

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 participants 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. Missed services including for example meals and attractions

2. Assignment to rooms which may not meet usual standards
3. 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 participants 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 participants within existing group bookings
3. Date changes to either part or the full group booking
4. Changes to locked rosters, for example replacing one participant 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 and must include a signed *Late Participants Agreement* (below). 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. Immediate full payment (rather than deposit) is also required. Arrangements will be made by PLUS only once all details have been duly updated and full payment has been received.

Late Participants Agreement

Group ID:		Group's arrival date:	
Number of late pax:		Date of Request:	
Final pax number:		Days to Arrival:	

Our booking policies require that all group bookings and rosters be finalised no later than 30 days before arrival. We understand, however, that sometimes groups may wish to add additional participants after this deadline. While we strive to support our clients whenever possible, last-minute requests create significant challenges, as many services are subject to strict external deadlines and availability constraints. In order to consider such requests, we kindly ask you to review and agree to the following conditions.

What We Can Do

If we accept your request, PLUS will ensure that the following are provided unless explicitly discussed and agreed with the client, in writing, beforehand:

- Accommodation.
- Canteen meals.
- A place on scheduled coaches for excursions and airport transfers.

What We Cannot Do

We will make every effort to secure the following services for late additions, but we cannot guarantee them, as they may already be closed or unavailable at the time of your request:

- Attraction and public transport tickets.
- Packed meals during the first few days.
- Rooming within the same area as the rest of the group – the participant may need to be accommodated separately, always under safeguarding supervision.

In cases where the above services cannot be secured, the Group Leader may need to arrange and cover the cost of attraction tickets, public transport tickets, and packed meals.

Acknowledgement

By signing below, you confirm that you have read, understood, and agreed to the conditions outlined above regarding the acceptance of last-minute participants.

Full Name:	
Signature:	
Date:	