

# Language Café Accra Twi Getaway TERMS AND CONDITIONS

## 1 Booking your Language Getaway

- a) Your contract in respect of your Language Getaway ('trip') is made with Language Café Accra ('LCA') and all bookings are subject to these terms and conditions.
- b) All communications by LCA in relation to your trip will be sent to the address stated on the booking form.
- c) Receipt of the deposit and booking form by LCA does neither guarantee nor imply confirmation of the booking. No booking shall be confirmed until LCA issues a written notice. LCA reserves the right to refuse a booking without giving any reason and shall in that event return any deposit received.
- d) To secure your booking you must pay a deposit as stated in the booking form
- e) Your trip must be paid in full at least 7 days before the departure date. If payment is not received by the due date, LCA reserves the right to cancel the booking and retain the deposit. The person who signs the booking form guarantees payment of the total amount shown on the booking form in accordance with these conditions. It is the responsibility of the signatory to ensure LCA receives payment in full by the due date. No reminders will be sent.
- f) All special requests, such as dietary requirements, should be noted on the booking form.
- g) LCA will provide the service as set out and confirmed in writing.

## 2 Program

- a) LCA has the right to cancel the program if there are less than the minimum participants.
- b) LCA has the right to change the communicated schedule and mentioned workshops/activities before and during the program without informing you.

## 2 Price Policy

- a) LCA is under no obligation to furnish a breakdown of the costs involved in a trip.
- b) LCA reserves the right to notify you of any increase in price before accepting your booking.

## 3 Cancellation and Changes by LCA

- a) Occasionally it may be deemed necessary to make changes to your trip and LCA reserves the right to do so at any time, and you will be notified of any changes at the earliest possible opportunity.
- b) No compensation will be payable for minor changes. Minor changes include minimal changes to departure and arrival times, changes to the type of aircraft

used and restaurant and accommodation changes to a comparable or superior standard.

- c) Compensation will not be paid for changes or cancellations caused by nature forces, war, threat of war, riot, civil strike, industrial dispute, terrorist activity, natural or man-made disaster, fire, technical problems to transport, closure, or congestion of airports, strikes or other industrial action, adverse weather conditions or any other event beyond LCA's control. It is essential that you take out adequate travel insurance.
- d) LCA reserve the right to cancel your trip at any time before the date of departure, even after a confirmation notice has been sent. If your trip is cancelled LCA will refund in full the money you have already paid. No compensation will be payable.
- e) If you fail to pay the balance of the trip price at least 7 days before departure, LCA will treat the booking as cancelled and reimburse the balance as set out below.
- f) LCA also has the right to refuse any person as a member of the tour, if in their opinion that person could endanger the health, safety, and enjoyment of others on the tour.

#### 4. Cancellation and changes by you

You may cancel your trip at any time providing you notify the LCA in writing. LCA will reimburse your fully paid amount minus the nonrefundable deposit when cancelling more than 48 hours before the start time of the trip.

LCA will reimburse your fully paid amount minus the nonrefundable deposit when cancelling less than 48 hours before the start time of the trip, the rest of the amount will be reimbursed 50% in cash 50% in voucher for a next trip.

#### 5. Our Responsibilities

a) LCA does not own or manage the transportation, accommodation, restaurants, and other facilities used in conjunction with the Language tours arranged. While LCA has exercised care in selecting providers of travel, accommodation, restaurants, and other facilities, LCA have not had the opportunity to inspect and do not represent that such transport, accommodation, restaurants, and other facilities and services have been inspected.

b) LCA is not responsible if you or any member of your party suffer death, illness or injury as a result of any failure to perform or improper performance of any part of our contract with you where such failure is attributable to (i) the acts and/or omissions of any member of the party, or (ii) those of a third party not connected with the provision of your trip, or (iii) an event which neither LCA or the service provider could have foreseen or prevented even with due care.

c) Should any member of your party suffer illness, injury or death through misadventure arising out of an activity, which does not form part of the trip LCA has arranged for you LCA cannot accept liability. LCA will offer general assistance where appropriate.

d) LCA regret that no refund will be made on unused tickets where travel, sporting event or other types of ticket, unless a refund can be obtained from the carrier or provider.

## **6. Your Responsibilities**

a) You are responsible for arranging your own travel insurance.

b) Each member of the party must have a valid passport, visas and all necessary documentation for the countries they are touring. LCA accept no responsibility for any delay or expense should your documents not be in order.

c) You are responsible for checking-in for flights at the correct time and for presenting yourself to take up all pre-booked components of your trip. LCA cannot accept responsibility for clients missing flights as a result of late check-ins and no credit or refunds will be given if you fail to take up any component of your trip. No credit or refunds will be given for lost, mislaid or destroyed travel documents.

d) By booking a trip with LCA you undertake to behave in an orderly manner and not to disrupt the enjoyment of others on trip with you nor to do anything to bring the reputation of LCA into disrepute. If you breach this clause your trip will be terminated with immediate effect and LCA will have no further contractual obligation to you. LCA will be entitled to recover from the offending party and/or the person who signed the booking form compensation for any damage caused.

e) It is the responsibility of the person who signs the Booking Form to disclose any pre-existing medical conditions that members of their party may have.

f) All equipment and personal effects shall be all times and in all circumstances at the owner's risk. LCA cannot accept responsibility for any loss or damage or delay to your luggage or effects unless directly caused by the negligence of one of our representatives.

## **7. Complaints**

a) If you have a problem during your trip, please inform the relevant airline, hotel, local agent or other suppliers immediately so that they can endeavour to put things right. If you cannot resolve the problems, you must contact the LCA office so that they are given an opportunity to help.

