

BOOKING POLICIES

Booking deadline policy

Policy statement

All group bookings and rosters must be finalised and locked no later than 30 days before arrival.

Definitions

A **group booking** is defined as a reservation for a set of individuals traveling together under a single booking arrangement with a unique booking reference number assigned to it. For the group booking to be finalised, it must include all the details listed below.

1. Centre
2. Arrival and departure date
3. Group size
4. Type of accommodation
5. Package type
6. Airport transfer requirements
7. Confirmation of Group Leaders' criminal record checks
8. Group Leader's confirmation of policy compliance

For a group booking to be finalised, the status of the booking must also be set to confirmed upon deposit payment.

A **roster** is defined as a detailed list that includes specific information about each individual within a group booking. It encompasses the details listed below.

1. Flight details
2. Type of passenger
3. Full name
4. Gender
5. DOB
6. Food allergies and dietary requirements
7. Contact details for GLs
8. Passport number for passengers requiring visa letters

For rosters to be finalised, they must be locked by agents.

Consequences of Non-Compliance

Whenever the 30-day deadline is not respected, one or more of the consequences of non-compliance outlined below may apply:

1. Programme modifications, including for example excursion replacements
2. Missed services including meals, lessons, attractions, and transportation provisions
3. Assignment to rooms which may not meet usual standards
4. Additional costs or fees

Late booking and modification policy

Scope

This policy is applicable when new group bookings or modifications to existing group bookings are needed within 30 days of arrival.

This policy does not cover cancellations within 30 days of arrival, either of individual passengers or entire groups. Cancellation policies are detailed separately in our Terms and Conditions.

Policy statement

Late bookings and modifications must be formally requested to PLUS and may or may not be accommodated depending on availability and operational capacity at the time of the request.

Definitions

Late bookings and modifications are defined as any bookings or modifications requested within 30 days of arrival. These include:

1. New group bookings
2. Additional passengers within existing group bookings
3. Date changes to either part or the full group booking
4. Changes to locked rosters, for example replacing one passenger with another
5. Changes to flight details, including arrival/departure airport, date or time

Procedures

Late bookings and modifications require a request sent to PLUS. If the request is approved, the group booking and/or roster must be promptly updated on Vision, ensuring the group booking is finalised and its roster locked. Arrangements will be made by PLUS only once the data have been duly updated.