

Dragon Drascombe Ltd.

Lugger Sailing in the Sun

Terms and Conditions

Deposit and final payment

A deposit is requested on initial booking of 50% of the total cost. The final payment becomes payable 10 weeks before the commencement of the holiday.

Payment will be made by bank transfer or cheque to Dragon Drascombe Ltd, at its UK account with Lloyds Bank Plc.

Account no. 62732660

Sort code 30 91 92

Cancellation of a booking

You have the right to cancel the booking within 7 days of making the booking and receive the full deposit back. A cancellation request must be made by email to info@dragondrascombe.com. If the cancellation is made later than this period, Dragon Drascombe Ltd will not be liable to refund your deposit.

If the cancellation is made less than 10 weeks prior to the booking date then you will be liable for the full balance of the holiday. It is therefore imperative that you take out appropriate holiday travel insurance at the point of booking.

Special Terms for Summer 2020 ONLY due to Covid-19

For existing clients rolling their bookings forward to dates in September 2020, there will be no request for the final payment until within 4 weeks of the commencement of the holiday.

If they eventually go for a booking in 2021, then the final payment will be 10 weeks before commencement of the holiday.

For new bookings now for September and Early October 2020, there will only be a 10% deposit on a confirmation of booking, and this will be refundable for a period of 6 weeks. If the cancellation is made later than this period, Dragon Drascombe Ltd will not be liable to refund your deposit. The final payment will be requested within 4 weeks of the commencement of the holiday.

Insurance

Dragon Drascombe **strongly** recommends that you take out your own holiday and travel insurance.

Complaints and feedback

If you have issues whilst out on holiday then these must be communicated to the director, Philip Osborne, either at the Dragon Drascombe Base, or by calling him on +447812562579 as soon as these issues occur, so he has the opportunity to react and address these issues. If

you feel these issues have not been addressed to your satisfaction then you are asked to make this complaint in writing to the Dragon Drascombe UK office, address below.

A handwritten signature in black ink, appearing to read 'P. Osborne', written in a cursive style.

Philip Osborne, Director

Dragon Drascombe Ltd, UK Office address

Unit 2, Bridge Street Industrial Estate

Tredegar

Wales

NP22 4LA

info@dragondrascombe.com

Companies House Registration No 10643868