Pandaville Ltd Booking Terms and Conditions

Last updated: March 2025

1. Definitions

- **“Company”**: Pandaville, the organiser of the educational trips.
- **“Client”**: The individual or entity booking the trip (e.g., school, parent/guardian).
- **“Participant”**: The student attending the trip.
- **“Trip”**: The educational travel experience organised by the Company.
- **“Parent/Guardian”**: A person with legal responsibility for a Participant under 18.

2. Booking and Payments

2.1 **Initial Deposit**: A non-refundable deposit of 20% of the total trip cost is required upon booking to secure the reservation.

2.2 **Interim Payment**: 25% of the total trip cost is due 14 weeks after the initial deposit.

2.3 **Final Balance**: The remaining 55% must be paid no later than 8 weeks before the departure date.

2.4 **Late Bookings**: For bookings made within 8 weeks of departure, full payment is required at the time of booking.

2.5 **Payment Methods**: Payments can be made via bank transfer, credit/debit card, or other methods as specified by the Company.

2.6 **Booking Confirmation**: A booking is confirmed only when the Company has received both a completed booking form and the required deposit or full payment.

3. Cancellations by the Client

3.1 **Notification**: Cancellations must be made in writing and are effective upon receipt by the Company.

3.2 **Cancellation Charges**:

- More than 70 days before departure: Loss of initial deposit only.
- 69 to 28 days before departure: 60% of the total trip cost.
- 27 to 14 days before departure: 80% of the total trip cost.
- Less than 14 days before departure: 100% of the total trip cost.

3.3 **Substitutions**: The Client may transfer the booking to another individual, provided the Company is notified at least 30 days before departure and any associated costs (e.g., visa, flight changes) are covered by the Client.

3.4 **Trip Postponement**: If a Client wishes to postpone rather than cancel, the Company may, at its discretion, allow rebooking to a later date subject to availability and any price differences.

4. Cancellations or Alterations by the Company

4.1 **Force Majeure**: The Company reserves the right to cancel or modify the trip due to force majeure events, including but not limited to: pandemics, natural disasters, war, political instability, terrorism, or government-imposed travel restrictions.

4.2 **Refunds for Company Cancellation**: In the event of cancellation by the Company, Clients will be offered an alternative trip or a full refund within 14 days of cancellation.

4.3 **Significant Alterations**: For significant alterations (e.g., itinerary changes affecting 30%+ of activities), Clients will be notified promptly and given the option to accept the changes or cancel with a full refund.

5. Travel Insurance

5.1 **Mandatory Coverage**: Comprehensive travel insurance covering trip cancellation, medical expenses, personal belongings, and repatriation is mandatory for all Participants.

5.2 **Proof of Insurance**: Proof of insurance must be provided to the Company no later than 12 weeks before departure.

5.3 **Coverage Requirements**: Insurance must be adequate for the destination, activities planned, and any pre-existing medical conditions.

6. Passports and Visas

6.1 **Documentation Responsibility**: The Client is responsible for ensuring Participants have valid passports (minimum 6 months validity post-departure) and any necessary visas.

6.2 **Advisory Support**: The Company may provide advisory support for visa applications but is not liable for issues arising from incomplete/incorrect documentation.

6.3 **Last-Minute Changes**: The Company cannot be held responsible for any changes in entry requirements after booking.

7. Health and Fitness

7.1 **Health Requirements**: Participants must be in good health and able to participate in all trip activities.

7.2 **Disclosure Obligations**: Any medical conditions, dietary requirements, or disabilities must be disclosed in writing at the time of booking.

7.3 **Medical Documentation**: Participants with disclosed medical conditions must submit a physician-signed approval form confirming fitness to travel.

7.4 **Parental Consent**: Participants under 18 must provide a signed parental consent form, including emergency contact details and acceptance of these Terms.

7.5 **Medications**: Participants are responsible for bringing adequate supplies of any required medications and for ensuring these comply with destination country regulations.

8. Conduct and Behaviour

8.1 **Compliance with Guidelines**: Participants must adhere to guidelines set by the Company and trip leaders.

8.2 **Removal for Misconduct**: The Company reserves the right to remove any Participant for disruptive or harmful behaviour, including but not limited to: substance abuse, harassment, bullying, violence, or actions endangering themselves or others. No refund will be provided.

8.3 **Damage Liability**: Clients and/or Participants will be held responsible for any damage caused to accommodation, transport vehicles, or other facilities, and must reimburse all costs directly to the service provider.

8.4 **Local Laws**: Participants must comply with all local laws and regulations at the destination. The Company is not responsible for any consequences arising from violations.

9. Liability

9.1 **Limitation of Liability**: The Company accepts no liability for loss, damage, or injury arising from force majeure events or Participant negligence.

9.2 **Liability Cap**: The Company's liability is limited to the total trip cost paid by the Client, except where prohibited by the Consumer Rights Act 2015.

9.3 **Third-Party Services**: While the Company carefully selects third-party providers (transportation, accommodation, activities), it cannot be held liable for their actions or omissions.

10. Financial Protection

10.1 **Regulatory Compliance**: Pandaville is applying for memberships of ABTA and ATOL. Once approved, all bookings will be financially protected under the Package Travel Regulations 2018.

11. Complaints

11.1 **On-Trip Resolution**: Complaints must be raised immediately with the trip leader to allow resolution during the trip.

11.2 **Post-Trip Process**: Unresolved complaints must be submitted in writing within 28 days of trip completion. The Company will respond within 14 days.

11.3 **Escalation**: If a Client is not satisfied with the Company's response, they may refer the matter to ABTA's arbitration scheme (once membership is confirmed).

12. Data Protection

12.1 **Data Processing**: The Company processes personal data in accordance with the UK GDPR and Data Protection Act 2018. Data will only be used for trip administration and shared with third parties (e.g., airlines, hotels) where necessary.

12.2 **Privacy Policy**: Full details of how the Company processes personal data can be found in the Company's Privacy Policy, available on request.

12.3 **Marketing Communications**: The Client may opt in to receive marketing communications about future trips and offers. This consent can be withdrawn at any time.

13. Media Consent

13.1 **Photography and Video**: The Company may take photographs and videos during trips for promotional purposes. Clients who do not wish Participants to be featured must notify the Company in writing before departure.

14. Governing Law

14.1 **Applicable Law**: These terms are governed by the laws of England and Wales.

14.2 **Jurisdiction**: Disputes are subject to the exclusive jurisdiction of the courts of England and Wales.

15. Amendments to Terms

15.1 **Updates**: The Company reserves the right to update these Terms. The version applicable to a booking is the one in effect at the time of booking.

Acknowledgement

By booking with Pandaville, the Client confirms that they have read, understood, and agreed to these Terms, including all obligations related to parental consent, insurance, and Participant conduct.