

GT&C - Booking "Bits and Pieces" Individual Travel Product Components from Lineupexplorers as an Agency

BITS AND PIECES TRAVEL ARRANGEMENTS - IMPORTANT INFORMATION

You have opted to select, assemble and arrange all your own travel product components (i.e. the **"BITS and PIECES"** / **"BAP"** option) and acknowledge that you are not entitled to the protection you would have had if you had bought a Lineupexplorers Travel Package (which is a package holiday) from us.

Key Terms and Conditions

1. You are responsible for selecting each part of your **BAP** travel arrangements.
2. You accept we have not in any way selected, assembled or arranged your **BAP** travel arrangements for you.
3. Your **BAP** travel arrangements are **not a package** and do not fall within the meaning of any applicable travel package regulation.
4. We are acting as booking agents only and do not contract as principal.
5. By proceeding with these **BAP** travel arrangements, you accept that you will be entering into a contract with each of the carriers, accommodation providers and other suppliers of services on their standard terms and conditions. You understand that where you have chosen more than one travel product component, you will be entering into multiple contracts. If they are provided, we will endeavour (but undertake no liability to do so) to make copies of the terms and conditions of the contracts you enter into available to you at your request.
6. You understand that we have not conducted any quality or other checks on the individual components of your **BAP** travel arrangements. We have made no representations about the suitability of the transport, accommodation, products and services offered for sale through us and the inclusion or offering for sale of any accommodation, products or services by us does not constitute an express or implied endorsement or recommendation by us of such accommodation products or services.
7. We do not guarantee the accuracy of, and disclaim liability for any inaccuracies relating to, the transport, accommodation, products and services offered for sale through us.
8. We undertake no responsibility for and are not liable for the misrepresentations, breaches of contract, breaches of statutory duty or negligence of any of the carriers, accommodation providers and other suppliers of services who sell their products and services through us. This means that in the event of you suffering personal injury, illness or death as a result of any act or omission of a carrier, accommodation provider or other supplier of services (or their employees) or you having any complaint about the quality of the services provided or having any other complaint at all, your sole right of redress will be against the independent third party who provided such service and that we will be under no liability at all (whether in contract, tort or otherwise howsoever).

Who We Are

See Imprint on Lineupexplorers.com

Your Travel Booking

1. Whether you book alone or as a group, we will only deal with the lead booking name/passenger in all subsequent correspondence, including changes, amendments and cancellations. The lead name will be responsible for the group and it will be assumed that he/she has the authority to act on their behalf. You must be 18 years old to book as the lead name/passenger.
2. If your booking involves a flight product component you must notify us prior to the time of booking by contacting us if any person included in the booking is not self reliant or is a person with reduced mobility and therefore requires assistance at the airport and/or on the flight. You should also update your air carrier after the time of booking until 48 hours prior to the flight's departure if any person travelling on the booking has ceased to be self reliant or a person with reduced mobility or if a person previously reported to be with reduced mobility or as not being self reliant does no longer fall into either category.
3. If you wish to book more than one room, each additional room will need to be booked in a different name or the duplicate room may be cancelled by the hotel.
4. When you ask for your booking to be processed, we will confirm the booking there and then, and take steps to secure your choice of accommodation, transport or other travel.
5. We reserve the right to correct any inaccuracy in the confirmation email/documentation. If there is an obvious error in the confirmation email/documentation we reserve the right to correct it as soon as we become aware of it, but we will do this within 7 days of issuing the confirmation email/documentation or, if your departure is within 7 days of booking, no later than 24 hours before your departure. If any of these changes are material and are not acceptable then you will be entitled to a full refund.

The Price You Pay

1. All prices advertised are accurate at the date and time published, but we reserve the right to change any of those prices from time to time. Prices can go up or down. We will be able to tell you the up-to-date price of your chosen travel product component before confirming your booking.

2. As a booking agent, we will pass on any price increase in accordance with the conditions of the contract with your supplier promptly after we are made aware of the increase by your supplier.

If the Supplier Cancels Your Booking

Your contract with your supplier may allow the supplier to cancel the booking. Where this occurs, we will ensure that you are promptly notified after we are made aware of the cancellation, but accept no liability for the changes or costs incurred which may result.

If the Supplier Changes Your Booking Details

Your contract with your supplier may allow the supplier to change your booking details. Where this occurs, we will ensure that you are promptly notified of any significant changes, but accept no liability for the changes or costs incurred which may result.

What Happens to Complaints

Any complaints you may have with the performance of any of the travel product components by your suppliers must be taken up by you directly with those suppliers as we do not take responsibility for them.

Your Contract

By asking us to confirm your booking, you are accepting that the terms of this agreement (and the conditions of any contract made with your suppliers) apply to your booking and your travel product components. You also consent to our processing personal information about you and other members of your party. Your contract with us is subject to the laws and jurisdiction of Germany.

Paying for Your Travel Product Components

1. You will be liable to pay the full amount for each of the travel product components that you have asked us to book for you when your booking is made. Once confirmed, these amounts will become due and not be refunded except in accordance with the terms and conditions of the supplier of each product component and always subject to the provisions under the headings "*If You Cancel, Amend or Change Your Booking*" and "*How to Contact Us to Cancel, Amend or Change Your Booking*" below.

2. Any money you pay to us we will hold that as agent for your supplier from the time we receive it until we pay the money to your supplier.

3. If payment for your booking is made by credit card a per transaction handling fee may be made.

If You Cancel, Amend or Change Your Booking

1. If you want to cancel, amend or change any aspect of any supplier's travel product component that we have booked for you including any extras you have booked, we will do our best to help but please note that any cancellation, amendments or change can only be made in accordance with the third party supplier's terms and conditions, which may incur a charge of up to 100% of your booking price for the relevant product component plus administrative expenses. In addition, we will make a EUR50 service charge per person for processing each cancellation, amendment and change.

2. If the cancellation fee is 100% and you wish to re-book, the price of each new travel product component will usually be based on the prices that apply on the day you ask for the change. These prices may not be the same as when you first booked that particular travel product component.

3. Name change, and/or departure details such as date and time changes are not always allowed by airlines and other transport providers whenever they are made. Whilst we will do our best to change the details of the booking, please bear in mind that most suppliers such as airlines and other transport providers treat name and departure detail changes as a cancellation and charge accordingly. These charges will be passed on to you. Once tickets have been issued, and sometimes even before they have been issued, any changes made to the ticket, including names or initials, will result in you having to pay for the cancelled ticket and buy a new ticket at full cost.

4. Some types of accommodation are priced according to the number of adults and children staying there. Most hotels consider guests aged 15 and under, at the time of travel, to be children. If your booking changes because someone in your group cancels, your supplier may recalculate your booking cost based on the new number of people staying. If fewer people share the accommodation, then the cost for them may go up. We cannot guarantee availability of accommodation for extra guests.

5. Please ask for full details of cancellation charges at time of booking. Depending on your circumstances, you may be able to claim for some of the cancellation charges on insurance. Please check your insurance policy.

6. Should you instruct your credit/debit card company to "charge back" any payment(s) properly due from you in respect of your booking, we will charge you an administrative fee of EUR20 per incident and associated costs. We further reserve the right to cancel your booking and/or take legal action against you for all outstanding payment(s).

How to Contact Us to Cancel, Amend or Change Your Booking

If you want to amend or change your booking please contact us.

If you want to cancel your booking or part of it, you must advise us in writing quoting your booking reference and the relevant travel product component booking reference(s). The letter must be signed by the lead name/passenger on the booking and once we receive it we will do our best to deal with your request as soon as possible and notify you accordingly.

Your Accommodation (if one of your travel product components)

Any accommodation booked through us must only be used by those people named on your confirmation email/documentation (or on any amendment email/documentation issued) and in accordance with the terms and conditions of the supplier of the relevant accommodation component. You are not allowed to share the accommodation or let anyone else stay there. You are responsible for the cost of any damage caused to your accommodation or its contents during your stay. These charges must be met by you and may have to be paid locally.

The Conditions of Your Ticket (if air or sea travel is one of your travel product components)

When you travel by air or by sea, your journey may be subject to certain international conventions such as the Warsaw Convention, Montreal Convention or Athens Convention. You agree that the transport supplier's own 'Conditions of Carriage' will apply to you on that journey. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of these terms and conditions form part of your contract with us as well as with the transport company. We will endeavour (but undertake no liability to do so) to make copies of the terms and conditions of the contracts you enter into available to you at your request. We will tell you the identity of your air carrier at the time of booking and if it is not known at that time, or subsequently changes, we will inform you as soon as possible and no later than at check-in for your flight (or boarding if it is a connecting flight without check-in).

Your Travel Destination

By offering for sale travel product components to particular destinations we do not represent or warrant that travel to any such destination is advisable or free from political or health risks and we are not liable for damages for damage or losses that may result from travel to such destinations. You are strongly advised to review any travel prohibitions, warnings, announcements and advisories issued by applicable government institutions prior to booking travel to international destinations.

Contacting You

If you book via our website or have opted in other circumstances for us to contact you via email, we will communicate with you using the email address you have provided. We will assume that your email address is correct and that you understand the risks associated with using this form of communication. Please note that you may still have to contact us via our call centre or in writing as required in our terms and conditions.