

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. Package
5. Airport transfer requirements
6. Signed Agent Declaration

The group's deposit must also be received by PLUS in advance for the booking to be considered confirmed.

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

1. Flight details
2. Full name
3. Gender
4. Date of birth
5. Food allergies and dietary requirements
6. Group Leader's phone number (including country code for international calls)
7. Passport number for passengers requiring visa letters

For rosters to be finalised, they must be **locked** in our system by agents.

Consequences of Non-Compliance

Whenever the 30-day deadline is not respected, 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 on our website under [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.

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 may be requested to PLUS via email. 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 without delay. Arrangements will be made by PLUS only once all details have been duly updated.

London, January 2025