

Abbey Terms and conditions (1/2)

Please read very carefully the conditions set out hereunder:

In these conditions, the word "Tour Operator" means Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts), part of the Abbey Group with headquarters based at: Dublin: Merchants Hall, 25/26 Merchants Quay, D08 NT3K, Ireland and UK office located in Edinburgh: 67 Shandwick Place, Edinburgh EH2 4SD, Scotland. The "Client" refers to you, the overseas company listed on the confirmation invoice, who is requesting and purchasing services from Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts). "Guest" refers to the end consumers who have purchased services from the Client. Programme refers to the specific guest booking.

1. Quotation & Prices

Unless otherwise stated, the prices quoted are net rates per person and based on sharing twin, triple or single occupancy and child rates as specified. All prices specified in the quotation are correct on the date specified in the quotation. Any prices quoted for hotels, attractions, and services may be subject to change and cannot be guaranteed until the booking is finalised. All bookings are subject to availability and cannot be guaranteed until final confirmation of the booking and a non-refundable deposit of 20% is paid (see clause 5 below). It is the Client's responsibility to ensure that all information provided on which the quotation is based is correct.

2. Rates

Rates are quoted in Euro (€) for the Island of Ireland and Pounds Sterling (£) for London, England, Scotland & Wales travel. While rates quoted are correct at time of publication, the Tour Operator cannot be liable for any future alterations as enforced by suppliers across Ireland and the U.K.

3. Suggested hotels and bed & breakfast accommodation

The location and grading of the hotels and bed and breakfast accommodation in our itineraries are suggestions only and may be amended to suit specific operational requirements. The Tour Operator will endeavour to keep the itinerary and services within it as close as possible to the published itinerary and where there is a mixture of hotels of different star ratings will endeavour to keep this mix of star rated hotels in line with the published itinerary.

4. Children & Minors

Child rates are based on children sharing a twin/double room with two full-paying adults. No child discounts are available on coach tours unless specified otherwise. The Client is responsible for ensuring all guests under the age of 18 must be accompanied by an adult. The tour operator does not permit unaccompanied minors on any booking.

5. Confirmation & Changes

The Tour Operator will issue the Client a unique reference number for each booking. This reference number is to be quoted in all correspondence. The Client shall immediately notify the tour operator in writing of any errors therein. The Tour Operator shall not be responsible for any errors not so notified.

6. Payment Terms

(a) The Tour Operator will invoice the Client at the rates in the booking confirmation. The price will be confirmed after receiving the 20% non-refundable deposit. Please note that our 20% deposit amount is ordinarily non-refundable (to cover non-refundable services). Abbey, The Destination Experts will advise clients of non-refundable services requiring prepayment when the booking is confirmed.

(b) Invoice will be submitted to the Client and full payment must be received no later than 30 days prior to travel date. If prepayment is not received within the specified period, all reserved services will be automatically cancelled.

(c) Payments by bank transfer into the following account: Bank charges are to be met at source and will not be accepted by the Tour Operator.

Ireland:

Account name: Abbey Tours Ltd

Bank Name: Allied Irish Bank, 100-101 Grafton Street, Dublin 2.

A/c No: 09401093 Sort Code 93-10-47

Swift/BIC Code: AIBKIE2D

Iban number: IE41AIBK93104709401093

UK:

Account Name: Abbey (UK) Travel Limited

Bank Name: Allied Irish Bank GB, 227 West George Street, Glasgow, G2 2ND, Scotland

BIC / Swift Code AIBKGB2L

Iban number: GB39AIBK83913001812183

(e) Payment by credit card (Visa, MasterCard or American Express), subject to a maximum of €10,000 / £10,000 per transaction, is also accepted; however, the transaction will be subject to an additional 3.0% handling fee on Visa and MasterCard transactions and 3.5% handling fee on American Express transactions.

(f) In the event of payment default by The Client, the Tour Operator will withdraw its reservations service from the Client and will also cancel all existing reservations (regardless of whether they have been confirmed by The Tour Operator) to which the payment default applies.

7. Cancellation Policy - unless specified otherwise

(i) Individual F.I.T. Packages*

20% of the package price is non-refundable - subsequent percentages listed below are the package price less the aforementioned non-refundable 20% of the package price

15 days prior to arrival - free of charge

14 - 8 days prior to arrival - 30% of package price

7 - 2 days prior to arrival - 50% of package price

2 - 0 (48-hours) days prior to arrival 100% of the package price

No Show 100% of package price

*Note: The following special cancellation terms apply to all bookings which include Bed & Breakfast (B&B) stays:

20% of the package price is non-refundable - subsequent percentages listed below are the package price less the aforementioned non-refundable 20% of the package price

30 - 15 days prior to arrival € / £25 administration charge

15 - 9 days prior to arrival 50% of the package price

8 - 2 days prior to arrival 75% of the package price

2 - 0 days prior to arrival 100% of the package price

No Show 100% of package price

*Note: The following special cancellations terms apply to all bookings which include Original Irish Hotels

20% of the package price is non-refundable - subsequent percentages listed below are the package price less the aforementioned non-refundable 20% of the package price

4 - 2 days prior to arrival 50% of the duration of stay

2 - 0 days prior to arrival 100% of the duration of stay

No Show 100% of the duration of stay

*Note: The following special cancellations terms apply to all bookings which include Rail Tickets (GB only)

20% of the package price is non-refundable - subsequent percentages listed below are the package price less the aforementioned non-refundable 20% of the package price

95 to 16 days prior to arrival - 20% of package price

Thereafter, normal terms apply

*Note: The following special cancellations terms apply to all bookings which include Ferry Tickets

20% of package price is non-refundable - subsequent percentages listed below are package price less the aforementioned non-refundable 20% of the package price

Thereafter, normal terms apply

190 to 16 days prior to arrival - € / £25 administration charge

Thereafter normal terms apply

*Note: The following special cancellations terms apply to all bookings which include Edinburgh Military Tattoo Tickets

20% of package price is non-refundable - subsequent percentages listed below are package price less the aforementioned non-refundable 20% of the package price

Thereafter, normal terms apply

From time of booking - £200 per person charge

All bookings become fully non-refundable from 15th May 2026 onwards

8. Freesale & Allotment

(a) The tour operator offers the majority of this tariff's contents on a book-on-request basis. However, to assist with efficiencies and volume, it is feasible to provide a book on a free-sale basis with all packages unless otherwise stated.

(b) If the client wishes to book on a free sale basis for instant confirmation, a signed copy of these Terms & Conditions must be submitted to the tour operator by the client and countersigned by the tour operator. The Tour Operator will issue all relevant close-out and release dates and update these as necessary.

(c) Book on a free sale basis applies to car tours and rail tours, and the client must apply the tour operator's relevant cancellation policies as outlined in Clause 7 of this agreement.

9. Unused Services

There will be no refund for any portions of a holiday package which is not used by a client.

10. Amendments

The Tour Operator reserves the right to levy a charge for more than one change to bookings after a written/mailed confirmation has been received from the Tour Operator. Accordingly, the first change is free of charge, except for pre-booked Bed & Breakfast programmes, which are subject to a charge of €6.00 / £6.00 for each B&B changed. A change fee of €6.00 / £6.00 will be levied per service for all second and subsequent changes.

11. Payment for Additional Services

Payment for additional services while the clients are in the destinations can only be confirmed with a credit card payment. We accept Visa, MasterCard, and American Express up to a maximum of €10,000 / £10,000 per transaction. However, an additional 3% handling fee will apply to Visa and Mastercard transactions and 3.5% handling fee on American Express transactions.

12. Force Majeure

No Party shall be liable or responsible to the other Party (except for any obligations to make payments to the other Party hereunder), or be deemed to have defaulted under or breached this Agreement for any failure resulting in the inability to operate the programme when and to the extent such failure is caused by or results from the following force majeure events ("Force Majeure Events"):

(a) flood, fire, or earthquake; (b) declared war in the client's country, a terrorist act in the location where the programme operates; (c) epidemics or pandemics; (d) government order or law; (e) embargoes or blockades; (f) strikes or labour stoppages; or (g) shortage of adequate power or infrastructure. If the event that the programme is terminated according to the terms in this Section, the Party terminating this programme must provide the other Party written notice explaining the reason they are terminating the programme, and Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts) shall return to Client all amounts paid by Client to Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts), less the following (which Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts) shall be entitled to retain or collect): (i) non-refundable deposits, and (ii) non-recoverable expenses (e.g., supplier obligations).

Abbey Terms and conditions (2/2)

Please read very carefully the conditions set out hereunder:

13. Insurance

It is the responsibility of the Client to ensure all travelling Passengers have valid up to date travel insurance for the duration of their stay in Ireland & the UK. The Tour Operator will not be held liable for any claims relating to lack of proper travel insurance.

14. Indemnity; Limitation of Liability

The Parties shall defend, indemnify and hold the other, its affiliates, and their respective officers, directors, employees and agents harmless from and against any loss, damage, liability, claim, demand, action, cost and expense (including reasonable legal fees and costs) arising out of or relating to: (i) personal injury (including death), property damage, or any other damage caused or alleged to be caused by the negligence, wilful misconduct, bad faith or fraud of the other Party, its employees, or agents, and (ii) any breach of this Agreement by the other Party. Upon receipt of the notice, the receiving Party shall promptly assume the defence of any third-party suit or proceeding covered by its indemnification obligations hereunder. The indemnifying Party shall not settle or compromise any claims against the other Party without the other Party's prior written consent.

In no event will either party be liable to the other for any indirect, incidental, punitive, or consequential damages of any kind, including but not limited to lost revenues, profits, or goodwill, for any matter arising out of or in connection with this agreement, whether such liability is asserted on the basis of contract, tort, or otherwise, even if a party has been advised of the possibility of such damages, nor shall a party's liability to the other exceed the greater of one (1) times the value of this agreement. The preceding limitation of liability shall not apply to (a) a party's violation of the confidentiality or data protection obligations under this agreement; (b) indemnitor's obligations under this section; and (c) liability and damages arising out of a party's gross negligence or wilful misconduct.

15. Complaints

The Tour Operator is concerned that all booked services are provided in a timely and efficient manner. In the event of any complaint concerning a service, the complaint should, in the first instance, be raised with the appropriate supplier/contractor at the earliest opportunity. If the complaint is not resolved, the Client should call the Tour Operator's emergency number. A written complaint shall be made to the Tour Operator within seven days after the termination of the holiday. No complaint shall be entertained outside of seven days after the termination of the holiday. Please see Annex 1 for further details.

16. Single Rooms

The availability of single rooms is dependent on individual hotel properties and in some cases, where a large number of singles is required, it may be necessary to charge a further supplement over and above the single supplement quoted.

17. Guest Charges

The Tour Operator is not responsible for items of a personal nature such as laundry, room service, telephone charges, or other hotel charges such as damage to property or excessive cleaning charges due to inappropriate behaviour. All Guests are responsible for settling any such costs incurred before checking out of each hotel. The Tour Operator reserves the right to withhold services to the Client should the Guest fail to settle the outstanding amounts with the concerned supplier. Furthermore, should any of the Client's Guests leave the country with unpaid service bills, the Tour Operator reserves the right to claim & offset these amounts from the Client on behalf of its suppliers.

18. Gratuities

Gratuities are not included in our individual, group or coach tour bookings, these are at the participant's discretion.

19. Drinks Policy

Breakfast includes juices, tea and coffee. Contracted lunches and dinners include tea and coffee but, unless otherwise stated, do not include mineral water, wine, beer or other alcoholic beverages. Where wine is included with a meal, it is done so based on house white or red wine.

20. Taxes

Our prices include all Irish & UK government taxes as levied as of date of this proposal. In the event that additional taxes are introduced by governing bodies or existing taxes increased, the increase will be passed on to the Client.

21. Propriety Rights

The concepts, treatments and production techniques detailed in this proposal remain the exclusive property of the Tour Operator. They may not be developed or produced by any other parts without the express written consent of the Tour Operator. Unauthorised use of material, including, but not limited to, the solicitation of other bids, will be considered breach of propriety, under which this proposal has been developed and submitted.

22. Data Protection Compliance. In the course of providing the Services, Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts) may obtain access to personal information belonging to individuals participating in the programme. As such, the Client represents and warrants it has permission from each individual and/or a legal right to provide such information to Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts) for use in connection with the programme. Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts) will process data in the manner directed by the Client and in compliance with all applicable data protection laws and regulations.

23. Safety

It is the responsibility of each Guest to ensure that they do not behave in such a way as to cause offence or danger to themselves or others or which risks property damage. Each Client shall be responsible for any injury or damage caused by a Guest's failure to behave safely and properly. The Tour Operator reserves the right to withhold future services to Guest(s) & the Client should a Guest's behaviour or conduct endanger the safety or wellbeing of suppliers or other Guests on the holiday /tour.

24. Persons with Special Needs

It is the Client's responsibility to disclose to the Tour Operator the existence of any physical or mental condition of any Guest that might be relevant. The Tour Operator reserves the right to decline to provide a holiday for a Guest with special needs, where in the Tour Operator's opinion, that tour would be inconsistent with those special needs.

25. Disabled Guest Accommodations. Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts) shall take reasonable steps to ensure that people with disabilities have an equal opportunity to participate in a programme. Client shall inform Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts) immediately upon learning of any actual or potential guest with a disability that may require reasonable accommodation. If any additional cost is incurred in providing such accommodation, Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts) shall advise Client of the same and it shall be Client's responsibility to bear such costs.

26. Special Requests

Special requests (e.g., ground-floor accommodation, sea view, etc.) shall be communicated to the Tour Operator when booking. The Tour Operator will use reasonable endeavours to fulfil such requests. The granting of these requests is the sole responsibility of the supplier. No liability shall be attached to the Tour Operator for failure to comply with a special request, and such requests do not form part of the contract.

27. Alteration / Cancellation by the Tour Operator

Without prejudice to the Client's statutory rights:

- A) The Tour Operator reserves the right to alter, change or cancel a holiday/tour.
- B) If as a consequence of a force majeure, as outlined in section 6 of this document, the Tour Operator is obliged to curtail, alter, extend or cancel a tour, the Client shall not be at liberty to maintain a compensation claim or otherwise for any loss arising as a consequence of the said curtailment, alteration, extension or cancellation of the tour.
- C) If, before the time of departure, the Tour Operator alters the accommodation. The Tour Operator must source alternative accommodation of equal or greater standard in a similar location.

28. Compliance with Laws

Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts), will comply with all laws, rules, and regulations applicable to the performance of its obligations under this Agreement and will procure and maintain all licenses and permits necessary for the performance of its obligations identified herein.

29. Governing Law and Jurisdiction

(a) **Governing Law:** This contract and all relationships created hereby will in all respects be governed and construed in accordance with Irish law for bookings in the Republic of Ireland and Northern Ireland and UK law for bookings in London, England, Wales & Scotland.

(b) **Jurisdiction:** It is irrevocably agreed that the Irish / UK courts are to have jurisdiction to settle any disputes which may arise out of or in connection any booking made with the Tour Operator and accordingly that any suit, action or proceedings so arising may be brought in such courts. This clause is for the exclusive benefit of Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts) and nothing in this clause will limit that party's right to take any suit, action or proceedings ("Proceedings") against any other party or parties in any other court of competent jurisdiction, nor will the taking of Proceedings in one or more jurisdictions preclude the taking of Proceedings in any other jurisdiction, whether concurrently or not.

30. General

- (a) To avoid doubt, by requesting Tour Operator to confirm services in writing, you are expressly accepting the Terms and Conditions outlined above.
- (b) A contract shall be binding between the parties upon the issuance of the confirmation invoice by the Tour Operator.
- (c) The failure on the part of Abbey Tours Limited and Abbey (UK) Travel Limited (trading as Abbey, The Destination Experts) in any one or more instances to insist on strict performance of one or more terms hereof or to exercise any right or remedy shall not be construed as a waiver of any future breach of any terms or the right to enforce same
- (d) The Client hereby warrants and represents that it is licensed to conduct business as a travel agent and/or tour operator and maintains adequate insurance to cover its liability as an organiser of packages. The Tour Operator hereby reserves the right to withhold any monies due to the Client and apply same by way of a set off against: -
 - (i) any sums due to it (or any of its Suppliers), by the Client or a Guest at any given time; and/or
 - (ii) any claims, expenses, damages and legal costs incurred by the Tour Operator in performing its obligations herein.

On Behalf of Tour Operator:

Signed: _____

Name: _____

Position: _____

Date: _____

On Behalf of the Client:

Signed: _____

Name: _____

Position: _____

Date: _____