

Booking Terms and Conditions

These Booking Conditions, together with our [Privacy Policy](#) and any other written information brought to your attention before we confirm your booking, form the basis of your contract with Infinite Explorer Ltd.

Please read the full Booking Conditions carefully as they set out our respective rights and obligations.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that they have read these Booking Conditions, have the authority to agree to be bound by them, and accept financial responsibility for payment of the booking.

1. Our Role

We may act in the following capacities:

Package Organiser	Where we organise and sell a Package
Agent	Where we arrange or book travel on your behalf through a third-party tour operator or supplier ("Supplier/Principal").

Our obligations to you will differ depending on the capacity in which we are acting and whether what you have booked is a Package as defined within the Package Travel and Linked Travel Arrangements Regulations 2018.

Where we act as Agent, we will arrange for you to enter into a contract with the applicable Supplier/Principal specified in your confirmation invoice. The Supplier/Principal's own Terms and Conditions will apply to your travel booking.

2. Booking & Payment

A Package booking is made with us when you pay a deposit, or full payment where you are booking within 12 weeks of departure, and we issue you with a booking confirmation. A binding contract will come into existence between you and us once we have issued that booking confirmation.

The balance of your Package is due no later than **12 weeks before departure**. If we do not receive the balance in full and on time, we reserve the right to treat your booking as cancelled by you.

Where we act as Agent, you must pay the deposit required by the applicable Supplier/Principal and pay the full balance by the balance due date notified to you. If full payment is not received by that date, the Supplier/Principal may cancel your booking and apply cancellation charges in accordance with its Terms and Conditions.

3. Planning Fees

Infinite Explorer Ltd may provide initial travel research and recommendations without charge.

Where substantial planning work is undertaken, including multiple rounds of research, additional property or itinerary research, repeated quotation requests, substantial revisions or other extended planning services, a £200 + VAT planning fee may become payable.

For the purposes of this clause, the planning fee may be charged where three or more rounds of tailored recommendations, quotations or itinerary revisions have been provided, whether or not the proposed travel subsequently proceeds.

Where the planning fee becomes payable, Infinite Explorer Ltd will issue an invoice for £200 + VAT in respect of the professional research and planning services already provided.

The planning fee will be fully credited against a subsequent booking made with Infinite Explorer Ltd, provided that booking is confirmed within 45 days of the date the planning fee is invoiced.

Planning fees relate to professional services and work already undertaken and are non-refundable.

4. Changes & Cancellations

Package bookings

It is your responsibility to check your booking confirmation, ATOL Certificate where applicable, and all other documents carefully upon receipt and notify us immediately of any inaccuracies. Changes may not be possible at a later stage and failure to notify us may affect your rights.

If you wish to change any part of your booking after confirmation, you must inform us in writing as soon as possible.

Where a change can be made, Infinite Explorer Ltd reserves the right to charge an administration fee of **£50 + VAT for amendments**, together with any costs and charges incurred by us or imposed by our suppliers.

Where a Package booking is cancelled, Infinite Explorer Ltd reserves the right to charge an administration fee of **£200 + VAT**, in addition to any applicable cancellation charges set out below and any supplier costs or charges.

If you cancel your confirmed Package booking, the following cancellation charges apply:

More than 12 weeks before departure	Deposit only
Less than 12 weeks before departure	Up to 100% of the total Package cost

Certain arrangements may not be amended after they have been confirmed and any change could incur a charge of up to 100% of the value of that part of the arrangements, in addition to any applicable administration fees and supplier costs.

Certain arrangements may also incur a cancellation charge of up to 100% of that part of the arrangements, in addition to the cancellation charges stated above.

Amendment charges are non-refundable.

Agent bookings

Any cancellation or amendment request must be sent to us in writing as soon as possible.

Changes and cancellations can only be accepted in accordance with the Terms and Conditions of the relevant Supplier/Principal.

The Supplier/Principal may charge cancellation or amendment fees in accordance with its Terms and Conditions, which may be as much as 100% of the cost of the travel booking.

In addition, Infinite Explorer Ltd reserves the right to charge an administration fee of **£50 + VAT for amendments** and **£150 + VAT for cancellations**.

5. Financial Protection

Infinite Explorer Ltd provides financial security for flight-inclusive Packages and ATOL-protected flights by way of Air Travel Organiser's Licence number **12952**.

When you buy an ATOL-protected product from us, you will receive an ATOL Certificate confirming what is financially protected. Not all travel services offered and sold by us will be protected by the ATOL Scheme.

For non-flight Packages, we provide financial protection by way of a trust account held by the **Travel Trust Association, membership number X4171**.

The financial protection applicable to your booking will depend on the type of travel arrangements booked and the capacity in which Infinite Explorer Ltd is acting. Please refer to your booking documentation and full Booking Conditions for details.

6. Where We Act as Agent

Where we act as Agent, your contract is with the relevant Supplier/Principal and its Terms and Conditions apply.

Our responsibilities are limited to arranging the booking in accordance with your instructions. We do not accept responsibility for the actual provision of the travel services provided by the Supplier/Principal.

Any amendments or cancellations will be subject to the Supplier/Principal's Terms and Conditions. Any queries or concerns regarding the provision of the travel services should be raised with the relevant Supplier/Principal.

7. Travel Insurance

Adequate travel insurance is a condition of your contract with us or, where we act as Agent, with the relevant Supplier/Principal.

You must ensure that your insurance fully covers your personal requirements, including pre-existing medical conditions, cancellation charges, medical expenses and repatriation in the event of accident or illness.

If you choose to travel without adequate insurance cover, neither Infinite Explorer Ltd nor the Supplier/Principal will be liable for losses which would otherwise have been covered by appropriate insurance.

8. Passports, Visas & Travel Requirements

We may provide general information regarding entry, passport, visa, immigration, safety and health requirements.

However, it remains your responsibility to check the requirements applicable to your own circumstances and to ensure that you meet all passport, visa, immigration, health and entry requirements in sufficient time before travel.

Infinite Explorer Ltd does not accept responsibility where you are unable to travel or incur losses because you have not complied with the relevant requirements.

9. Special Requests, Changes & Medical Conditions

Special Requests

Any special requests should be advised to us at the time of booking and confirmed in writing.

While we will make every effort to arrange reasonable requests, we cannot guarantee that they will be fulfilled unless they have been specifically confirmed by us.

Changes to Your Arrangements

Where we act as Agent, we will inform you as soon as reasonably possible if the Supplier/Principal needs to make a significant change to or cancel your confirmed booking. Where alternative arrangements or a refund are offered by the Supplier/Principal, we will liaise with you in relation to the options available.

Where Infinite Explorer Ltd acts as Package Organiser, we may occasionally have to make changes to or cancel your Package. Where a significant change is made, or your Package is cancelled, the rights and options available to you are set out in our full Booking Conditions and may include accepting changed arrangements, receiving a refund, or accepting an alternative Package where one is offered.

Medical Conditions

If you or any member of your party has a medical condition or disability which may affect your booking, you must provide us with full details before booking so that we, or the relevant Supplier/Principal, can advise you as to the suitability of your chosen arrangements.

If we or the Supplier/Principal are unable to properly accommodate the needs of the person concerned, the booking may not be confirmed.

10. Problems & Complaints

If you experience a problem during your trip, you should report it to the relevant supplier immediately so that they have the opportunity to resolve it.

For Package bookings, where the issue cannot be resolved locally, please contact Infinite Explorer Ltd. If you wish to pursue a formal complaint after your return, written notice should ideally be submitted within 28 days of the end of your trip together with your booking reference and relevant information.

Where we act as Agent, any queries or concerns about your travel booking should be addressed to the relevant Supplier/Principal and any problem experienced while travelling should be reported to them immediately.

11. Events Beyond Our Control

Except where otherwise expressly stated in our full Booking Conditions, neither Infinite Explorer Ltd nor the relevant Supplier/Principal can accept liability or pay compensation where contractual obligations are affected by Events Beyond Our Control.

This means any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

12. Full Booking Conditions

This document provides a summary of important terms applying to your booking and should be read together with Infinite Explorer Ltd's [full Booking Conditions](#).

Please read the full Booking Conditions carefully before confirming your booking, as they set out the complete rights and obligations applying to your travel arrangements.

By making a booking, you acknowledge that you have been provided with and agree to be bound by the applicable full Booking Conditions.