



# WHALJETS Holidays Terms and Conditions

SUBJECT TO CHANGE AND ALTERATION WITHOUT NOTICE

## **Introduction and Agreement to Terms**

These Terms and Conditions form a legally binding agreement between WHALJETS, hereafter referred to as “we,” “us,” or “our,” and the customer, hereafter referred to as “you” or “your.” They apply to all enquiries, bookings, and travel arrangements made through WHALJETS. By making a booking, you confirm that you have read, understood, and accepted these Terms in full. These Terms apply to all passengers listed on a booking, and the lead passenger accepts responsibility for ensuring that all other passengers comply with them.

## **Bookings and Payment Terms**

Bookings may be made via phone, email, or our official website. Upon confirmation of interest, we will issue an invoice valid for three days. Full payment must be made within this period to secure your booking. If payment is not received within the stated period, the booking will lapse unless we have agreed otherwise in writing. Late payments incur additional charges: payments zero to two days late will incur a fee of twenty pounds, payments made two to five days late will incur a fee of thirty pounds, payments made five to ten days late will incur a fee of fifty pounds, and payments made more than ten days late will incur a fee of one hundred pounds plus an additional ten pounds for every day thereafter. Once payment is received in full, we will issue confirmation within twenty-four hours, including all relevant travel details, instructions, and a receipt. Customers are responsible for reviewing these documents immediately and notifying us of any discrepancies.

## **Currency, Fees, and Charges**

All payments must be made in GBP. Where payments to third-party providers require an alternative currency, a one and a half percent currency conversion fee will apply. All bank fees, transfer charges, and any additional costs related to payment processing are the responsibility of the customer. WHALJETS reserves the right to withhold confirmation until full payment has cleared.

## **Travel Arrangements and Services Provided**

WHALJETS may arrange hotels on your behalf and, where requested, assist with booking flights, transfers, and other travel services. Customers are advised to arrange their own flights and transfers unless otherwise agreed. Customers who request full-package arrangements do so entirely at their own risk, acknowledging that WHALJETS is not ABTA or ATOL protected. It is the customer's sole responsibility to ensure they hold valid travel insurance for the full duration of their trip.

## **Behaviour and Conduct During Travel**

Customers are expected to act responsibly and adhere to the terms and regulations of all service providers, including airlines, hotels, taxi operators, and other third parties. WHALJETS accepts no responsibility for loss, injury, illness, or disruption caused by the behaviour or negligence of customers. If a passenger is removed from any service due to unacceptable conduct, no refund will be issued, and WHALJETS reserves the right to refuse future bookings from the offending individual.

## **Documentation and Travel Requirements**

It is the customer's responsibility to ensure they possess all necessary travel documentation, including passports, visas, and any other permits required for their journey. WHALJETS is not liable for any losses resulting from failure to obtain such documentation. Customers should verify all entry requirements for their destination prior to booking.

## **Amendments and Changes to Bookings**

Any changes requested after confirmation will be subject to a minimum administrative fee of thirty pounds, in addition to any extra charges applied by third-party providers. Amendments are subject to availability and cannot be guaranteed.

## **Cancellations and Refunds**

Cancellations and refunds are processed in accordance with our Cancellations & Refunds Policy. All requests must be submitted in writing by the lead passenger to [info@whaljets.co.uk](mailto:info@whaljets.co.uk) and must include the booking reference. Refunds are issued only to the original payer via bank transfer and are generally processed within ten working days. Cancellations made more than thirty days before the scheduled travel date may be eligible for a full or partial refund minus a fifty-pound fee. Cancellations made between fifteen and thirty days prior to travel may be eligible for a partial refund minus a one hundred pound fee. Cancellations made within fourteen days of travel are not eligible for a refund. Certain services, including flights, deposits, and some third-party arrangements, are strictly non-refundable. WHALJETS is not liable for refunds arising from events outside our control, such as extreme weather, industrial action, pandemics, or other Force Majeure circumstances.

## **Health, Safety, and Insurance**

Customers are fully responsible for their own health and safety during travel. WHALJETS strongly advises customers to obtain comprehensive travel insurance covering illness, injury, cancellation, and all other potential risks. WHALJETS accepts no liability for injuries, illnesses, or fatalities occurring during travel or at the customer's destination.

## **Personal Data and Privacy**

WHALJETS collects personal information, including names, contact details, travel preferences, and payment details, for the sole purpose of facilitating bookings and maintaining accurate records. This information will only be shared with third-party providers essential to fulfilling your booking. Personal data will not be sold or otherwise shared with unrelated third parties. Lead passenger details are retained for twenty-four months after the last date of travel. Customers may request access to, correction of, or deletion of their data at any time by contacting [info@whaljets.co.uk](mailto:info@whaljets.co.uk). Personal information may also be used for internal research and business development purposes, such as analysing booking trends for marketing strategy. Customers may opt out of marketing communications at any time. WHALJETS employs industry-standard security measures to protect personal information from unauthorized access, misuse, or loss.

## **Force Majeure**

WHALJETS shall not be held liable for any failure to fulfil obligations under these Terms resulting from circumstances beyond our reasonable control, including but not limited to acts of God, terrorism, civil unrest, industrial disputes, natural disasters, pandemics, or adverse weather conditions. In such cases, refunds may not be provided, and WHALJETS reserves the right to alter, postpone, or cancel arrangements as necessary.

## **Governing Law and Jurisdiction**

These Terms and Conditions are governed by the laws of England and Wales. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## **Contact Information**

For enquiries, booking amendments, cancellations, or complaints, please contact WHALJETS by email at [info@whaljets.co.uk](mailto:info@whaljets.co.uk). By confirming a booking with WHALJETS, you acknowledge that you have read, understood, and agreed to these Terms in full.