

WHAT'S INCLUDED IN ALL ISL TOURS?

- Return coach travel from your local area, no supplements for local departures, executive coach supplied at no extra cost for all groups over 25 people.
- For tours by air we include all transfers from airport to accommodation and to the sports grounds.
- Return ferry or Eurotunnel crossings.
- Accommodation of your choice at your destination.
- All football fixtures or tournament arrangements.
- All current taxes.
- All pre tour advice as required by you.
- Guaranteed no surcharges subject to booking conditions.
- Tailor made tour service – we can tailor the exact tour and itinerary you require at no extra cost.

WHY CHOOSE ISL?

- Value for money, we are never knowingly beaten on price for a comparable tour.
- Financial safeguards, ISL have been organising sports tours for 30 years and operate a trust account for your financial protection.
- Fully inclusive tours.
- No hidden extras, the price we quote you is the price you pay.
- Free places and free team entries for early bookings and larger groups.
- Low deposit options available.
- Free local pick up and set down anywhere on the UK mainland.
- Numerous tournaments available or friendly fixtures in all destinations arranged through our network of local representatives.
- Personal service guaranteed.
- All pre booking and pre tour advice as required by you.

HOW TO BOOK

All bookings should be made with your nearest office. When you have decided upon a tour please call our office to confirm availability. We will verbally confirm the tour arrangements to you and hold your required tour on short option pending receipt of £50 per person deposit and a completed booking form. On receipt of your group deposit we will confirm the details of your tour to you in writing.

We may be able to offer a low deposit booking or other special arrangement at certain times of year, please ask for details.

FINAL PAYMENT

The final tour payment is due eight weeks prior to departure unless otherwise advised by us in writing. Your final payment should be accompanied by a complete list of passenger names.

INSURANCE

We would advise all passengers to have adequate insurance when travelling abroad. ISL offer fully comprehensive travel insurance which includes cover for playing football. Details and application forms are attached to the booking form or can be arranged online via our website.

FINANCIAL PROTECTION

ISL Football Tours Limited is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations" all passengers booking with ISL are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. Your money is fully protected and is held within an independent Trust Account, managed by Protected Trust Services Ltd of 307-315 Holdenhurst Rd, Boscombe, Bournemouth BH8 8BX and its Trustees, chartered accountants - Elman Wall Ltd of 8th Floor, Becket House, 36 Old Jewry, London EC2R 8DD.

TRAVEL DOCUMENTATION

It is the responsibility of each individual to ensure that all members of the group are in possession of valid passports, all our destinations require valid passports EXCEPT The Republic of Ireland and The Channel Islands.

BOOKING CONDITIONS

Would clients please note our booking conditions: they are for your protection as well as ours and do not affect your legal rights as a customer. ISL sets out in these conditions the terms on which you contract with us and our obligation to you. At the time of booking you should pay a deposit which is acceptance of our terms and conditions. This is your only financial commitment to us until eight weeks prior to travel or as otherwise advised to you, when the balance becomes due. On acceptance of a tour with ISL you must sign the booking form accepting the booking conditions. You will then be sent an invoice. You should carefully check the invoice for confirmation that the tour details are as we agreed to supply.

The person signing the booking form does so on behalf of all those persons included in the proposed tour and is responsible for payment as party leader. Your tour cost is subject to surcharge only in the event of government action. ISL is not responsible for any loss, expense or liability incurred as result of accident, illness or injury during your tour. ISL act as agents only for transportation and accommodation. We act in good faith with respect to these arrangements and cannot be held responsible for any loss, damage or injury however caused.

CHANGES BY US

It is unlikely that your tour destination will be changed, however, there may be circumstances beyond our control. If a major change becomes necessary you will be informed and if it is possible a different destination with equivalent tour details will be offered. You may accept the change or have the right to cancel without the loss of monies paid. Compensation will be considered unless the cause was force majeure, namely, war, terrorist activity, threat of war, riots or civil strife, industrial disputes, natural or nuclear disaster, fire or adverse weather. ISL reserve the right to cancel any tour should it be deemed necessary and return monies paid.

CHANGES BY YOU

If changes to your tour are required by you, ISL will do all we can to assist, however, booking amendments including name changes in some instances will attract additional payments. If you wish to cancel your tour, you should give immediate notice in writing to ISL. More than eight weeks prior to travel and only the deposit is charged. Less than eight weeks will incur the following cancellation charges:

56-42 days = 30% 41-28 days = 50% 27-15 days = 70%
14-0 days = 100%

FIXTURES

Sports fixtures are booked with agents at continental destinations and are made in good faith. Our agents and host clubs have absolute discretion as to whether the sports fixture takes place and ISL cannot be held responsible for cancellation.

FLIGHTS

In order to comply with the CAA regulations on inclusive tours by air, all air tours must have flights booked direct with an Airline/ATOL holder. We will make investigations on your behalf and recommend the best flight price. The contract for the flight tickets will be between you and the Airline/ ATOL holder. The contract for ground arrangements in your destination will be the responsibility of ISL.

YOUR RESPONSIBILITY ISL take no responsibility for the actions of travelling members behaviour and fully support the actions of hoteliers and carriers against those persons whose behaviour may be dangerous or disruptive. This will be treated as cancellation by you. It is your responsibility to ensure that all passports and travel documents are in order and that you arrive at the stated points on time. Any loss or damage through failure to do this lies with the group.

REGISTERED OFFICE ISL Football Tours Limited, Company Number 8867332, 32 The Coppice, Waterlooville, Hampshire PO8 9PL