



US SS Tours Ltd

Standard Terms and Conditions

Company Information

US SS Tours Ltd

ATOL Protected: 12676

Protected Trust Services Member: 6185

These Terms and Conditions apply to all bookings made with US SS Tours Ltd (“we”, “us”, “our”). By booking a tour, the lead name and all participants (“you”, “your”) agree to be bound by these Terms and Conditions.

1. Your Financial Protection

US SS Tours Ltd is an ATOL-protected tour operator. Our ATOL number is 12676. In the unlikely event of our insolvency, the ATOL scheme ensures your money is protected and you are not stranded abroad.

We are also members of Protected Trust Services (membership number 6185), which means all funds paid to us are held in a secure trust account until the relevant suppliers are paid, ensuring additional financial protection.

2. Booking and Payment Terms

To confirm your place on a tour:

- A **non-refundable deposit** per person is required at the time of booking.
- **50% of the remaining balance** is due **6 months prior to the tour's flight departure date**.
- The **final balance** is due **3 months prior to the tour's flight departure date**.

Failure to pay by these deadlines may result in cancellation of your booking, and cancellation charges may apply as outlined in Section 5.

3. Pricing

All prices are quoted in GBP (£) and are per person unless otherwise stated. We reserve the right to amend prices due to changes in exchange rates, fuel surcharges, airport charges, or other unavoidable increases in supplier costs. You will be notified of any such changes at the earliest opportunity.

4. Changes by You

If you wish to make changes to your booking (e.g., change of participant, room type, or optional excursions), we will do our best to accommodate you. An administration fee may apply, and any increase in costs from third-party suppliers will be passed on.

5. Cancellations by You

If you cancel your booking, the following charges apply:

- **Deposit** – Non-refundable at all times
- **More than 6 months before departure** – Amount paid to date forfeited
- **3–6 months before departure** – Amount paid to date forfeited
- **Less than 3 months before departure** – 100% of total tour cost

All cancellations must be made in writing by the lead booker.

6. Changes or Cancellations by Us

We reserve the right to make changes to or cancel your tour due to unforeseen circumstances. In such cases, we will offer:

- A suitable alternative tour, or
- A full refund of all monies paid (excluding insurance premiums and any services already utilised)

Significant changes may include change of departure date, destination, or accommodation standard. We will always aim to notify you as soon as possible.

7. Travel Insurance

It is a condition of booking that you hold comprehensive travel insurance covering medical expenses, cancellations, personal liability, and repatriation. You are responsible for providing proof of this coverage prior to departure.

8. Passports, Visas and Health Requirements

You are responsible for ensuring that all travellers hold a valid passport, appropriate visas, and any required vaccinations. We accept no liability for issues arising from failure to comply with entry requirements.

9. Behaviour and Conduct

We expect all participants to behave in an appropriate and respectful manner throughout the tour. We reserve the right to remove any individual from the tour if their conduct is deemed unsafe, disruptive, or detrimental to the group, with no right to refund.

10. Liability and Responsibility

We act only as an agent for the various suppliers and accept no liability for injury, illness, loss, damage, or delays caused by third-party providers, acts of God, or force majeure events. Our liability is limited to the price paid for the tour.

11. Complaints

If you have a complaint during the tour, please inform the tour leader or supplier immediately. If not resolved, please submit a written complaint within 28 days of your return. We aim to resolve all issues promptly and fairly.

12. Jurisdiction

These Terms and Conditions are governed by the laws of England and Wales, and any disputes will be subject to the jurisdiction of the English courts.

For any queries, please contact:

US SS Tours Ltd

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Phone: +44 7715533601

Website: www.ussstours.com