

## **Terms and Conditions for Booking with That Bucketlist Duo**

These Terms and Conditions govern the relationship between That Bucketlist Duo (“we,” “us,” “our,” or “the Company”) and the client (“you” or “your”) for travel arrangements booked through our services. You agree to these Terms and Conditions by booking travel arrangements with us.

### **Role as Booking Agents**

That Bucketlist Duo solely acts as booking agents (*Operating under IATA: 10548020 and CLIA: 305285518*) for various approved suppliers through our host agency, Inteletravel UK (*ABTA P7384*). We facilitate travel arrangements on your behalf with contractually agreed suppliers - including but not limited to airlines, hotels, cruise companies, hospitality/ticketing providers and local tour operators.

All package holidays (flight and hotel combos) booked through us via our select suppliers are fully ATOL protected (*Air Travel Organisers Licensing*) and you will receive a certificate from the supplier to state this. You will be informed prior to booking, whether your vacation type constitutes as a package holiday.

### **Supplier Terms and Conditions**

Each supplier has its own terms and conditions, including cancellation and refund policies. These terms and conditions will be provided to you upon booking. By booking with us, you agree to be bound by the terms and conditions of the respective suppliers.

That Bucketlist Duo are not responsible for the terms, conditions, acts, or omissions of any supplier.

### **Travel Insurance**

While ATOL protection covers certain aspects of your booking, we strongly recommend that you obtain comprehensive travel insurance to cover potential risks and incidents during your trip.

It is your responsibility to ensure that your travel insurance is adequate and covers all activities and locations included in your travel plans.

### **Payment and Booking Procedure**

Payments for all travel arrangements will be made payable to us directly (either via an agreed BACS transfer or via payment link), and we will then pay the suppliers on your behalf.

Upon payment, you will receive confirmation of your booking, along with the supplier’s terms and conditions, including their contact information for customer support and complaints.

### **Visas and Travel Documentation**

You are responsible for obtaining all necessary visas and travel documentation required for your trip. We recommend checking the visa requirements for your destination well in advance of your travel dates.

We are not liable for any issues or delays related to the client’s failure to secure the required visas or travel documentation.

It is the responsibility of the client to ensure that their passport is valid and meets the necessary requirements for travel. Specifically: The passport must be valid for at least six months beyond the intended date of departure. The passport must contain a minimum of four blank pages for visas and entry/exit stamps.

Failure to comply with these requirements may result in denied boarding, entry, or other travel-related complications. The client acknowledges and accepts full responsibility for ensuring their passport meets these criteria.

### **Medical Fitness**

By booking with us, you confirm that you are in a fit medical condition to travel. Any medical conditions that may affect your ability to travel or participate in activities must be disclosed to us and the relevant suppliers.

We are not responsible for any medical issues or incidents that may arise during your trip.

### **Limitation of Liability**

We are not responsible for the actions, behavior, or service quality of any suppliers, local guides, hotels, or any third parties involved in your travel arrangements.

We do not accept any liability for poor services, dissatisfaction, or any other issues arising from the suppliers.

Our role is limited to booking and facilitating your travel arrangements, and we will not be held liable for any losses, damages, or claims arising from your travel arrangements.

### **Complaints and Disputes**

In the event of any dissatisfaction or complaints regarding the services provided by suppliers, you must contact the supplier directly using the provided customer support details.

We are not responsible for handling complaints, securing refunds, or resolving disputes with suppliers.

### **Indemnification**

You agree to indemnify and hold harmless That Bucketlist Duo from any claims, damages, losses, or expenses (including legal fees) arising from your use of our services, including but not limited to claims related to travel arrangements, supplier services, and any issues arising during your travel.

### **Governing Law**

These Terms and Conditions are governed by the laws of the United Kingdom. Any disputes arising from or related to these terms will be subject to the exclusive jurisdiction of the courts of the United Kingdom.

By booking travel arrangements with That Bucketlist Duo, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions. For any questions or further information, please contact us directly.