6 Accommodation Supplier Responsibilities

The accommodation supplier is responsible for providing the booked accommodation in accordance with the customer's contract and applicable law.

Resort Experts will provide reasonable assistance with booking administration and communication between the customer and supplier.

8.7 Payment Protection

Payments for Resort Ambassador bookings are processed through the applicable PTS trust arrangements.

Accommodation-only bookings do not automatically qualify for ATOL protection.

9. Complaints and Problems During Travel

9.1 Customers experiencing a problem with their accommodation or travel arrangements should report it promptly to the relevant supplier or its local representative.

9.2 Customers may also contact their Resort Expert or Resort Experts administration team for assistance.

9.3 Reporting problems promptly allows the supplier an opportunity to investigate and, where possible, resolve the issue during the holiday.

9.4 Where a complaint remains unresolved, customers should submit the details to Resort Experts in writing, together with any relevant supporting documentation.

9.5 Resort Experts will endeavour to assist in communicating the complaint to the relevant supplier and obtaining a response.

9.6 Resort Experts' role as an agent does not remove any rights customers may have against the supplier, package organiser or Resort Experts under applicable law.

10. Liability

10.1 Resort Experts is responsible for exercising reasonable care and skill in the booking and agency services it provides.

10.2 The relevant travel supplier or accommodation provider is responsible for performing the services contracted with the customer, subject to applicable legislation.

10.3 Resort Experts does not accept responsibility for matters outside its reasonable control where it has not breached its own contractual or legal obligations.

10.4 Nothing in these Terms & Conditions excludes or restricts liability for fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded or restricted.

10.5 Nothing in these Terms & Conditions limits or removes any mandatory consumer rights or statutory protections available to the customer.

11. Data Protection and Privacy

11.1 Resort Experts processes customer personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018.

11.2 Customer information may be shared with relevant travel suppliers, accommodation providers, payment service providers and other parties where necessary to arrange and administer bookings.

11.3 Personal information will be processed for appropriate purposes, including booking administration, payment processing, customer communication and compliance with legal obligations.

11.4 Where customer information is transferred internationally, Resort Experts will take appropriate steps to comply with applicable data protection requirements.

11.5 Further information about the processing of personal data will be provided in the Resort Experts Privacy Notice.

11.6 Marketing communications will be managed in accordance with applicable privacy and electronic marketing legislation. Consent will be obtained where required.

12. Communication and Booking Documentation

12.1 Resort Experts may communicate with customers by email, telephone, WhatsApp or authorised electronic booking systems.

12.2 Customers are responsible for providing accurate contact details and informing Resort Experts of any changes.

12.3 Booking confirmations, payment schedules, travel documents and other important information may be supplied electronically.

12.4 Customers should check communications carefully and contact Resort Experts promptly if information appears incorrect or incomplete.

12.5 Customers should retain copies of their booking confirmations, payment records, supplier conditions and other relevant travel documentation.

13. General Conditions

13.1 Supplier Terms

The terms and conditions of the relevant supplier form part of the contractual arrangements applicable to the customer's booking.

Where supplier terms conflict with mandatory consumer protections, applicable law will prevail.

13.2 Changes to These Terms

Resort Experts may update these Terms & Conditions from time to time.

The version applicable to a booking will ordinarily be the version provided or made available when the booking was confirmed, unless a subsequent change is expressly agreed or required by law.

13.3 Severability

If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

13.4 Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Customers retain any mandatory rights to bring proceedings in the courts of another UK jurisdiction where applicable consumer law provides those rights.

13.5 Acceptance

By confirming a booking through Resort Experts or a Resort Ambassador, the customer acknowledges that they have been provided with, or given access to, these Terms & Conditions and the relevant supplier's booking conditions.

Acceptance of the booking is subject to the terms and conditions applicable at the time of confirmation.