

# CONDITIONS OF BOOKING

We appreciate that this trip is very important to you... and we also care about our hard-won reputation, of which we are very proud. Please do spend a few minutes reading the booking conditions below.

The principal reason for our Conditions of Booking is our guests must appreciate that WRP has to sign detailed contracts with each of the hotels that we use. Each contract details conditions we have to fulfill, stipulates dates of payment, conditions regarding cancellations, etc. None of us can foretell the future which is why 99% of people ensure that when they book their holiday they cover eventualities via a travel insurance policy. Such policies cover all normal eventualities but training for a marathon inevitably incurs the added risk of injury which might prohibit participation in the event. **We would urge all our guests to make sure that they have adequate insurance to cover any eventualities that would adversely affect their marathon weekend.**

Whilst WRP will offer travel and accommodation packages for both participants and spectators in the 2012 Virgin London Marathon, all clients must understand that WRP has no control whatsoever over the organisers of the 2012 Virgin London Marathon as regards race entries, change of race date, time or even cancellation of the event.

Whilst WRP will do its best not to cancel or to make any significant alteration after a booking has been made, it shall nevertheless be entitled, at any time prior to departure, to cancel the Contract or to change and/or curtail either the hotel or the itinerary where this reasonably becomes necessary for operational, commercial or other grounds. Were it deemed necessary due to operational circumstances to change your original booking from one hotel to another you can rest assured that the standard of each of the hotels we use is completely comparable and that the WRP staffing and package details would be identical. Were such a change to become necessary WRP would endeavour to give you a choice of alternative locations. If WRP were responsible for that change and there were a higher price to pay then the client would not be asked for any extra payment – the price for the client would remain the same.

## All clients are responsible for securing their own place in the 2012 Virgin London Marathon.

**1. The booking form and deposit.** Your signed and completed booking form must be accompanied by a non-refundable deposit of £50 per adult and £10 per child (3 - 14 years) towards the cost of the first night's accommodation. This payment is your commitment until 13<sup>th</sup> February 2012. If you are booking after 14<sup>th</sup> February then the full amount is payable at the time of booking. Telephone bookings are accepted as are those submitted by e-mail or fax.

**2. Paying the balance.** The balance of your package cost must be paid no later than 14<sup>th</sup> February 2012. No reminder will be sent. If for any reason the full payment has not been made by the due date, WRP are entitled to assume that you wish to cancel your booking and the client will forfeit the deposit paid. (Key payment dates are shown on the "Hotels – comparative rates" document.)

**3. Additional items.** In late February / early March 2012 WRP will issue all clients with details of additional items that they may wish to book such as meals, car passes, spectator service tickets etc. All such services must be pre-booked and paid for by 31<sup>st</sup> March 2012.

**4. Payment.** Deposits and/or final balances may be made either in cash, by cheque (made payable to WRP) or via a debit or credit card. No charge is made for debit card payments. A minimum credit card charge of 2% is applicable to all credit card payments received. WRP regret that they cannot accept payment by American Express.

All payments in cash should be sent by recorded/ special delivery and are the clients risk.

**5. If you wish to change any details of your booking.** Where possible we will endeavour to do this and at no extra cost to the client up to Friday 30<sup>th</sup> March 2012.

**6. Cancellation policy if you wish to cancel your booking.** If you want to cancel your booking, or part of it, the lead name on the booking form must advise us in writing at the address shown on the WRP booking form. The letter must be signed by the same person who made the original booking and must refer to your unique Booking Reference number.

To cover the cost of processing your cancellation and to compensate WRP for the risk that we may not be able to resell your accommodation and/or travel arrangements, WRP will impose a cancellation charge. The size of that charge depends upon the date that we receive your written request – the greater the notice you give, the less WRP will have to charge.

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|---|---|---|--------------------------|
| - | Written notice received by 14 <sup>th</sup> Feb 2012  | - | loss of deposit only.    |
| - | Written notice received between 15 <sup>th</sup> Feb and 28 <sup>th</sup> Feb 2012 inclusive    | - | 50% of total tour cost.  |
| - | Written notice received between 1 <sup>st</sup> March and 13 <sup>th</sup> March 2012 inclusive | - | 75% of total tour cost.  |
| - | Written notice received on or after 14 <sup>th</sup> March 2012                                 | - | 100% of total tour cost. |

*\*\* Every year, some guests try to save money by not taking out travel insurance and then demand that WRP refund all monies paid. They assume that Conditions regarding cancellation only apply to others. In many cases those unable to run a marathon are able to travel and can enjoy a weekend break regardless. In all cases, guests have to appreciate that whilst an individual may be able to get a late cancellation on a single booking, hotels only offer cheaper group contract rates on the understanding that the contract is fulfilled. Reserving 100 rooms means paying for 100 rooms. The contracts can include both stage payments and deadline dates for any cancellations – this is the reason for the dates shown above; e.g. from 15<sup>th</sup> March WRP is contractually bound to make full payment for the accommodation confirmed on that date.*

**7. Additional notes regarding pricing.** The lesser charge for children is dependent upon two adults occupying that same room. Hotels insist that if only one adult occupies the room then they (the adult) will be charged the same rate as if they had booked the room for sole occupancy. Cots and highchairs for infants are available free of charge – provided that they are pre-booked. All Novotels are happy to accept up to 4 persons in a 'family' room providing that no more than two of them are adults.

### 8. The prices quoted include:

- B & B accommodation at a west, east or central London hotel, including full buffet breakfast.
- Walking tours of the Start, the Finish, pre-race advice clinics at your hotel, coach transfer to the start, the spectator service, post race showers, massage facilities (subject to therapist availability) and post-race light refreshments.

### The prices quoted do not include:

- your transport to and from a coach pick-up point, hotel drinks, telephone calls, papers etc. meals other than breakfast;
- car parking fees, travel from race finish back to hotel, travel insurance, the London Congestion Charge.

**9. Late changes;** please be aware that WRP negotiate discounted rates on rooms, car parking etc. with special departments in each hotel. These departments have nothing whatsoever to do with Hotel Reception who have neither the facility nor any authority to modify bookings made between WRP and the hotel agent with whom WRP have to work.

### **ALL requests to change or to cancel any aspect of a booking made MUST be directed to WRP – not the hotel**

**concerned.** WRP accept no responsibility whatsoever for the outcome of any attempt by a client to negotiate directly with the hotel and will deem any such changes to be invalid and a breach of the original client's contract with WRP.

10. WRP reserve the right to decline a request for a booking without giving a reason.