

June 2025

Booking Conditions for the Supply of Services by Passo Group Limited

Please read these Booking Conditions carefully as they, together with the Contract, set out and explain the responsibilities and obligations undertaken by all parties when you make a booking with us.

Booking Conditions between Passo Group Limited, 2nd Floor 33 Newman Street, W1T 1PY, London, Phone Number: +44 7956495051, Email: passogrouplimited@gmail.com VAT Registration Number: 450 5374 06 trading as “Bulferetti School Travel” (hereinafter “us” / “we” or “our”) and References to ‘you’ means the party leader (see below) and all persons named on the booking (including anyone who is later added or substituted), or any one of them, as applicable.

1. INTERPRETATION

The following definitions and rules of interpretation apply in these Conditions.

1.1 Definitions:

Business Day: a day other than a Saturday, Sunday, or public holiday in England, when banks in London are open for business.

Conditions: these terms and conditions applying to the Contract between us..

Contract: the contract between us for the supply of Services in accordance with these Conditions.

Services: the services, including the combination of travel services offered to you in a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018.

1.2 Interpretation:

- (a) Unless expressly provided otherwise in this Contract a reference to legislation or a legislative provision:
 - (i) is a reference to it in force as at the date of this Contract and;
 - (ii) shall include all subordinate legislation made [from time to time **OR** as at the date of this Contract under that legislation or legislative provision.
- (b) Any words following the terms **including, include, in particular, for example** or any similar expression, shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase, or term preceding those terms.
- (c) A reference to **writing** or **written** includes fax and email.

2. BASIS OF CONTRACT

- 2.1 These Conditions form the basis of your contract with us (the “Contract”). Your booking (“ the Booking”) constitutes an offer by you to enter the Contract with us in accordance with these Conditions.
- 2.2 Your Booking shall only be deemed to be accepted when we issue written confirmation of the Booking at which point, and on which date the Contract shall come into existence between us.
- 2.3 By asking us to confirm your Booking, you are regarded as having read, understood, and agreed to the Contract before you make any payment to us.

- 2.4 You shall ensure that the terms of your Booking are complete and accurate;
- 2.5 We will not be responsible for any loss or expense, nor shall we pay any compensation if we are not notified of any inaccuracies in the Booking within five days of our sending the Booking confirmation to you.
- 2.6 In making a Booking, the person representing the school or educational body, ('the Party Leader') warrants that they are the authorised representative of the educational establishment and thereby have the authority to:
- (i) legally bind the educational establishment to the Contract; and
 - (ii) make the Booking (and any amendments) on behalf of on behalf of the educational establishment and all-party members; and
 - (iii) be our sole point of correspondence and contact.
- 2.7 The Party Leader shall be liable for:
- (i) the full payment of all deposit(s) in addition to the outstanding balance;
 - (ii) the payment of any amendment fees or cancellation charges;
 - (iii) confirming all party member details to our reservation team; and
 - (iv) passing on to all party members of all information issued by us including, without limitation, copies of our confirmation invoices and these Booking Conditions.

3. SUPPLY OF OUR SERVICES

- 3.1 We shall supply the Services within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018 ("Regulations") which means that we have protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation if we become insolvent (please refer to information on key rights under the Package Travel and Linked Travel Arrangements Regulations 2018 at <https://www.legislation.gov.uk/uksi/2018/634/contents/>.)
- 3.2 We will provide you with an itinerary proposal ("**the Proposal**") for your travel arrangements which will set out our current, indicative pricing which may be subject to price changes, in accordance with Clause 5. If the details in the Proposal are wrong, you must advise us in writing no later than ten days (five days for tickets) from the date of the Proposal.
- 3.3 Once you have confirmed in writing your intention to proceed with the Proposal, we will raise a formal quotation which will confirm the actual pricing and will be valid for 7 days from the date of issue, or as otherwise expressly agreed in writing between us.
- 3.4 When making your booking for your package holiday we will arrange for you to enter into contracts with other suppliers (e.g. tour operator/cruise company/accommodation company) that are providing your travel services, named on your confirmation (s), for whom we act as agent. We are the package organiser, with responsibilities to you as set out in these Booking Conditions.
- 3.5 We shall provide full financial protection for the tour by way of:

our ABTA Travel Association Number Y6838 bond where your travel arrangements does not include a flight, you are financially protected in the event of our insolvency as ABTA may arrange for the services you have bought to continue, or for a suitable alternative to be

provided at the same cost as your original booking or you may also agree to accept that in circumstances where the travel service supplier provides the services you have bought, you agree to pay outstanding sum under your Contract with us to that alternative travel service provider.

4. PAYING FOR YOUR HOLIDAY

- 4.1 When you make your booking you must pay a deposit of 20% of the holiday cost per person.
- 4.2 The balance of the price of your travel arrangements must be paid at least 4 weeks before your departure date.
- 4.3 If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements.
- 4.4 If the balance is not paid in time we shall retain your deposit.
- 4.5 Details of our offer:

Arrival:

Departure:

Trip Duration:

Number of Guests:

Accommodation:

Board Basis:

Transfer from/to the airport.....

Price: £.....per child

Staff price: accommodation, food and transfer for staff free of charge

5. PRICES, CHARGES AND FINAL PAYMENT

- 5.1 We reserve the right to correct any obvious errors and update our advertised prices at any time.
- 5.2 Before confirming your Booking, we will give you the up-to-date price of your travel arrangements including the cost of any supplements, upgrades, or additional facilities which you have requested.
- 5.3 We do not accept any liability for local tourist tax, resort fees or similar charges which are payable in local currency on arrival, these costs are your sole responsibility.
- 5.4 The final balance is due no later than 4 weeks before your departure date after you receive our final invoice. Where this date falls within a school holiday when payment cannot be made, the balance must be paid by the last working day of the preceding school term. Payment should be made by bank transfer where possible. If payment is made by cheque you should allow 5 working days for clearance from the time we receive it.
- 5.5 If we do not receive the deposit(s) and final balances in full and on time, including any supplementary charges, where applicable, we reserve the right to treat your Booking as being cancelled by you, in which case the cancellation charges set out in clause 7 (CANCELLATION)

will become payable and you will also forfeit all deposits paid to us. If you wish to proceed with your Booking, we reserve the right to pass on any resulting increase in prices and changes that become due or applicable, because of delayed payment and not being able to secure your original travel arrangements.

- 5.6 For the avoidance of doubt, any missed payment deadlines including, but not limited to, due dates for deposits and final balance, amendment fees, name change fees or supplementary surcharges, will be treated as being a cancellation of your Booking by you and your deposits will be forfeited and cancellations charges will be payable.

6. DATA PROTECTION

Our full Privacy Policy is available to view on our website and the details on how we process personal information in connection with you, your party, and Bookings.

7. IF YOU CANCEL YOUR HOLIDAY HOLIDAY

- 7.1 You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows (see also the exception below):

Period before departure in which you notify us	Cancellation charge
More than 70 days	Deposit only
More than 30 days	70% of holiday cost
More than 14 days	90% of holiday cost
Less than 7 one days	100% of holiday cost

Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

- 7.2 You can cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances occurring at your destination. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign, Commonwealth and Development Office.
- 7.3 Please note that insurance premiums and amendments charges are not refundable in any circumstances.

8. IF YOU CHANGE YOUR BOOKING

- 8.1 If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible.

- 8.2 Any request for changes to be made must be in writing from the person who made the booking or your travel agent.
- 8.3 You will be asked to pay an administration charge and any further cost we incur in making this alteration.
- 8.4 You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. The amendment costs are applied per person per change:

More than 90 days: total amendment cost of £50

Less than 89 -0 days: total amendment cost £60

Note: Certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

- 8.5 You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing as soon as possible and no later than 7 days before departure. Both you and the new traveller are responsible for paying all costs we incur in making the transfer.

9. IF WE CANCEL YOUR BOOKING

- 9.1 We reserve the right to cancel your booking. We will not cancel less than 4 weeks before your departure date, except for unavoidable and extraordinary circumstances, or failure by you to pay the final balance. Unavoidable and extraordinary circumstances means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.
- 9.2 If your holiday is cancelled you can either have a refund of all monies paid or accept an alternative holiday of comparable standard from us if we offer one (we will refund any price difference if the alternative is of a lower value).
- 9.3 In the event a refund is paid to you, we will:

1. provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy.
2. pay compensation as detailed below except where the cancellation is due to unavoidable and extraordinary circumstances (see definition above).

Period before departure in which we notify you	Amount you will receive from us:
More than 70 days	£ 0
More than 35 days	£ 5
More than 15 days	£ 10
Less than 14 days	£ 15

This does not exclude from claiming more if you are entitled to do so.

10. IF WE CHANGE YOUR BOOKING

10.1 Changes to the price

- We can change your holiday price after you've booked, only in certain circumstances:
Changes in the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, the level of taxes or fees imposed by third parties including tourist taxes or exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure.
- If your holiday cost has increased due to the above, we will contact you and ask you to make payment to us. If this results in an increase equivalent to more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel: 1) you must do so within the time period shown on your final invoice 2) We will provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy.
- Should the price of your holiday go down due to the cost changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

10.2 Changes other than the price

- It is a term of your booking that we are able to make changes to any aspect of your booking. If the change is insignificant, we will ensure that you are notified about it. Examples of insignificant changes include change of accommodation to another of the same or higher standard, changes of carriers.
- If we are constrained by circumstances beyond our control to alter significantly any of the main characteristics of the travel services that make up your package you will have the rights set out below.
 - I. We will contact you and you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative holiday, where we offer one (we will refund any price difference if the alternative is of a lower value). We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the timescale given your booking may be cancelled.
- If you choose to accept a refund:
 - I. we will provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy.
 - II. we will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

Period before departure in which we notify you	Amount you will receive from us
More than 70 days	£ 0
More than 35 days	£ 5
More than 15 days	£ 10

Less than 14 days

£ 15

11. OUR LIABILITY TO YOU

- 11.1 You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. If any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to: you or another member of your party; or a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable; or unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.
- 11.2 Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to
- (a) The contractual terms of the companies that provide the travel services that make up your package. These terms are incorporated into this booking; and
 - (b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions.

You can ask for copies of the travel service contractual terms, or the international conventions, from **Passo Group Limited, phone Number: +44 7956495051, email: passogrouplimited@gmail.com.**

12. PROTECTING YOUR MONEY

We provide financial protection for our package holidays by way of a bond held by ABTA – The Travel Association, 30 Park Street, London, SE1 9EQ, www.abta.com. You agree to accept that in the event of our insolvency ABTA may arrange for the services you have bought to continue, or for suitable alternative to be provided at the same cost as your original booking. You also agree to accept that in circumstances where the travel service supplier provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid.

13. ABTA

We are a Member of ABTA, membership number Y6838. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the

resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

14. COMPLAINTS

- 14.1 If a problem arises, we want to be the first to hear about it. Our Representative can deal with most problems on the spot, so please do not wait until you get home before reporting a problem. Please report it as quickly as possible to our Representative and the Supplier in question so that efforts can be made to rectify it to your satisfaction. For any complaint about any of the services included in your holiday you must inform our resort representative, Mr. Stefano Bulfetetti. Phone Number: +44 7956495051, Email: passogrouplimited@gmail.com without undue delay who will endeavour to put things right.
- 14.2 If it is not resolved locally, please follow this up as soon as possible after your return home, ideally within 28 days by writing to our Customer Services Department at [insert address] giving your booking reference and all other relevant information. Please keep your letter concise and to the point. If you fail to follow the requirement to report your complaint in resort we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking. Please also see clause 13 above on ABTA.

15. ADDITIONAL ASSISTANCE

If you are in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

16. PASSPORT, VISA AND IMMIGRATION REQUIREMENTS

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

17. LAW AND JURISDICTION

This booking is governed by English Law, and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

18. INSURANCE

Comprehensive, adequate, and valid travel insurance is a condition of accepting your Booking and you agree you will have obtained adequate and valid travel insurance effective from the date that you make your Booking.

19. HEALTH REQUIREMENTS

- 19.1 You are responsible for passing on any health requirement information to us in respect of any member of your party.
- 19.2 If you or any member of your party has any medical problem, disability, or reduced mobility which may affect your Booking, please tell us before you confirm your Booking. If we feel unable to properly accommodate the needs of the person concerned, we must reserve the right to advise against booking a particular tour. We will not be liable for any loss arising from your failure to

inform us about any medical problem, disability, reduced mobility, or special need which might affect your enjoyment or participation on your tour.

- 19.3 We must be informed either at the time of booking, or as soon as possible thereafter, of any guest who is, or becomes, pregnant and who at the time of travelling will be post 28 weeks pregnant. After this point some carriers may refuse travel or will require a relevant medical certificate that confirms the guest has medical approval for flying.

20. SPECIAL REQUESTS

Confirmation that a special request has been noted or passed to a supplier is not confirmation that the request will be met. All special requests are subject to availability. Failure to meet any special request will not be a breach of Contract on our part. Any dietary requests will be passed to the suppliers of services, we are not responsible for the failure of a service provider in meeting the requirement. Tour participants should be in contact with the service provider to ensure dietary requirements are met.

21. CONDUCT AND BEHAVIOUR

- 21.1 You are responsible for the good conduct of all participants in respect of your Booking, and you warrant that the correct ratio of responsible adults and teachers will be on active duty at all times to ensure that all participants behave well.
- 21.2 When you book with us, you accept responsibility for any damage or loss caused by any member of your party. Full payment for any such damage or loss must be paid direct at the time to us or to the accommodation owner or manager or other supplier of services to whom loss or damage is caused. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) because of your actions.
- 21.3 If in our reasonable opinion or in the reasonable opinion of any other person in authority, (for example but not limited to, any airline pilot, coach driver, accommodation owner or manager, or senior member of our staff), you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we reserve the right within our reasonable discretion and without prior notice, to terminate the travel arrangements of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made, and we will not pay any expenses or costs incurred because of the termination. We will also seek recovery of any outlay or losses we incur, including our own legal costs.

DATE

SIGNATURE
