

TERMS & CONDITIONS FOR HERTS AT WAR TRAVEL IN THE UK AND ABROAD

These are intended to clarify and protect Herts at War, members, travellers and guests (Version 2 – 19/9/2026)

IF YOU REQUIRE ANY FURTHER CLARIFICATION OR INFORMATION CONTACT HERTS AT WAR VIA jontywild@hertsatwar.co.uk

Introduction: Please note that Herts at War (**HAW**) is not a business nor a professional tour or travel company. We organise occasional travel (**Travel** or **Tour**) which may consist, but not exclusively, of day trips or longer trips by coach, mini-bus, car, train or self-drive, abroad or in the UK. These are organised for the benefit and education of those who travel with us, i.e. our members and authorised guests (non-members accepted for **Travel**). These are referred to below as **Traveller** or **Travellers** or collectively as **Party** – *for the avoidance of doubt this means all who pay and are accepted to travel*. **HAW** are a 'not for profit' organisation and any surplus funds from our **Travel** are returned to **HAW** to offset our costs. However, we may use the professional services of a coach company and a hotel booking service – both may have their own Terms & Conditions which may supersede **HAW's** – if you wish to see these, make your request to jontywild@hertsatwar.co.uk.

Be aware that we do not have specific insurance to cover our **Travellers** and require you to consider your own requirements and obtain any travel, medical, accident, injury, cancellation, repatriation, lost property, third party liability and any other insurance you may need or want. Note however, **that valid travel insurance with repatriation cover for each individual is mandatory**.

1. **Booking Forms** must be completed fully, accurately and honestly; completion of a form and payment of a deposit is deemed to be acceptance of these Terms and Conditions in their entirety. We require one form per traveller. Any later changes or corrections may incur charges for which the **Traveller(s)** would be responsible. On receipt of the booking form either via email or post, and your deposit, your booking is binding for the **Traveller**. Acceptance of your booking is at the discretion of **HAW** and you will be informed if not accepted. Acceptance may require confirmation of room availability etc., in these circumstances the return of any deposit or other money paid, will confirm cancellation. We reserve the right not to proceed with **Travel** or any booking or individual booking at any time, subject to our cancellation terms.
2. **Cancellation Terms:** The minimum deposit is detailed on the booking form and is **non-refundable**. However, **subject to HAW's sole discretion**:
 - a. If **HAW** cancel, we will endeavour to return money paid - subject to any costs and non-refundable deposits made by **HAW** to confirm travel and bookings.
 - b. If a **Traveller** cancels and, if we obtain substitute paying **Traveller(s)**, we will endeavour to return payment or part payment - subject to any costs and non-refundable deposits made by **HAW** to confirm travel and bookings.
 - c. If any **Traveller** cancels after payment or after the date of travel or is deemed to have cancelled under the cancellation terms detailed below, no refund will be made. You may be able to claim under your travel insurance and should apply to them direct.
3. **Cancellation:** Any cancellation is subject the terms and conditions above and below.
 - a. if you wish to cancel you are advised to act at the earliest opportunity.
 - b. **HAW** will assume your cancellation in any of the following circumstances:
 - i. Failure to complete a booking form and supply any missing information.
 - ii. Failure to pay the deposit by the due date or upon request.
 - iii. Failure to pay any outstanding balance by the due date.
 - iv. Failure to ensure **HAW** receive valid travel insurance details more than two weeks before travel.
 - v. Failure to be at a designated pick up point by the correct date and time.
4. **Payment of Balance:** Any remaining money is to be paid in advance of 10-weeks before travel and is subject to the '**Cancellation Terms**' above. Late payment may not guarantee a place on the tour and may be non-refundable.
5. **Passports:** To travel you must have a valid passport with you. Since the UK left the EU changes have been made to the acceptance of UK passports by the EU. At the time of writing they require a passport less than 10 years old on the day you enter – **check your 'date of issue'** - and valid for at least 3-months after the day you plan to leave - **check your 'expiry date'**. **HAW** will endeavour to make you aware of any specific requirements but cannot be held responsible for information and changes which we have not seen or are not available via the

relevant Government travel guidance site <https://www.gov.uk/foreign-travel-advice> or at the time we pass on the information to you, or for changes made after that date.

6. **Travel Insurance:** You are responsible for ensuring that you have valid travel insurance with repatriation cover for the period of the tour – **HAW requires this cover and it is mandatory, and you must not travel without it.** You should also ensure that you have insurance to cover your requirements (examples given above in the introduction). If expiry date given on the booking form is pre or during travel dates – you are responsible for renewal in time to travel and HAW will assume that you have done so. If HAW become aware that you have not complied, you may not be permitted to travel and may have to leave the **Party** and you will be responsible for any related arrangements and costs.

In addition, to ensure you have access to free emergency health care within the EU and which may not be covered by your travel insurance, you should apply (ASAP) for a UK Global Health Insurance Card (GHIC) which is free and can be ordered online from <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>.

7. **Hazards & Disability:** Our travel and the nature of the places we visit mean that there are likely to be some or all of the following: rough ground, damp, wet or slippery surfaces, ladders and other obstacles to mobility. Every **Traveller** is responsible for their own personal safety throughout the trip and **HAW** will not be held liable for any accident, injury, allergic reactions or illness. **Travellers** with disability or infirmity are welcomed but must make any particular requirements known. We will then endeavour to make reasonable adjustments to accommodate them, provided in our (**HAW**) opinion they are practical and not excessively detrimental to the enjoyment and convenience of other **Travellers**. Any additional requirements for care or any cost for this must be agreed with **HAW** prior to booking and we will be guided by the knowledge of the relevant **Traveller** and/or their carer(s).
8. **Travel Requirements:** It is your responsibility to ensure that you meet all specific Visa, Passport, Covid-19 and any other entry requirements for any country you visit or travel through while travelling with **HAW**. We accept no responsibility if you or any **Traveller** is delayed or cannot travel because you have not complied with these and we are not liable for any cost incurred by you failing to meet these requirements. It is your responsibility to be at all group rendezvous points. Our driver, organiser and/or guides will take reasonable steps to find you should you not appear at a rendezvous, but after a short wait, the remaining **Party** will leave without you. No refund or payments of any costs you incur will be made under these circumstances.

HAW will not be responsible for any costs incurred if you are unable to travel for reasons of non-compliance, lack of documentation or any other reason, or for repatriation if you be unable to continue the Tour for any reason.

9. **Price changes:** Prices set at time of booking may be subject to variation due to matters outside our control. **HAW** will do all it can to avoid passing on any increase to you, but where that is not practical, they are payable by the **Travellers**.
10. **Behaviour:** Each **Traveller** is responsible for their behaviour. If, in the opinion of **HAW**, any **Traveller's** behaviour or demeanour is disruptive, dangerous or annoying to other travellers, we may remove them from the **Party**. Should this be necessary **HAW** will not be liable for any costs including accommodation, travel, repatriation for them or any other **Traveller** who chooses to remain with them.
11. **The Travel or Tour** commences from your pickup point and ends at your drop off point. Travel outside of the tour is the responsibility of the **Traveller**. The daily itinerary commences or ends at these points or the hotel, unless additional evening activities are offered. Only food or drink specifically detailed in the itinerary is included in the cost. **HAW** will endeavour to provide the **Tour** and itinerary as detailed, however we reserve the right to make changes at our discretion, including, but not limited to, accommodation, dates, times and/or specific elements of the itinerary including additions. Where these changes are, in the opinion of **HAW**, major and are known at least 2-weeks in advance of travel you will have the choice to accept the changes or to cancel with a refund, but this refund may not include any deposit(s) already paid by **HAW**. **HAW** will not be responsible for any additional costs or losses incurred by any **Traveller**.
12. **Travel Timings:** Channel crossings, flight details and other timings are given as a guide only and may be subject to change by the respective carriers for a variety of reasons. These are beyond the control of **HAW** and we are not liable for any such changes, cancellations or any costs incurred.

13. **Force Majeure:** This includes riots, war, invasion, terrorist activity, industrial action, civil commotion, fire, adverse weather, natural disasters, pandemic or epidemic diseases and technical problems with transport etc. For action taken under Force Majeure we will not pay any compensation, however if money is recovered by **HAW** this will be shared (pro rata) between **Travellers** after any reasonable costs have been deducted.
14. **Minimum numbers.** For **Travel** to be viable, a minimum number of fully paid-up **Travellers** is required. If this is not achieved before **HAW** are required to pay deposits etc. – usually about 6-weeks before travel, we may cancel and refund the monies received, but less any unretrievable costs incurred by **HAW**.
15. **Definitions: “Reasonable”** means in the considered opinion of **HAW**.

COVID-19 or any similar pandemic and epidemic diseases

1. **HAW** will endeavour to make **Travellers** aware of any requirements before travel, using Government travel guidance at www.gov.uk/foreign-travel-advice. **HAW** cannot be held responsible for requirements which are not seen on that site at the time we prepare our guidance for you, or changes made after that date. It is the responsibility of each **Traveller** to comply with all and any rules, laws or guidance put in place by the British Government, or any requirements put in place by the governments of any country we will be visiting or passing through, including being fully vaccinated for COVID-19 and for bringing any required documentation.
2. **HAW** will not be responsible for any costs incurred if you are unable to travel for reasons of non-compliance, lack of documentation or any other reason, or for repatriation if you be unable to continue the **Tour** for any reason.