

RESOLUTE

AMERICAN HERITAGE IN THE UK

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Tour Packages Terms & Conditions

This document outlines the terms and conditions for the provision of a tour package with Resolute Experiences (UK) Limited, hereafter referred to as Resolute Experiences. By signing up for a tour package with Resolute Experiences, you are agreeing to these terms and conditions so please read the document carefully before you complete your booking.

Tour Price Guarantee

Our tour prices do not include air fares, and are subject to change without notice due to the unpredictability of currency rates and trip costs. However, your price for the tour you've selected will be guaranteed on the receipt of your deposit.

Included in Tour Price

All accommodation (minimum standard of 4 star) with breakfast for each night of your tour package including the evening directly prior to the tour commencing, all lunches and most evening meals are also included as determined by Resolute Experiences; all admissions to visitor attractions included on the tour itinerary; an experienced Tour Host to be with the group for the duration of the main tours; access to our Resolute Concierge Service; all transportation during the tour with the exclusion of independently organised excursions; transportation to excursions organised by Resolute Concierge will be included at an additional cost; welcome gift on the first day of your tour with hard copy of your itinerary and associated guide books; refreshments during coach journeys.

Itineraries are subject to change and uncompleted portions of the tour itinerary due to unforeseen circumstances are not cause for refund.

Package Payments

To reserve your tour package, you must agree to these terms and conditions and provide us with a deposit of £200 per person. We accept bank transfer and most major credit cards. We do not accept personal checks, bank drafts or money orders. Your final tour payment is due to us 90 days prior to the start of the tour, in one payment. Your final payment due date will be listed on your confirmation letter and tour invoice. Failure to meet the final payment deadline may result in you being removed from the tour. If you sign up for a tour less than 90 days before its departure, the entire tour price must be paid, and is non-refundable after 7 days.

Solo Travellers And Single Supplements

If you are travelling alone, you will be required to pay a mandatory single supplement which will guarantee a private room. However, should you wish to travel independently with another passenger (e.g. a friend or relative) and share a room, neither guest will be required to pay the single supplement charge. Guests who wish to share should inform Resolute Experiences at the time of booking. Guests are welcome to change their booking to a shared/single room up to 30 days in

advance of the tour start date but will be subject to availability and the cost of the single supplement for that tour date.

Single supplements are refundable if cancelled at least 90 days prior to tour departure; those cancelled later will be forfeited, unless you booked a tour less than 90 days before its departure date, in which case, the single supplement becomes non-refundable after 7 days, but may be creditable in the event of a medical or family emergency.

Cancellations, Refunds, And Credits

Your tour deposit is 100% refundable for 7 days from the date it is received, unless noted otherwise. Payments made more than 90 days before a tour departs become non-refundable on the final payment due date. If you book a tour less than 90 days before its departure date, the entire tour cost becomes non-refundable after 7 days, but may be creditable in the event of a medical or family emergency. Once your deposit refund date has passed, your deposit will not be refunded under any circumstance.

In the event that Resolute Experiences have to cancel a tour on which you have reserved, the entire amount you have paid for the applicable tour will be refunded to you within 14 days from notification of the tour being cancelled. However, in the event that you wish to transfer to another tour with availability within 14 days of notification of a cancellation, we will arrange for your booking to be changed with no transfer fee and the full amount will be credited against the alternative tour price. Once a new booking has been confirmed, Resolute Experiences or its partners will have no obligations to guests on cancelled trips including but not limited to additional costs or fees related to the issuance and/or cancellation of airline tickets or other travel reservations not made by us.

Transferring To Another Tour

We understand that plans can change and we will endeavour to work with guests to rearrange their tour packages. Up to 30 days prior to your tour's departure, you can transfer to any other tour within a 6 month period with seats available, applying your existing deposit and with no transfer fee. If you transfer to a different tour, the price of that tour will be applied, effective on the date we confirm your transfer. Transfers less than 30 days before your tour's departure are not possible.

All payments to Resolute Experiences become non-refundable on your final payment due date (90 days before departure). We may provide you a credit for future travel with Resolute Experiences if you cancel your reservation for a creditable event (credible events are outlined below) before the tour begins. If you cancel your reservation for a creditable event more than 30 days before the first day of the tour, your credit will be equal to 100% of your original tour price. If you cancel your reservation for a creditable event 1-30 days before the first day of the tour, your credit will be equal to 50% of your original tour price. The credit is not transferable and will expire on December 31, two years following the year of the originally scheduled tour (e.g. if you receive a credit for a tour set to depart in 2022, you may use that credit toward any tour(s) departing prior to December 31, 2024). Please note that this is not insurance and is not intended as a substitute for comprehensive travel and health insurance.

Creditable Event

Resolute Experiences defines a creditable event as one of the following medical or family emergency events that requires you to cancel your reservation. A creditable event must first occur less than 60 days prior to your tour's start date. The determination if your situation as a Creditable

Event is at the sole discretion of Resolute Experiences. For these purposes, we consider your traveling partner to be someone who shares the same accommodations with you and a family member to be your spouse, step-child, or blood relative in the first degree.

You, your travel partner or a family member dies or suffers an unexpected and disabling injury or illness requiring hospitalisation or urgent medical care prior to joining the tour.

You, your travel partner or family member suffers a certifiable personal disaster (such as your home floods or burns down, or you are a victim of a serious crime) necessitating a change in travel plans.

You or your spouse are called into active military service or have leave revoked.

Loss of employment.

Credit Request Process

If you need to cancel your tour package you must notify Resolute Experiences immediately in writing via email to bookings@resolute-experiences.com. Cancellations become effective on the date received by Resolute Experiences and are governed by these terms and conditions. If you wish to request a credit for a creditable event and you have comprehensive travel insurance, you must first file a claim with your insurance provider before requesting a credit from Resolute Experiences. Resolute Experiences will only process your request for credit after you have filed a claim with your insurance provider and can demonstrate the final insurance payment or settlement. You also must provide the following documentation along with your cancellation notice: For an unexpected illness or injury, we require you to provide a letter from your attending physician, on the physician's letterhead, verifying the specific reason and date of the onset of the condition given for advice against traveling; in the event of a death, we require a death certificate or obituary; due to a crime, flood, fire or accident, you must provide a copy of a pertinent police, fire department or investigative report; for unexpected loss of your job, we require a letter signed by your employer specifying the date of termination, on the company's letterhead (including contact information).

Tour Forms, Obligations, And Risks

To travel on a tour package, and to qualify for cancellation credit, all tour members are required to review and accept these terms and conditions prior to the beginning of a tour. Omitting important information, or altering the Release and Waiver Agreement, will render it invalid, and could result in expulsion from a tour at your own expense.

Participation

Our guests' enjoyment and safety are our primary concerns, however we do not accept responsibility for the behaviour of our guests. In situations when someone participating in a tour can misbehave or do things that are incompatible with the safety, comfort, or convenience of other members of the tour, Resolute Experiences have the exclusive right and discretion to expel guests from a tour at any time.

Tour Member Expectations

Resolute Experiences tour packages are physically active, our hotels are centrally located and have been hand selected as quality hotels but may provide fewer American-style amenities.

Be comfortable on your feet with brisk two-hour walking tours plus standing and walking for up to four hours inside museums and outdoors in all weather conditions. We will stop for regular breaks and meals.

All hotels have WiFi provision.

Hotel concierge services will be available in most of our hotels but guests may have to transfer their luggage from the coach to their room.

We respectfully ask guests to note that some of the buildings and sites we include on our tours are old buildings, some dating back to the 11th century, and have limited access meaning that guests with some physical disabilities may not be able to participate in all activities, however, we will endeavour to make your stay with us as comfortable as possible. Our Tour Hosts are not required to provide assistance for those with mobility issues. Tour members requiring help must be accompanied by an able companion who can be entirely responsible for providing the assistance. If guests have concerns about the physical demands of our tours, please contact us.

Smoking

Smoking and vaping in enclosed public spaces are prohibited by law in the UK, including the duration of any journey on transport. Our Tour Hosts will point guests to the nearest designated smoking area. We ask that guests who wish to smoke respect others by keeping their distance when smoking.

Jurisdiction and Governing Law

Resolute Experiences (UK) Limited is a registered company in England and Wales. As such, these Terms shall be governed by, and construed in accordance with, English law. The parties irrevocably agree that the courts of England shall (subject to the paragraph below) have exclusive jurisdiction to settle any dispute which may rise out of, under, or in connection with these Terms or the legal relationship established by them, and for those purposes irrevocably submit all disputes to the jurisdiction of the English courts.

For the exclusive benefit of Resolute Experiences (UK) Limited, Resolute Experiences shall also retain the right to bring proceedings as to the substance of the matter in the courts of the country of your residence, where these Terms are entered into.

Any legal proceedings brought by American or Australian citizens in courts in the United States of America or Australia, are not covered by this policy.