SAMPLE. Filled in for a fictional agency, Sample Travel Agency Ltd, to show how the finished terms read. It is not legal advice. Fields that depend on your country's law (registration, licence, client-money protection, complaints scheme, governing law and data protection law) are left in yellow brackets, and clauses 2 and 14 keep both options so you can compare them.

Sample Travel Agency: Booking Terms and Conditions

Version dated 20 November 2026. Please read these terms before you book. They form part of your contract with us, together with your booking confirmation and the conditions of the suppliers who provide your travel services.

1. About us

1.1 In these terms, "we", "us" and "our" mean Sample Travel Agency Ltd, registered in [country] under number [company number], with its address at 1 Example Street, Sample City. "You" means every person named on the booking.

1.2 [Licence or registration: insert your travel agent licence, trade association membership, ATOL number or bonding details, or delete this clause].

1.3 You can contact us at bookings@example.com or +00 0000 0000, Monday to Friday, 9am to 6pm local time.

2. Our role: agent or organiser

2.1 **Option A: agent.** For the services in your booking we act as agent for the suppliers (hotels, transport companies, tour and activity operators, airlines and others) named in your confirmation. Your contract for each service is with that supplier, and its own terms apply as well as these. We are responsible for making your booking with reasonable care and for passing on your payments and the information the suppliers give us.

2.2 **Option B: organiser of a package.** Where we combine travel services into a package for you and sell it at an inclusive price, we are the organiser of that package. We are responsible for the proper performance of every service in it, as the law of [country] requires, whether we provide the service ourselves or a supplier does.

2.3 Your confirmation will say which of these applies to each part of your booking.

3. Making a booking

3.1 The person who makes the booking (the lead name) must be at least 18, must have the authority of everyone on the booking to accept these terms for them, and is responsible for all payments.

3.2 Your booking is confirmed only when we have received your deposit or full payment and sent you a written confirmation. Until then, prices and availability can change.

3.3 Check your confirmation, vouchers and tickets as soon as you receive them and tell us about any mistake within 2 working days. Names must match each traveller's passport exactly. A name correction after that may cost a supplier charge.

4. Prices

4.1 Prices are in US dollars per person unless your quotation says otherwise. They include the services listed in your confirmation and the taxes we pay on them.

4.2 Prices do not include: visas, travel insurance unless listed, tips, personal expenses, optional excursions, and local taxes or fees that are payable directly at a hotel or attraction (for example a city or tourism tax).

Where we know of a charge payable locally, we will tell you before you book.

4.3 After your booking is confirmed, we will increase the price only to pass on changes in: the cost of transport caused by fuel or other power costs; taxes or fees charged by third parties not involved in providing your services, such as tourist taxes or airport and port charges; or the exchange rates that apply to your booking. We will pass on decreases in the same costs, less our reasonable administrative costs.

4.4 We will tell you about any price increase, with the reason and the calculation, no later than 20 days before departure. If the increase is more than 8% of the total price, you may accept it or cancel and receive a full refund.

5. Payment: deposit and balance

5.1 **Deposit.** A deposit of 25% of the total price is due when you book, or a higher amount where a supplier requires payment in full or a larger non-refundable amount at the time of booking. We will tell you the amount before you pay.

5.2 **Balance.** The balance is due 45 days before departure. If you book within 45 days of departure, the full price is due when you book.

5.3 Some services must be paid in full at the time of booking, such as non-refundable hotel rates, airline tickets and event tickets. We will say so in your quotation.

5.4 If we do not receive the balance by the due date, we may treat the booking as cancelled by you and apply the charges in clause 7.

5.5 You can pay by bank transfer or card. We do not add a fee for card payments. **We will never change our bank details by email.** If you receive a message giving new bank details, call us on a number you already know before you pay.

5.6 [How client money is protected: insert trust account, insurance or bonding details, or delete].

6. Changes you ask for

6.1 If you want to change a confirmed booking, tell us in writing. We will try to help but cannot promise that a change is possible.

6.2 Each change costs an amendment fee of USD 25 per booking, plus any charge the supplier makes. Some suppliers treat any change as a cancellation followed by a new booking; where that happens, the cancellation charges in clause 7 apply to the service being changed, and the new service is charged at its current price.

6.3 You may transfer your booking to another person who meets all the conditions of the booking if you tell us in writing at least 7 days before departure. You and that person are jointly responsible for the balance and any extra costs. Airline tickets usually cannot be transferred.

7. Cancellation by you

7.1 The lead name must cancel in writing. Cancellation takes effect on the day we receive it during our office hours.

7.2 The following charges apply, as a percentage of the total price of the cancelled services:

Notice before departure	Cancellation charge
60 days or more	Loss of deposit
59 to 30 days	50%
29 to 15 days	75%

Notice before departure	Cancellation charge
14 days or less, or no-show	100%

7.3 Where a supplier's own charge for a service is higher than the scale above, for example a non-refundable hotel rate, an airline ticket or an event ticket, we will charge that supplier amount for that service. We will have told you about it before you booked.

7.4 Insurance premiums and the planning fee in Part B are not refundable.

7.5 If unavoidable and extraordinary circumstances at or near your destination significantly affect your trip or your journey there, for example official advice against all travel, you may cancel before departure without a cancellation charge and we will refund what you paid for the services affected. This does not cover a change of plans or a reason personal to you, which is what travel insurance is for.

7.6 We will make any refund due within 14 days of cancellation, to the account or card you paid from, less the charges above.

8. Changes and cancellation by us or our suppliers

8.1 **Minor changes.** Suppliers sometimes have to make small changes, such as a different vehicle, a change to a tour's timing, or a different hotel of the same standard in the same area. We will tell you as soon as we can. No compensation is due for a minor change.

8.2 **Significant changes.** If we or a supplier must make a significant change to a main part of your booking before departure, we will tell you without delay and you may accept the change, accept a substitute we offer, or cancel and receive a full refund of what you paid for the affected services. Please reply within 7 days of our notice.

8.3 **Minimum numbers.** Group tours marked "minimum 10 travellers" may be cancelled if too few people book. We will tell you at least 21 days before departure and refund what you paid in full.

8.4 We do not pay compensation where a change or cancellation is caused by unavoidable and extraordinary circumstances (clause 15).

9. Travel insurance

9.1 We strongly recommend that every traveller has travel insurance from the day of booking that covers cancellation, medical treatment, repatriation, personal accident, and loss of baggage and money, including any activity you plan to do.

9.2 If you choose to travel without insurance, we will ask you to confirm that in writing. You will then be responsible for any costs that insurance would have covered.

10. Passports, visas and health

10.1 You are responsible for making sure every traveller has a valid passport, the visas, transit visas and entry permits they need, and meets any health or vaccination requirement for each country on the trip. Check passport validity and blank pages for every country you visit or pass through.

10.2 On request we will give general information about passport and visa requirements for the nationality you tell us. Rules change at short notice, so confirm them with the embassy or the destination government's official website before you travel.

10.3 If we help with a visa application, we act only to pass on your documents. The decision belongs to the authorities, and visa and service fees are not refundable if a visa is refused.

10.4 If a traveller is refused boarding or entry because of their documents, the cancellation charges in clause 7 apply and we are not responsible for any extra costs.

11. Special requests, health and accessibility

11.1 We will pass special requests (room type, bed type, dietary needs, celebrations) to the suppliers, but a request is not guaranteed unless your confirmation says so.

11.2 Please tell us before you book about any medical condition, disability or reduced mobility that may affect your trip, so we can check that the arrangements are suitable.

12. Supplier rules and your conduct

12.1 Suppliers' own rules apply, for example hotel check-in and check-out times, a security deposit or credit card at check-in, photo identification, and age limits on activities.

12.2 A supplier may refuse service to anyone whose behaviour puts others at risk or causes damage. No refund is due in that case, and you are responsible for any damage you cause.

13. Problems during your trip and complaints

13.1 If something is not as booked, tell the supplier (for example the hotel reception or your guide) and us at once, on +00 0000 0000 (24 hours), so it can be put right on the spot. If you don't tell us, we may not be able to help, and any compensation may be reduced.

13.2 If the problem is not resolved, write to us at complaints@example.com within 28 days of your return, with your booking reference and any evidence.

13.3 We will acknowledge your complaint within 5 working days and reply in full within 28 days.

13.4 [Alternative dispute resolution: name your scheme or trade association, or delete this clause].

14. Our liability

14.1 **Option A: agent.** We are liable for our own mistakes in making your booking. We are not liable for the acts or failures of the suppliers, whose own terms and liability apply, but we will help you make a claim against them.

14.2 **Option B: organiser.** We are responsible for the services in your package as the law requires. Where the law allows it, our liability for losses other than death, personal injury or illness, or loss caused intentionally or by our negligence, is limited to three times the price of the package.

14.3 We are not liable where a problem is caused by you, by a third party unconnected with your services in a way that could not be foreseen or avoided, or by unavoidable and extraordinary circumstances.

14.4 Where an international convention limits compensation for air, sea or rail travel, our liability is limited in the same way.

14.5 Nothing in these terms limits any liability that cannot be limited by law.

15. Unavoidable and extraordinary circumstances (force majeure)

15.1 This means events beyond our control and our suppliers' control whose effects could not have been avoided even if all reasonable steps had been taken. Examples: war, terrorism, civil unrest, natural disasters, epidemics, official advice against travel, the closure of airports or ports, industrial action, and extreme weather.

15.2 We are not liable for any failure or delay caused by such circumstances. Where they make us cancel before departure, we will refund what you paid for the services affected, less any amount a supplier will not return to us where the law allows us to keep it.

16. Your personal data

16.1 To make your booking we collect the personal data we need, such as names, dates of birth, passport details, contact details, and any dietary or medical needs you tell us about. We pass it to the suppliers who provide your services, some of whom are outside [country], and to authorities where the law requires it.

16.2 Our privacy notice at www.example.com/privacy explains what we collect, why, how long we keep it, how we protect it, and your rights. We handle your data under [name of the data protection law that applies to you].

17. General

17.1 These terms are governed by the law of [country], and the courts of [city or country] have jurisdiction, without affecting any right you have under the law of the country where you live.

17.2 If any part of these terms is found invalid, the rest still applies.

17.3 These terms are dated 20 November 2026. The version in force on the day you booked is the one that applies to your booking.

Part B: Client Service Agreement

For tailor-made trip planning. This agreement is between Sample Travel Agency Ltd ("we") and the client named below ("you"). Once you book, Part A, our Booking Terms and Conditions, applies to the bookings as well.

1. What we will do

- Discuss your trip and prepare an itinerary proposal within 5 working days of receiving the fee and your brief.
- Revise the proposal up to 2 times. Further revisions cost USD 30 each.
- Book the hotels, transfers, tours, tickets and other services you approve, and send you the confirmations, vouchers and a final itinerary.
- Be available for questions during our office hours, and on our emergency number while you travel.

2. What is not included

Flights, visas and travel insurance are not included unless they appear in the proposal you approve.

3. Planning fee

The planning fee is USD 150 per trip, payable when you sign. It is credited against the price of your booking if you book within 30 days. It is not refundable once we have sent the first proposal.

4. Proposals and quotations

A proposal is valid for 7 days. Prices are not held until you pay the deposit, and they can change until then.

5. What we need from you

Accurate information about every traveller, including names exactly as in their passports, dates of birth for children, and any medical or accessibility needs; and replies to our questions within 3 working days so that prices and availability don't move in the meantime.

6. Ending this agreement

Either of us may end this agreement by written notice before you book. The planning fee is kept for the work done. Once you book, Part A governs cancellation.

7. Signatures

Client name	
Client signature	
Date	
For the agency: name and role	
Agency signature	
Date	

Part C: Booking Form and Acceptance

Lead name	Address	Phone	Email

Travellers (names exactly as in passports)

Full name	Date of birth	Nationality	Passport number	Passport expiry

Travel insurance company	Policy number	Emergency phone

Declaration. I confirm that I have read and accept the Booking Terms and Conditions (version dated 20 November 2026) on behalf of everyone named above, that the names match their passports, and that I am authorised to make this booking for them.

Lead name signature	
Date	

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