

Terms and Conditions + Front Seat T&C + Special Offer T&C

1. Contract

1.1 Agreement to Terms and Booking Fee

By utilising our services or booking with us, you agree to abide by all our terms and conditions and general provisions. You are required to pay a fixed, non-refundable fee to secure your booking. These terms are governed by English law and fall under the jurisdiction of English courts.

1.2 Booking Specifics

1.2 (a) Deposit: All deposits paid are non-refundable.

1.2 (b) Minor Passengers: Minors cannot travel unaccompanied. They must be accompanied by an adult over 18 or a legal guardian. When a minor travels without a parent but with a legal guardian or another family member, a child travel consent letter must be carried throughout the tour.

1.2 (c) Travel Agent Bookings: If a travel agent makes a booking, the agent will retain your non-refundable deposit and other payments. Star Tours is not responsible for any monies paid to an agent that are not passed on to us.

1.2 (d) Payment Methods for Imminent Tours: If a tour is scheduled to commence within 14 days, payments can only be made via card or cash. Bank transfers and cheques will not be accepted.

1.3 Contract Formation

A legally binding contract exists when you book with Star Tours or utilise any of our services.

1.4 Baggage Policy

Each passenger is permitted to bring one bag with a maximum weight of 23 kg and dimensions not exceeding 90 x 75 x 43 cm. Additional baggage will be accommodated based on available space and will incur extra charges. Excess luggage must be removed or stored at the traveller's expense.

1.5 Suppliers' Terms and Conditions

The service providers we partner with, including accommodation and transportation services, have their own terms and conditions. These govern your relationship with the provider and may limit or exclude the provider's liability to you. Copies of these terms can be obtained from our offices or from the respective suppliers.

1.6 Seating Arrangement

1.6 (a) Seat Allocation: We reserve the right to allocate and change seat assignments at any time, including after boarding has begun. No seat requests will be considered.

1.6 (b) Front Seats: Front seats may be available for purchase on selected tours. Full conditions are detailed in the Front Seat Terms and Conditions.

1.7 Group Bookings

To travel with specific individuals on a tour, ensure all bookings are made under a single booking reference and share the same pickup point.

1.8 Variation in Amenities

Please note that the facilities in coaches, accommodation and other services may vary for everyone, even if they are participating in the same tour or staying in the same hotel.

1.9 Child Car Seats

Children under 11 years of age or shorter than 135 cm must use a child car seat. It is your responsibility to provide the car seat. Failure to provide a

suitable car seat may result in denied boarding, in adherence to the laws of the countries being visited.

2. What You Pay & When

2.1 Payment Schedule

Upon confirmation of your tour, the outstanding balance must be settled according to the timeline provided below. Payment must be fully cleared in our account by the specified due dates. The initial deposit is calculated based on the total tour cost without any discounts or offers applied:

Holiday Type	Deposit	Balance Due
Coach Tours	25% of holiday cost	4 Weeks Prior
One Day Tours	100% of holiday cost	At the Time of Booking
Flight Tours & FIT Tours	40% of holiday cost	6 Weeks Prior

2.2 Online Booking Confirmation

Paying online does not guarantee your booking. Your booking is considered confirmed after we issue a final booking confirmation. We will refund the total amount paid if we cannot confirm your services due to lack of availability. Refunds may take up to two weeks to process, and we are not liable for any interest, surcharges, or fees you may incur due to the refund delay.

2.3 Room Allocation and Occupancy

Prices are based on two or three adults sharing a room, with a maximum of three adults per room (excluding infants). Rooms may be allocated differently, including split rooms. Accommodation for three is guaranteed, but bed configuration in triple rooms cannot be guaranteed, and such rooms in the UK and Europe are often small. Single travellers will be given a single room and charged a single supplement.

2.4 Early Bird Offer Exclusions and Modifications

Early Bird Offers do not apply to infants aged 0-23 months. The infant fare covers only a seat for coach/flight holidays without any additional amenities. Additionally, the Early Bird Offer will not be available for bookings opting for flight reductions and will be rescinded if any changes are made to a booking.

2.5 Balance Payment Responsibility and Visa Processing

You must remember to pay the remaining balance by the due date, irrespective of visa processing status. Failure to do so will result in the cancellation of your booking and forfeiture of your deposit. Late payments will incur a fee of £10.00 per transaction.

2.6 Promotional Offers

Early Bird and other web-only promotional discounts are valid only with confirmed bookings and the corresponding deposit payment. We reserve the right to withdraw these offers at any time.

2.7 Credit Card Surcharges

All card transactions made with cards issued outside the UK attract a 2% surcharge. If this surcharge is not paid at the time of booking, it will be added to your invoice retroactively and must be settled prior to your travel date. Failure to pay may result in cancellation of your booking. Surcharges on international cards will not be refunded if the booking is cancelled.

2.8 Invoice and Document Accuracy

You must review the confirmation invoice and other documents provided by Star Tours for accuracy. If you find any errors or inaccuracies, report them

immediately to Star Tours or your travel agent, as corrections might not be possible later or may incur a fee.

2.9 Currency and Payments

All payments must be made in Pounds Sterling (£). Prices shown in other currencies are for guidance only and may vary with exchange rates and surcharges.

3. Your Holiday Price

3.1 Pricing and Adjustments

Aside from potential errors, your holiday's cost is indicated on our website or in your booking invoice. Although we hold the right to modify the prices at any moment, these alterations will not officially affect bookings that are already confirmed. However, after the confirmation of your booking, there might be a change in the holiday price due to fluctuations in:

- (a) Transportation expenses, which encompass fuel price variations
- (b) Government-imposed dues, taxes, or other fees like landing or port charges
- (c) Current exchange rates affecting your holiday package
- (d) A notable increase in any component of the tour, such as accommodation, entry fees, flights or meals. We maintain the right to correct any pricing errors on our platforms and reservations made at an incorrect price.

3.2 Significant Price Increases

If the holiday price increases by more than 10%, you can cancel your booking and receive a full refund. To do this, you must notify us within seven days of receiving the notification of the price increase, and we will refund the total amount paid to us for your booking.

3.3 Applicability of Offers and Discounts

Early Bird offers, and other discounts are valid when both the land arrangements and flight components of the tour align with the initially quoted tour price, without the addition of any surcharges for flights or hotels. These discounts are available for unmodified tours and can be withdrawn anytime without notice.

3.4 Breakdown of Costs

We are not obligated to provide a detailed breakdown of the individual costs involved in your holiday package.

3.5 Refund Policy for Cancelled or Restricted Excursions

In cases where excursions are cancelled or restricted, including national or public holidays, we will offer a refund equal to the ticket price and our contracted rate. Infants and children may sometimes be ineligible for this refund.

3.6 Dynamic Pricing Policy

Star Tours employs a dynamic pricing policy, meaning that tour prices may fluctuate due to various factors, including service availability, demand or the addition of new services. The price quoted at the time of your booking is final; we cannot adjust it to match any previous prices. Please note that our website will always display the most current pricing, as brochures may be published several months in advance and may not reflect the latest updates.

4. If You Change Your Booking

4.1 For Coach Tours, the following amendments can be facilitated given that written notification via email only is received within the timelines mentioned below:

Amendment / Change for Coach Tours Only	More than 30 days before departure	29-14 days before departure	13-8 days before departure	7-3 days before departure
Name Change	£25 per person	£50 per person	£75 per person	£100 per person
Tour Date Change	£25 per person	N/A	N/A	N/A
Tour Upgrade (Longer Tour)	Free	N/A	N/A	N/A
Tour Downgrade (Shorter Tour)*	£25 per person*	N/A	N/A	N/A

4.1 (a) When downgrading a tour, the payment must be settled in full at the time of the change, treating it as a final modification. Downgrades are limited to a three-day tour option only. This option is not extended to tours spanning two days or less, UK Tours, or services from our affiliate partners.

4.2 The cancellation policies for One Day tours align with those stated in Clause 5.1. Modifications to name or date change for one day tours is possible upon presenting a written notice at least 7 days before travel; this will incur an administrative charge of £15 per person.

4.3 A cap of two amendments per booking is allowed. The fee structure will be employed for each change, subject to approval.

4.4 Altering and then reverting to the initial booking will be perceived as change(s), for which no refunds, discounts or compensations can be pursued.

4.5 All passengers in a booking, including those in conjunction with bookings, must adhere to the same pickup and drop-off locations. Changes to these locations can be requested up to 10 days before departure (21 days for bank and national holidays), subject to our approval. Note that changes within ten days of departure will not be accommodated. If the change can be made, a £15 per person administrative fee will be applied. Pickup and drop-off locations will be confirmed 24 hours before departure based on availability.

4.6 For Flight Tours and FIT Tours, any amendments, including name or date changes made more than six weeks before the departure date, will incur a fee of £100 per person. Within six weeks of the departure, no changes can be made. These amendments will also be governed by the cancellation policies stated in clause 5.1 of these guidelines. Please note that changes cannot be made to bookings where flight tickets have been issued for visa purposes.

4.7 Please be advised that any alterations will nullify previously applied discounts, offers, or deals rendered at the initial booking stage.

4.8 For bookings where flights have been arranged and tickets issued as part of an additional service, these flights are 100% non-refundable and non-changeable once issued. This applies regardless of the reason, including flights issued for visa purposes or as part of a tour package. No refunds or changes can be made once flight tickets have been issued.

4.9 Surcharges on international cards will not be refunded when a booking is cancelled.

NOTE: Certain travel arrangements (such as Apex/No-frills airline tickets) may be immune to changes post-reservation, potentially triggering a cancellation charge of up to 100%.

5. If You Cancel Your Holiday

5.1 Notification of Cancellation

Should you or a party member decide to cancel the holiday, the primary contact must formally notify us or the travel agent where the booking was made in writing.

5.2 Cancellation Charges

Upon your notification of cancellation, we will apply the cancellation fees as stipulated in the table. These fees are determined based on the timing of your written notification. This policy holds under various circumstances, including but not limited to:

- a) Non-compliance with the outlined payment schedule for the tour
- b) Visa denials for any of the countries included in the tour itinerary
- c) Inability to travel for various reasons such as medical conditions, death, or jury service (contact us for a comprehensive list)

Notice given for Cancellation	Coach Tours	Other Tours
More than 28 Days	25% of total holiday cost	40% of total holiday cost
27 - 14 Days	50% of total holiday cost	75% of total holiday cost
13 - 7 Days	75% of total holiday cost	90% of total holiday cost
6 Days or less	100% of total holiday cost	100% of total holiday cost

Please note that the percentages in the cancellation charge table represent a portion of the total holiday price, excluding any insurance premium or additional charges; these may still require full payment (examples include but are not limited to visa charges, courier fees, and postal charges).

5.3 Rebooking Following a Cancellation

If you choose to cancel a holiday and then rebook, the terms stipulated in the cancellation section of these booking conditions will be applied.

6. Bookings Made Online

6.1 Provisional Bookings

Bookings initiated through our web portal are provisional until we confirm them by issuing a final confirmation invoice. Please note that a payment made at the booking time does not guarantee booking confirmation.

6.2 Booking Review and Accuracy Check

Star Tours reserves the right to review all online bookings for accuracy before confirming the requested services. If any part of your booking violates our terms and conditions or published information, we may decline the booking. In such cases, we will contact you to address the discrepancies, allowing you to modify your booking according to the prevailing policies and prices or cancel your provisional booking. Please note that the online booking system may sometimes allow selections that are subject to our approval and are contrary to our policies.

6.3 Payment Details

All payments made via the online booking portal must be in UK Sterling. If you opt to pay with a non-UK/EU bank debit/credit card or a FOREX/Pre-paid card, be aware that you will bear any surcharges/fees levied by your issuing bank or building society and a 2% card fee. Transactions made with Business or Corporate cards will incur a 4% surcharge.

6.4

You are responsible for verifying that all details are accurate before finalising your booking with a payment. Should any changes be necessary post-confirmation, they will be subject to the cancellation or change fees outlined in clauses 4 and 5 of these terms and conditions.

7. If We Change Your Holiday

7.1 General Modifications

We reserve the right to make necessary alterations to your holiday arrangements anytime. Suppose we cannot provide the booked travel arrangements or a similar alternative. In that case, you have the option to

either receive a complete refund of all monies paid or accept an offer of alternative travel arrangements of a comparable standard, if available.

7.2 Minor Alterations

7.2 (a) Minor alterations to your holiday, such as adjustments to travel times, excursions, departure and return points, transportation mode to a significant joining point, short-term changes in accommodation standard, or non-significant itinerary amendments, will not entitle you to any compensation.

7.2 (b) Dover, Calais, Medway, and Folkestone pickups are conditional upon ferry services departing from the Dover Port and are not guaranteed. You may initially choose these; however, if unavailable, you must modify your pickup location, with no liabilities falling on Star Tours for any associated costs.

7.2 (c) If an external pickup service is utilised, transportation to the coach boarding point may be facilitated through a variety of vehicles, including private cars or minibuses. Return services might have a waiting period of 90 minutes for a connecting coach.

7.2 (d) We reserve the right to alter external pickup timings at our discretion. You will be notified within 24 hours of departure.

7.3 Significant Alterations

In the event of substantial changes to your holiday, such as altering your UK airport (excluding transitions between recognised London airports) or modifying your departure/return time by over 12 hours, we will notify you promptly. Subsequently, you may either accept the modified holiday arrangement, choose a different holiday option (with a refund for any price difference), or cancel your booking.

7.4 Cancellation Following Major Changes

Suppose you cancel your booking owing to a significant change. In that case, we will refund all amounts paid towards services exclusively offered by us, with no compensation covering other bookings or potential losses arising from the change.

7.5 Limitations on Compensation

We are not obliged to offer compensation for either minor or substantial changes, including, but not limited to:

7.5 (a) The tours' cancellation results in additional costs for services booked separately.

7.5 (b) Events unforeseen or beyond our control, encompassing natural disasters, political unrest, or transportation disruptions, which could not be averted despite exercising all necessary precautions.

7.5 (c) **Force Majeure:** Star Tours is not liable for delays or failures caused by events beyond our control, including war, terrorism, civil unrest, strikes, natural disasters, epidemics, government restrictions, or technical issues with transport. In such cases, no refunds or compensation will be due beyond what suppliers themselves may provide though alternative arrangements may be offered if available.

7.6 Excursion Cancellations

In circumstances characterised by unusual or unforeseeable conditions, including national or public holidays in the visited country necessitating the cancellation/restriction of an excursion, we will provide reimbursement options at our contracted rate only. These options may vary depending on circumstances and will not extend to infants and children.

7.7 Events and Festivals

Due to occurrences such as trade fairs, exhibitions, and national holidays, there might be a necessity to alter the designated hotels and locations. Despite our efforts to avoid these situations, any changes necessitated by such events will not be valid grounds for grievances during or after the tour.

7.8 Changes During Major Events

During major events, the itinerary may be altered at short notice. Sightseeing may be affected, and certain landmarks may be inaccessible, requiring

substitutions that might not be advised in advance. Tour routing will follow local restrictions. Delays or missed sights caused by traffic disruptions or road closures will not be eligible for reimbursement.

8. Our Right to Cancel Your Holiday

8.1 Minimum Number of Participants Required

A minimum number of passengers must be met for our tours to operate. We reserve the right to cancel the tour if the minimum number is not reached. If this occurs, we will refund the total amount paid for the tour. Please note that we are not liable for any other costs incurred due to cancellation, including but not limited to visa service charges and flight costs.

8.1 (a) **Cancellation Notice:** We will notify you of any cancellations at least 14 days before the departure date via phone, email, or written correspondence. For tours lasting less than two days, you will be notified at least three days before departure.

8.1 (b) **Rebooking After Cancellation:** If a cancellation occurs and you choose to rebook on a different date, any fare differences for the new booking will be your responsibility.

8.2 Alternative Arrangements

We hold the right to cancel your holiday for any reason. If we are compelled to cancel your holiday before departure for any other reason, we will strive to offer alternative arrangements of a similar standard and price, if available.

9. Special Needs and Requests

9.1 Medical Disclosure

Passengers must disclose any medical conditions or mobility issues that may affect their participation in the tour at the time of booking. Star Tours reserves the right to refuse travel if such conditions are not declared in advance.

9.2 Booking Refusal

Star Tours maintains the right to decline a booking or service based on the suitability of a tour for an individual passenger.

9.3 Accommodating Special Needs

We endeavour to accommodate special needs and requests, but we cannot guarantee that all our tours will suit individuals with special needs, including wheelchair accessibility.

9.4 Special Requests

(a) If you have special needs or requests, please inform us in writing. It should be noted that making a request does not guarantee that it will be accommodated.

(b) Requests for services such as packed breakfast should be directed to the respective hotel, and the client will bear any additional costs. Star Tours cannot guarantee or be held responsible for such services.

9.5 Assistance During the Tour

We cannot provide personalised assistance for walking, dining or other personal needs.

9.6 Accessibility Concerns

If step-free access is a critical requirement for your tour, we strongly advise consulting with our sales team before booking to understand the suitability of various amenities.

9.7 Language of the Tours

All tours are conducted in English.

10. Right to Refuse Service

10.1 Grounds for Refusal or Termination

We may refuse a booking or terminate your holiday under the following circumstances without offering compensation or a refund:

- a) Failure to disclose relevant medical conditions or disabilities requiring special assistance.
- b) Inability to cope with the holiday demands.
- c) Engaging in actions likely to cause distress, harm to others, or damage to properties.

10.2 End of Responsibility Upon Termination

Our responsibility ends when we terminate the holiday under the conditions stated in clause 9.

10.3 Consequences of Termination

Terminating your holiday under this clause does not entitle you to a refund or compensation.

10.4 Passenger Responsibilities

Passengers must follow instructions from Star Tours staff and be punctual for all departures. Respect for local laws, customs, and fellow travellers is required. Failure to comply may result in removal from the tour without refund.

10.5 Tour Manager Authority

The Tour Manager's decisions on operational matters, including timings, seat allocations, and routing, are final and must be followed by all passengers.

11. Our Obligations to You

11.1 Excursion Availability

Not all optional or additional excursions listed may be available during your tour. Any excursions purchased locally from third parties are outside your contract and not Star Tours' liability.

11.2 Limitations on Our Liability

Our liability regarding any loss, damage, or injury you might suffer due to the holiday is limited under specific circumstances and governed by applicable international conventions.

11.2 (a) **Unforeseeable Circumstances:** We will not be liable for issues arising from circumstances beyond our or our supplier's control, which could not have been foreseen or prevented with due care. Compensation will not be given for delays due to unforeseen circumstances.

11.2 (b) **Carrier's Conditions:** Your travel as part of the holiday may be subject to the carrier's conditions of carriage, which may limit their liability as per international conventions.

11.2 (c) **Coach Breakdown:** Regarding coach breakdowns, we limit our liability to reimbursing the amount paid to the supplier for missed attractions as per our contracted rates. While we will attempt to replace or repair the coach promptly, delays might occur due to uncontrollable reasons. We reserve the right to use a replacement coach to complete the journey, which may not offer the same amenities as the original coach.

12. Liability

12.1 Star Tours will not be held responsible, under any circumstances, for the following situations involving the passenger or their co-traveller(s):

- a) Any issues arising from the loss or destruction of passports/travel documents before or during the tour, including any additional expenses incurred due to such events.
- b) Personal injury, delays, sickness, accidents, death, discomfort, increased expenses, consequential loss and/or damage due to theft or injuries, regardless of how they occurred.
- c) Temporary or permanent loss/damage to baggage/personal effects, regardless of the cause, including wilful negligence by any person.

- d) Loss of baggage during air, cruise line, or ground transportation.
- e) An airline or airport personnel preventing a tour participant from boarding the aircraft for reasons beyond Star Tours' control.
- f) An airline failing to accommodate tour participants despite holding confirmed tickets.
- g) Damage or loss caused by events beyond Star Tours' control (including force majeure events and exceptional circumstances).

12.2 Star Tours' liability arising from this contract regarding your holiday, tour, or excursion will not exceed the total amount paid or agreed to be paid for the holiday. It will not include any consequential loss or additional expenses in any case.

12.3 You are responsible for checking in for flights and tours and presenting yourself at pre-booked attractions at the specified times while on holiday. Star Tours will not be liable for any missed flights/tours due to late check-ins or late arrivals, and no credit or refunds will be issued for failing to utilise any component of your tour.

12.4 The hotels utilised will not feature amenities such as air-conditioning, fans, kettles and other services you may be accustomed to. While efforts are made to contract hotels offering these amenities, there is no guarantee. In the event of non-functioning or unavailable amenities, no compensation will be provided.

12.5 Unused Services

No refunds or reductions will be made for services not used by the passenger, whether by choice or due to circumstances outside Star Tours' control.

13. Complaints

13.1 Should you encounter any issues or have complaints during your holiday, promptly notify the relevant supplier (e.g., hotel owner) and our tour representative to facilitate immediate resolution. If unresolved, lodge a formal complaint within 28 days of your holiday's conclusion.

13.2 No liability will be assumed for complaints involving the negligence of our suppliers, subcontractors, or agents.

13.3 We aim to address complaints within 28 days; however, responses might be delayed due to investigations and waiting for feedback from suppliers or third parties. Disputes or claims arising from your contract or holiday must adhere to the ABTA arbitration scheme or be taken to the courts of England and Wales, which hold exclusive jurisdiction. For further details on the arbitration scheme, visit the ABTA website at www.abta.com.

13.4 Failing to adhere to this complaint procedure diminishes our ability to investigate and address your concerns while on the tour, affecting your rights under this contract.

14. Passports & Visas

14.1 General Provisions

(a) **Application:** The passengers are responsible for allocating sufficient time for passport applications based on the guidelines provided by relevant embassies. Star Tours may impose additional charges for visa services beyond the standard fees during peak periods.

(b) **Travel Documents:** Passengers must ensure they secure all requisite travel documents before the start of the tour. Those processing visas with Star Tours should note that visa acquisition cannot be guaranteed, as the embassies hold the final authority. If a passenger fails to secure necessary travel documents after confirming the tour, the cancellation policy outlined in these terms and conditions will apply.

(c) **Visa Service Provision:** The visa assistance service is available at an extra fee, separate from the holiday package cost. Passengers must provide all documents; incomplete submissions will not be accepted. Star Tours determines the visa application submission date and is not liable for consulate decisions or any loss/damage of documents during the process.

Visa approvals are at the consulate's discretion. Ensuring the correct visa before travel is the passenger's responsibility. Failure to do so activates the cancellation policy noted in clause 5.1. Star Tours bears no responsibility for loss or damage to documents and passports during embassy procedures.

(d) In instances where Star Tours UK is managing your visa process and it is rejected, refused, or delayed by the consulate, cancellation charges will apply based on when the update is received before departure: an update received more than ten days before departure will incur a 25% charge for coach tours and a 40% charge for flight & FIT tours; updates received within ten days of departure will incur a 35% charge for coach tours and a 50% charge for flight & FIT tours. All visa fees and service charges are non-refundable.

14.2 Documentation Check

(a) **Travel Document Verification:** Passengers must scrutinise all travel documents issued in conjunction with the booking as soon as they receive them. Inconsistencies should be reported within 24 hours of receipt to avoid responsibility for associated amendment costs.

(b) **Additional Documentation Requests:** If passengers are handling visa procedures independently, they must inform Star Tours regarding any extra documentation required, such as hotel confirmation on a letterhead. If the embassy requests further information or supporting documentation, it is the passenger's responsibility to inform Star Tours and request the necessary documents. Please allow a preparation period of 14 working days for issuing such documents. Star Tours will not be responsible for any delays or issues if required documents, other than the visa letter, are not provided.

(c) **Additional Passport Information (API):** Certain airlines mandate API, and failure to provide this might result in denied boarding with no compensation or refund available from Star Tours.

14.3 Travel Documents

All passengers must carry valid passports, visas, tickets, and any other required documents at all times. Failure to present these when required (e.g. at borders, airports, or attractions) may result in denied travel or entry, for which Star Tours accepts no liability.

15. Health

15.1 Travel Insurance

All passengers must have valid health and travel insurance from local providers before embarking on the journey. This must cover the entirety of the tour duration.

15.2 Vaccinations and Health

(a) Check your country's Department of Travel & Health website for destination-specific vaccination requirements. Maintain records of medical conditions and medications.

(b) **Allergies and Dietary Restrictions:** Individuals with severe allergies should take necessary precautions before the trip, as we cannot guarantee allergen-free environments. Star Tours cannot be held accountable for the actions of other passengers that may trigger someone's allergies.

16. Damage or Loss of Property

16.1 Liability

You shall bear the costs for any damage or loss caused by you or your party during the tour, failing which you will be liable for any resultant claims or legal actions.

16.2 Lost Property

Star Tours is not responsible for recovering lost property due to safety and legal considerations.

17. Holiday Insurance

We insist that all travellers secure travel insurance when booking their holiday to initiate immediate coverage.

18. Financial Protection & Licensing

Being an ABTA (W8770) member and holding an ATOL License (5639) issued by the Civil Aviation Authority, we adhere to ABTA's Code of Conduct, ensuring a high standard of service. More information about your financial protections and recourse in cases of service non-provision due to insolvency are detailed in the ATOL certificate and can be referred to on www.abta.com.

19. Data Protection Statement

We abide by the UK GDPR and national data protection laws, only processing your data with your explicit consent or as legally required or permitted. We prioritise protecting your data from unauthorised third parties, and you can opt out of our communications by writing to our specified address.

19.1 Photography and Media

Travellers may take photos and videos but must do so respectfully and with consideration for others. If recording is intrusive, you may be asked to stop; refusal can result in removal from the tour. Content shared online that includes staff, suppliers or passengers requires their consent, and Star Tours accepts no responsibility for such material. Company staff or representatives may capture photos or video for marketing purposes. If you do not wish to appear, please inform your Tour Manager at the start of the tour.

20. Brochure/Website Accuracy

While the information provided by Star Tours Ltd was accurate as of November 2025, we cannot be held accountable for unforeseen changes or force majeure events affecting the availability of services, amenities, and access to various sites. It is advised to verify the status with us before making any plans.

Terms & Conditions for Special Discounts

1. The special discount applies only to adults and children above two years, excluding infants.
2. The discount is applied solely to the tour cost, excluding optional add-ons, seat supplements, flights, pickups, visas, or other additional costs.
3. This offer is available to the first 500 passengers only.
4. A 10% discount or 7% discount is valid until November 30, 2025, & applies exclusively to bookings paid in full. This encompasses all European group tours (both coach and flight packages) and multi-day UK tours scheduled for 2026, barring the departures in January 2026. The extension or alteration of this offer remains at our discretion.
5. The 5% discount will end on January 31, 2026, affecting selected European group tours and UK day tours planned for 2026. Should the offer be extended past this date, it will not apply during the Easter, May Bank holiday, or Spring Bank Holiday tours. The discount will also not be extended to flight tours after that.
6. This discount cannot be used in conjunction with any other offers.
7. The discount will only be validated once the payment is received.
8. All discounts are subject to availability at the time of booking.
9. Star Tours retains the right to withdraw this offer at any point without prior notification, in part or complete withdrawal.
10. Additional packages or passengers added to the original booking post the offer expiration date will not be eligible for the discount.
11. Star Tours employees, partners, or affiliates, and those of its subsidiaries, are not eligible for this offer.
12. Star Tours holds the right to rectify any pricing errors.
13. Amendments to the original booking, including passenger cancellation, tour downgrades, name changes, and date changes,

will nullify the discount and incur standard terms and conditions charges.

14. Discount will not be applicable on certain worldwide or far away tours, as well as India Tours.

Terms & Conditions for Reduced Deposit Scheme

1. A lower deposit (amount advised at booking) may be paid per person to secure your place.
2. This deposit is non-refundable and non-transferable.
3. The full balance must be paid by the standard due date in Clause 2.1 of the main Terms & Conditions.
4. If the balance is not paid on time, your booking will be cancelled and the reduced deposit lost.
5. Normal cancellation and amendment charges apply. The reduced deposit will always be forfeited.
6. Changing or downgrading a tour may require the deposit to be topped up to the full standard deposit. Discounts may also be withdrawn.
7. This scheme cannot be used with any other discounts or promotions unless stated.
8. This offer is only valid for coach tours up to 5 days.
9. Not valid for One Day Tours, Flight Tours, tours by Eurostar, FIT Tours, partner tours, or departures within 30 days.
10. Visa letters may be issued; however, once issued, no changes or refunds will be permitted under any circumstances.
11. Star Tours reserves the right to amend or withdraw this scheme at any time. Existing bookings will remain under the terms given at the time of booking.

Terms & Conditions for Ben Nevis Tour - 5% Discount Offer

1. The Offer is valid only with the presentation of the original physical Ben Nevis Tour ticket. Photocopies, screenshots, or any digital reproductions will not be accepted unless the booking is made electronically as outlined in Clause 2.
2. For electronic, online bookings, a clear photo of the original physical ticket must be submitted at the time of booking. The ticket must be visibly destroyed (cut or torn) to validate the single-use nature of the offer.
3. The Offer may be redeemed against one (1) booking only and cannot be reused. The offer is limited to one (1) redemption per individual, family, or household.
4. Multiple claims using different tickets from the same family, address, or contact information will not be honoured.
5. The Offer applies only to new bookings made after the date of the Ben Nevis Tour ticket. It is not valid for existing or amended bookings.
6. The Offer has no cash value, may not be exchanged for money, credit, or other services, and is non-transferable.
7. The ticket or valid electronic submission (as per Clause 2) must be presented at the time of booking. Claims after booking will not be accepted.
8. The Offer cannot be combined with any other promotion, discount, early bird pricing, promo code, voucher, or loyalty reward.
9. All bookings made using this offer are strictly subject to availability. A capped number of discounted places will be allocated per departure, and the Company reserves the right to close redemption once that limit is reached.

10. The Offer is only valid for tour departures up to 31st December 2026. It is applicable exclusively to UK and European coach tours and is not valid for travel on Bank Holidays.
11. The offer is subject to availability and may be limited by tour capacity, dates, or other factors. A discount being advertised does not guarantee its availability for all bookings. In the event of a discount being withdrawn, the standard tour price will apply.
12. The voucher must be redeemed by the expiry date mentioned on it. It will be considered void if not utilised by the mentioned expiry date.
13. Star Tours reserves the right to modify, suspend, or withdraw this offer at any time, for any reason, without prior notice. This includes cases where valid tickets are submitted after the withdrawal date or after the offer has expired.
14. The Company reserves the right to refuse any redemption it deems to be fraudulent, duplicated, tampered with, or not compliant with these terms.
15. All bookings are governed by Star Tours' standard Terms & Conditions. The offer does not supersede any existing booking policies or requirements.

Terms & Conditions for Loyalty Stars

1. Loyalty Stars are earned based on tour, excluding extras, and are assigned after booking verification; Loyalty Stars will not be granted in conjunction with other offers or on bookings made through third parties, including online travel agents and industry operators.
2. Loyalty Stars have no cash value and cannot be exchanged for cash or vouchers.
3. Loyalty Stars are valid for 24 months from the credited date, after which they will expire automatically from the account.
4. Loyalty Stars are activated only upon the completion of the tour and are linked exclusively to the email address used during booking; the same email must be utilised for redeeming points. Loyalty Stars from multiple accounts for groups cannot be combined for purchases.
5. Once redeemed, Loyalty Stars are non-refundable and non-transferable.
6. In the case of a refund for a tour, the loyalty stars awarded for that specific tour will be withdrawn from the account.
7. Loyalty Stars will not be retroactively applied or available for tours booked using existing points, additional excursions, front seat bookings or partner tours and excursions.
8. Members can resign from the loyalty scheme at any time through a formal request sent by post or email to Star Tours Ltd.
9. Star Tours Ltd retains the right to amend membership details and the terms and conditions of the loyalty scheme at any time without notice.
10. The Stars offered for each tour are solely determined by Star Tours. 1 Star = £0.01 (1p) discount.
11. Modified, cancelled or changed tours will not be eligible for loyalty stars rewards.
12. If the loyalty scheme is discontinued, the accumulated points will no longer hold any value and cannot be used for any services within Star Tours Ltd.
13. Star Tours Ltd reserves the right to terminate any loyalty account without notice, irrespective of the number of accrued points.

Terms and Conditions for Front Seats

1. Front seat booking is available at a charge. Only adults can occupy the front seats; children and infants are prohibited.
2. Paid front seats are subject to availability.
3. Star Tours maintains the right to change the seat assignment and refund the seat booking amount, if necessary, due to various reasons recognised as valid by Star Tours Ltd and its affiliates.
4. Booking cancellations solely based on the unavailability of front seats are not permitted; additionally, if a booking is cancelled, the front seat cost is subjected to a 100% cancellation fee.
5. Alterations to the departure dates, initiated by either the customer or Star Tours, do not guarantee front seat availability in the new booking. However, a refund will be facilitated for the front seats if unavailable.
6. Front seats will not offer extra legroom or superior features compared to other seats. Front seats will be allocated behind the driver or courier depending on the coach layout of the tour guide microphone.
7. Once confirmed, front seat bookings cannot be cancelled and are subjected to a 100% cancellation charge; these bookings are also non-transferable.
8. While occupying a front seat, wearing your seat belt is compulsory.
9. Pregnant individuals or those with medical conditions or other circumstances preventing them from assisting other passengers in emergencies are ineligible for front-seat booking.
10. Star Tours reserves the right to offer any unsold front seats at no extra cost according to its seating policy.
11. The front seat booking facility is available on selected tours and departure dates.
12. Front seats can only be purchased in pairs, excluding single travellers from availing this service or for groups of more than two and families.