

## XL Travel Booking and Cancellation Policies

### **1. BOOKING INFORMATION**

- a) All bookings are to be made with XL Travel Ltd. only. These bookings should be made following the official XL Travel registration process online at [www.xltravel.com](http://www.xltravel.com).
- b) No contract exists until the online registration process is completed and XL Travel (the company) acknowledges in writing by way of an automated email response the first installment of payment.
- c) A contract stating that the payee will only travel with XL Travel exists after the payment of the initial deposit.
- d) The registration process is to be completed electronically. If this cannot be achieved the company may provide assistance with the registration process upon request. Once a contract exists it is binding.

### **2. PAYMENT PLAN**

- a) The initial payment (deposit) must be paid to the company at the time of registration. This deposit is fully refundable up until 120 days before departure and acts as a binding contract as outlined above. Confirmation of your booking will then be sent by email or return mail.
- b) The company must receive the final balance payment no later than 30 days prior to the departure date.

### **3. PRICES**

- a) All payments must be received on or before the deadline for each installment.
- b) XL Travel reserves the right to impose surcharges in respect to cost increases related to fuel, or U.S. or foreign government action.
- c) All costs are calculated using the exchange rate at the time of the initial tour request. XL Travel reserves the right to adjust the final fees at any time before the date of departure if there is an increase in the exchange rate. Any necessary increase will be calculated at the paying of the final balance.
- d) If any of the deadlines for payment are missed a finance charge may be applied.
- e) Any individuals wishing to travel on a different itinerary from the original group will be charged a standard administration fee plus any additional fees arising from suppliers for the change in itinerary. This will be due along with the first payment. The administration fee is additional to all other costs associated with the trip. Please contact your tour administrator for details on this cost.

### **4. TICKETS**

- a) Tickets are confirmed 3-6 weeks prior to the game date. Location of the tickets cannot be confirmed before this time but every effort is made to achieve the best possible seats for all travelers
- b) Games are occasionally subject to rescheduling due to television broadcasting times or cup competition conflicts. Any such changes are completely beyond our control and XL Travel will arrange a suitable alternative game of the highest quality where possible. If you would like more information on game changes please contact our team on +1 877 286 3809.

### **5. CANCELLATION BY CUSTOMER**

- a) All cancellations must be made using the official cancellation form by mail to the USA office listed above. This form can be requested from the US head office either by email or telephone.
- b) Only the initial deposit is refundable all other payments are non-refundable.
- c) There will be a standard administration charge on all refunds.
- d) Cancellations made later than 120 days prior to departure are subject to the following scale of charges payable by the customer.  
120 to 85 days prior to departure: 20% of the total involved price.  
84 to 15 days prior to departure: 60% of the total involved price.  
14 to 1 day prior to departure: 80% of the total price.  
Departure date or after: The total invoiced price.

### **6. CANCELLATION BY THE COMPANY**

The company reserves the right to cancel your trip. In the unlikely event of the company doing so, you can expect either a refund or an alternative trip.

### **7. COMPANY LIABILITY**

- a) The company has taken all reasonable precautions to ensure that the suppliers used are safe, reliable, efficient, well respected and checked thoroughly. They all maintain the highest standards and operate within the law and regulations of the country in which they operate.
- b) The availability of some of the activities is dependent upon factors outside of the control of XL Travel and cannot be totally guaranteed. XL Travel cannot take responsibility for such factors, including for closure due to maintenance and repair, public holidays and festivals. However the company will take all appropriate action to organize alternative activities of similar standard and notify the traveling group as to the reasons in as much time before hand as is possible. If the company is aware of any activities being unavailable we will endeavor to modify our advertising accordingly.

### **8. SINGLE SUPPLEMENTS**

- a) All travelers will be accommodated in a double, twin or triple room. Adults may request a single room at an additional charge (single supplement). All single supplement requests must be received 90 days before departure and a single room will then be allocated only if available. If there are no single rooms available the single supplement can be refunded at any time with the customer in question sharing or alternative arrangements made.

### **9. COMPLAINTS**

- a) Any complaints are to be addressed directly to XL Travel. The company will then do its utmost to rectify these problems. Any complaints sent to a sponsor, partner, or associate of the company are not valid.
- b) Any complaints during the tour should be directed towards the official XL Travel tour representative who will accompany the traveling group at all times. They will then do their very best fix the problem as soon as possible
- c) Complaints after the tour has finished should be addressed to a company director and mailed to the company U.K. head office.

### **10. PASSPORT/VISA**

- a) It is the traveler's responsibility to have all necessary travel documents including a valid passport and VISA.

### **11. WAIVERS**

- a) XL Travel reserves the right to make any changes in fees, itinerary, hotels, activities, games and training sessions. Such changes are not grounds for cancellation of the trip with refund.
- b) XL Travel reserves the right to cancel a trip due to insufficient enrollment. All trips are to involve a minimum of 20 paying travelers. If the group size falls below the original quote basis there may be an additional charge to cover transportation fees.
- c) XL Travel may use any statements, comments, photographs, or photographic likenesses from the trip for future advertising and promotional material. We must receive any objections to this from individuals before the trip departs.
- c) It is the responsibility of each individual traveler to obtain their own personal medical and travel insurance for the trip. For the convenience of the customers XL Travel has made details of packages offered by insurance companies on their website [www.xltravel.com](http://www.xltravel.com). The company can not be held liable for any failure or incompetence shown by these insurance companies and would direct each traveler to read their insurance policy carefully.

### **12. LAWS**

- a) This agreement is subject to the laws and jurisdiction of the United Kingdom.
- b) All travelers are to obey the laws of the land in which they are traveling. Anyone found to be breaking these laws will be reported to the local authorities.