



Terms & Conditions Agreement

This document outlines what Andalucian Routes agrees to provide when you sign up for one of our tours, and what you agree to do in return. This is very important information, so please read it carefully before you complete your reservation request.

Tour price guarantee: Our tour prices do not include airfare, and are subject to change without notice due to the unpredictability of currency rates and trip costs. **However, your price for the tour you've selected will be locked and guaranteed the moment we receive your deposit.** For current tour prices, visit www.islamic-spain.com.

Included in the price of each tour: Sightseeing tours by an Andalucian Routes guide, and local guides when appropriate, including admissions to sights seen as a group (unless stated in your itinerary); all breakfasts and any other meals mentioned in your itinerary, accommodations each night, all transportation from the group meeting point to end of tour point as mentioned in your itinerary (does not include optional activities or independent travel during the tour).

Itineraries are subject to change: Spain and Morocco are full of surprises and we need to be flexible enough to take advantage of whatever comes along so that we may provide you with the best possible tour. Uncompleted portions of the tour itinerary are not cause for refund.

Tour payments: To reserve a seat on an Andalucian Routes tour you must agree to these Tour Conditions and provide us with a deposit per person (this will depend on your particular tour). We accept PayPal, Credit card, bank transfer for all tour payments. **Note: we cannot accept credit card information via email.** We also accept personal checks, bank drafts, and money orders made payable to **ADT Holidays** in UK sterling when authorised by Andalucian Routes. Your final tour payment is due in our office at least 30 days prior to the start of the tour, in one payment please unless otherwise agreed in advance.

Please mark your final payment due date on your calendar. The due date is listed on your initial confirmation letter and tour invoice. Missing the final payment deadline may result in your being removed from the tour! If after you're removal you are re-instated on the tour there will be a £100 fee for each booking. If you sign up for a tour less than 30 days before its departure, the entire tour price must be paid, and the deposit portion is non-refundable.

Solo travellers and single supplements: If you are traveling solo, you need not pay the mandatory single supplement. You will room with another tour member of the same sex. **If you wish to guarantee a private room**, we offer a limited number for an additional single supplement fee. This will not guarantee a larger or "nicer" room, as European single-bed rooms are generally the smallest and most basic rooms the hotel has to offer. Please refer to individual tour itineraries for the most up-to-date tour and single supplement prices. Single supplements are refundable if cancelled at least 60 days prior to tour departure; those cancelled later will be forfeited.

If a payment to Andalucian Routes is returned unpaid for any reason, we will assess a £35 returned item fee per occurrence. The fee(s) will be added to the applicable tour balance, and be required to be paid in full prior to your tour departure.

Transferring to another tour: Change in plans? Up to 60 days prior to your tour's departure, you can transfer to any other tour in the same calendar year with seats available, applying your existing deposit and with no transfer fee. If you transfer to a different departure date for the same itinerary, your initial tour price will be honored. If you transfer to a different tour itinerary, that tour's price, effective on the date we confirm your tour transfer, will be applied. Transfers less than 60 days before your tour's departure may not be possible and may incur additional charges.

Cancellations and refunds: Deposits for tours are refundable for two weeks 'only' from the date they are received. **Early-booking bonus:** Deposits received in 2016 for any 2017 tour departing after February 28 are 100% refundable through to December 31, 2017! After these dates, deposits are not refundable for any reason and will be forfeited if you cancel your tour reservation. All cancellations must be sent to the Tour Department via email to

info@islamicspain.co.uk, and will be effective on the date received by Andalucian Routes. **Full payment to be made 28 days before tour start date. No refunds apply within this 28 day period.**

Tour Cancellation/Interruption Coverage: Your tour price does not include Tour Cancellation/Interruption Coverage. You are responsible for this yourselves. Final tour payments may be eligible for some portion of refund if due to qualifying medical or family emergencies. On the day your tour begins, or any day thereafter, if you leave the tour for any unforeseen medical or family emergency, no refund will be made for any missed days or portions of the tour.

Andalucian Routes strongly encourages all tour members to purchase separate travel and health insurance to cover possible additional costs (airline tickets, loss of luggage, trip delay, medical evacuation, etc.). Please note that travel insurance companies often require insurance be purchased within two weeks of your initial tour confirmation date to include coverage for pre-existing conditions.

If we cancel a tour you have reserved, the entire amount you have paid to Andalucian Routes for the applicable tour will be refunded to you within 14 days after the tour's cancellation. Or, you may choose to transfer to another tour with seats available (see "Transferring to another tour," above). **Once this occurs, Andalucian Routes and its representatives have no other obligations to tour members on cancelled trips including any additional costs or fees related to the issuance and/or cancellation of airline tickets or other travel reservations not made by Andalucian Routes.**

Participation: Although we want everyone to have a good time, it sometimes happens that someone participating in a tour can misbehave or do things that are incompatible with the safety, comfort or convenience of other members of the tour. In those circumstances we have the exclusive right and discretion, to expel someone (even you) from a tour at any time, without any claims or complaints by you against us. Although our tours are not Islamic tours we do require all those travelling with us to abide by Islamic etiquettes.

All Andalucian Routes tours are physically active: This is an integral, essential part of the Andalucian Routes tour experience. Get in shape before you leave

for Europe! On any of our tours you should be capable of fully and happily participating — **without any assistance** — in the following levels of activity:

1. Carry or roll your own luggage for up to 15 minutes over uneven pavement from the bus to the hotel, then haul it up as many as five flights of stairs to reach your room (only applicable on some tours)
2. Be comfortable on your feet for up to four hours walking and standing, both inside museums and outdoors in all weather conditions such as hot sun and rain.
3. Sleep with no (or inadequate) air conditioning and street noise in some hotels.
4. After orientation and transportation lessons, be able to navigate towns and cities on your own.

You'll want to pack light: You will always carry your own bags from the bus to your room, which may include carrying it up several flights of steep stairs or walking 10-15 minutes to the hotel. Your pre-tour handbook includes tips for packing light and creatively. This will depend on the tour and type of accommodation included in that particular tour.

No smoking is allowed on the bus, in hotel rooms or during group meals. Smokers may smoke only outdoors and downwind from the group.

Children under age 18 must room with and be accompanied on the tour by a parent or guardian, who is responsible for participating in all tour activities in which the child partakes.

The information provided during the tour is for your own personal enjoyment and not for professional use. Recording guide lectures for professional purposes and soliciting business from tour members while on the tour is prohibited unless given permission by Andalucian Routes.