

Isan Love Terms & Conditions

Please read these Terms and Conditions before using Isan Love's service and making any booking. When you make a purchase our service you agree to accept these Terms and Conditions.

All correspondence regarding customer service or your booking should be sent to Isan Love, 155 Coventry Road, Coleshill, Birmingham, England, B46 3EX .

1. YOUR CONTRACT

A 'booking' means any order for products or services you make with us and which is accepted by us. Acceptance will be made by Isan Love (and a contract concluded) when we have received full payment from you and sent a confirmation email.

When you make a Flight + Hotel booking, your contract is with Isan Love. ISAN LOVE STRONGLY RECOMMENDS THAT YOU TAKE OUT INSURANCE FOR ANY HOLIDAY, ESPECIALLY AS THERE MAY BE CIRCUMSTANCES WHERE NEITHER ISAN LOVE NOR THE TRAVEL SUPPLIER CAN ACCEPT LIABILITY (EG DELAYS OR CANCELLATIONS BEYOND OUR CONTROL).

Travel Suppliers

Isan Love also acts as Agent for third party suppliers and for the purposes of these terms and conditions; tour operators, package holiday supplier, hotels, hotel chains and hotel aggregators, car suppliers, plus all airlines, shall be included in the term 'Travel Supplier'. When you make a booking with us, and your preferred travel product or service is available, **the contract will be between the Travel Supplier and you**. Isan Love is not a party to the contractual relationship. Any queries or concerns relating to the product should be addressed to the Travel Supplier. You will see the contact details for most suppliers in the confirmation e-mail or itinerary we or the Travel Supplier send you.

Isan Love does not assume any responsibility for the travel products and services provided by the Travel Supplier and makes no representations or warranties (express or implied) about the suitability or quality of travel products and services featured on our Site.

Travel Supplier Conditions

The following applies to all products or services booked via our company: The Travel Supplier's terms and conditions (including airlines' fare rules) will apply in addition to those set out here. The Travel Supplier's terms and conditions may include provisions relating to payment procedures, default, liability, cancellations, changes of bookings and refunds (if available) and any other restrictions. Consequently, as you move through the Site you will see links to terms applying to specific Travel Supplier products (you are advised to read those terms carefully) - however, please refer to your particular Travel Supplier for full details as to the applicable terms and conditions.

You are responsible for complying with any airline or other Travel Supplier conditions in relation to check-in times, reconfirmation of flights, or other matters.

Flights: Please note that in relation to air fares there are additional terms specific to that fare. For example, tickets are normally non-changeable and non-refundable. You can view the fare rules when you view the Terms and Conditions during the booking process. In addition, the majority of airlines reserve the right to make schedule changes and cancel confirmed bookings. While Isan Love, as Agent, is not responsible for such schedule changes or cancellations, we will provide you with any reasonable assistance you require via our customer services.

The recommended minimum check-in time for international flights is 120 minutes prior to departure and for domestic flights, 90 minutes before departure. Some airlines require you to reconfirm your return flight booking at least 72 hours before travel. Failure to reconfirm your flight booking directly with the airline may result in cancellation. Flights must be used in the order set out in your itinerary - eg a failure to use the outbound flight or first stage of a journey could invalidate the rest of the ticket. We strongly recommend (particularly if you are flying Economy class), that you check in early if you have particular seat requests. Isan Love has no control over the allocation of seats, even if pre-booked with the airline, and can make no guarantee that specific seats will be available on departure. Isan Love is not responsible for the costs of any transfers between airports or terminals that you may incur.

Flights priced at special fares or best prices may not take the most direct route. Some itineraries require a change of aircraft en-route. A flight that is described as direct is one where there is no need to change aircraft during the journey. However, stops may be made en-route for re-fuelling or to let passengers on and/or off. Details of any stops will be given during your booking process and are clearly identified both on the Site and on your itinerary which will be sent to you when you confirm your booking.

The times given are given on the 24 hour clock system, approximate and based on outbound flights. They may vary depending on flight schedules, type of aircraft, weather conditions etc., and are indications of the hours spent actually flying (excluding time on the ground during stops en-route or when changing aircraft) and are therefore given for guidance only and are subject to alteration and confirmation.

In the event that you make any alteration to your flight booking (including, but not limited to, cancellations, refunds, amendments and name changes), Isan Love reserves the right to charge you an administration fee of £25 GBP per person to cover the administration costs incurred by Isan Love. These charges do not include any charges imposed directly by the Travel Supplier. Credit card fees and booking fees are non-refundable in the event of cancellation.

Hotel Accommodation

Our partner suppliers are 3 stars or better. You should be aware that these are not necessarily the official local rating and that standards can vary between hotels and accommodation of the same class in different countries, and even in the same country. Different countries have different standards; a 3 star hotel in one country is not necessarily equivalent to a 3 star hotel in another.

Images - Whilst we endeavour to ensure that property images and descriptions of amenities and facilities displayed on Isan Love are an accurate and up to date representation of the properties, we cannot guarantee this always to be the case as we obtain this information from our Travel Suppliers. The images and information are provided to give a general 'feel' for the hotel.

In the event of availability or quality issues with your hotel, we will use our best endeavours to relocate you to the same or superior category of accommodation. If you do not accept the alternative accommodation, you may cancel the booking and we will refund any fees. Should you wish to re-book a different property at a higher price, you will be liable for the additional cost.

In the event that you make any alteration to your hotel booking (including, but not limited to, cancellations, refunds and amendments) Isan Love reserves the right to charge you an administration fee of £25 GBP per booking to cover the administration costs incurred by Isan Love. These charges do not include any charges imposed directly by the Travel Supplier or hotel. Credit card fees and booking fees are non-refundable in the event of cancellation.

2. DELIVERY OF YOUR BOOKING

E-tickets

All tickets sold on Isan Love are e-tickets. E-ticketing is a 'paper-less' way to book flights. Once you've made your booking, it's stored electronically in the airline reservation system. Isan Love will send you a confirmation email with your booking reference number, which serves as a receipt for your e-ticket. You will **NOT** receive a physical 'e-ticket' or paper tickets to present at the airport. We recommend that you take a printout of your confirmation email with you, although many airlines won't ask to see this. Please note that airlines have their own rules and regulations with regard to e-ticketing. Isan Love cannot be held responsible for non-compliance with these rules and regulations and strongly recommends that you check these details with your airline in advance of travel.

Isan Love relies on the information that you provide as being accurate and therefore cannot be held responsible if your e-ticket does not arrive due to an incorrect email address or your junk email settings. **You must notify us immediately if you change your email address or contact telephone number.** In addition, please check that the name on your passport matches the name on your ticket and/or booking confirmation. Please note that you may be required to produce your booking number and/or confirmation email to the relevant Travel Supplier as evidence of your booking.

3. CANCELLATIONS OR MODIFICATIONS BY YOU TO YOUR BOOKING

The following applies to all products or services booked via our Site:

Your ability to cancel or modify a booked travel product or service, and the method for doing so, will depend on the specific Travel Supplier's or hotel's terms and conditions. It therefore may not be possible to cancel or modify some products or services, or there may be specific requirements you will have to meet.

For flight bookings, hotels, you may be able to cancel or modify your booking by telephoning the Isan Love office. For hotel bookings not part of a package provided by a Travel Supplier, the hotel's specific terms and conditions for cancellations and amendments will be set out in your confirmation email. **Where you make a booking modification, it is your responsibility to ensure that it does not conflict with any other product or service you have purchased.**

In the event that you make any alteration to your booking (including, but not limited to, cancellations, refunds, amendments and name changes), Isan Love reserves the right to charge you an administration fee of £25 GBP per person to cover the administration costs incurred by Isan Love. These charges do not include any charges imposed directly by the Travel Supplier or hotel. Credit card fees and booking fees are non-refundable in the event of cancellation. In some circumstances, Isan Love or the Travel Supplier may be unable to cancel or modify a travel product or service unless we receive a written request together with payment of any extra fees and associated charges. Please note that, in relation to flights, a 'no-show' for a flight may result in your ticket being cancelled by the airline and therefore not refundable. Consequently, if you desire to change a flight booking close to the departure time, we strongly recommend that you phone Isan Love and obtain written email confirmation to that change before electing not to travel on the original flight.

4. TERMS AND CONDITIONS RELATING EXCLUSIVELY TO FLIGHT + HOTEL PACKAGES

When you buy an ATOL protected air package from Isan Love you will receive a confirmation e-mail from us confirming your arrangements via our protected partner suppliers. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk The price of your air holiday package includes the amount of £1 per person as part of the ATOL Protection Contribution (APC) we pay to the Air Travel Trust Fund. This charge is included in our advertised prices. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. Please contact us to confirm what protection may apply to your booking.

Changes to or Cancellation of your Flight + Hotel Package by you

If you wish to change or cancel your Flight + Hotel booking then please call the Isan Love Customer Services on 01675 463674 or email us straight away on mail@isanlove.com. We will endeavour to amend or cancel your booking as far as possible. However, many flights and hotels used in bookings are non changeable and non refundable, and therefore any change to a flight or hotel may require the purchase of a new flight or hotel booking. You will be liable for all associated costs of a new booking . WE STRONGLY RECOMMEND THAT YOU TAKE OUT APPROPRIATE INSURANCE TO COVER YOU FOR SITUATIONS WHICH MAY REQUIRE YOU TO CANCEL OR CHANGE YOUR TRAVEL ARRANGEMENTS.

In the event that you make any alteration to your booking (including, but not limited to, cancellations, refunds, amendments and name changes), Isan Love reserves the right to charge you an administration fee of £50GBP per person to cover the administration costs incurred by Isan Love. You will also be liable for any charges imposed directly by the Travel Supplier.

Changes to or Cancellation of your Flight + Hotel Package by Isan **Love Isan Love reserves the right to make changes to your Flight + Hotel Package where such changes are occasioned by one of its Travel Suppliers, for instance an airline cancelling a flight. We will notify you as soon as we can, if there is time before your departure. Your confirmation will show you the planned timings as of the date of the confirmation.**

If you are notified of any *Major Changes* to your Flight + Hotel Package **after we have confirmed your booking but before you travel**, you can either accept these new arrangements (and recover any difference in price), buy another Flight +Hotel package (and cover any additional increase in price from your original booking) or cancel your Flight + Hotel Package and receive a full refund from Isan Love.

Major Changes shall include: a change in your departure or arrival flight by more than 12 hours; a change in the length of your holiday; or a change in the airport you depart or arrive from (except where the airports are in the same cities), a change of accommodation to a lower standard or to a different resort.

Unless the change is due to *events beyond our control or that of our suppliers, as described below*, we will pay you the following compensation:

Period before departure^ when a cancellation or Major Change is notified to you by Isan Love	Compensation per adult* where alternative is chosen	Cancellation of your holiday by Isan Love
60 days or more	NIL	100% of holiday
42 - 60 days	£10	100% of holiday + £10
28 - 41 days	£20	100% of holiday + £20
15 - 27 days	£30	100% of holiday + £30
14 days or less	£50	100% of holiday + £50

Isan Love will not be liable to you for any compensation if forced to cancel or make any changes to your Flight + Hotel Package as a result of events outside our control and which neither or Isan Love or its Travel Suppliers could reasonably foresee. Events outside our control include: war; threats of war; government intervention, terrorism; riots; civil unrest; natural and nuclear disasters; fire; actual or potential weather conditions; health risks; industrial disputes; technical problems with transport; closed or congested airports; and any force majeure events.

Where as a result of such an event occurring **after your departure** a significant part of your Flight + Hotel Package cannot be provided, you will be offered a suitable alternative if available. If a suitable alternative is not available, or for good reasons, you do not accept the offered alternative, we will return you to your place of departure. Again we would strongly recommend that you take out comprehensive insurance to cover such circumstances.

5. PAYMENT

Before payment is received in full, Isan Love or the Travel Supplier is not obliged to issue any tickets, confirmations, vouchers, or other travel documents. However, you shall in all cases remain liable for payment of the amounts agreed for the travel products and services ordered. Payment can be made by cheque or bank transfer. All e-mails addresses used must be valid at the time of booking. Refunds will be processed to the form of payment used at the time of booking. This will be made payable to the person who made the original payment. Taxes fluctuate in line with exchange rates.

6. PASSPORTS, VISAS AND HEALTH REQUIREMENTS

Please note: Passport and visa regulations can change and you should therefore check with the relevant embassy well in advance of travel. It is your responsibility to be in possession of a valid passport and if appropriate, a visa. It can often take some time to obtain a visa, so you are advised to apply in plenty of time. We accept no responsibility for customers who do not possess the correct documents.

The information in this section is valid for British Citizens only. A valid passport is necessary for travel. Some countries require that your passport is valid for a minimum period after you enter that country, typically 6 months. If your passport is in its final year of validity, we advise you confirm the requirements of the destination before making final travel plans, and arrange to renew your passport if necessary. Further information can be found at the UK Passport Agency website - www.ukpa.gov.uk.

The name on the passport must match the name on the ticket, otherwise you may not be able to travel and insurance may be invalid. If, after making a booking but before travelling, any member of your party changes their name, e.g. as a result of getting married, we must be notified immediately so that we can try to make the necessary changes to your holiday documentation.

If you are not a British citizen, you should contact your Embassy for information and advice on the visa requirements of the countries you propose to visit.

It is your responsibility to check and comply with any health requirements. We recommend that British Citizens visit the Department of Health's website at www.dh.gov.uk/en/index.htm and search for the destination you are visiting or speak to their GP.

7. OTHER GENERALLY APPLICABLE TERMS

Your rights under EC Regulation 261/2004 if your flight is cancelled, delayed or your are denied boarding

If you are travelling into or out of the EU, or on an EU carrier, you may have rights which you can assert against the relevant airline in the event that your flight is cancelled, delayed or you are denied boarding. For more information about EC Regulation 261/2004 please check online.

Liability of Isan Love **Where you have bought a Flight + Hotel Package, Isan Love accepts responsibility for ensuring that it is supplied as described on the Site, and for matters which arise as a direct result of our negligence and/or breach of our contract with you.**

Except for the sale of Flight + hotel package bookings, your contract is with the Travel Supplier for whom we are acting as agent. While we are therefore unable to compensate you, we will do our utmost to contact the Travel Supplier on your behalf.

Isan Love does not accept liability where the failure to provide part or all of your booking, death or personal injury is not caused by any fault of us, our agents or Travel Suppliers.

In respect of international travel by air, sea and rail, our liability will be limited in the manner provided by the relevant international conventions.

Where Isan Love is liable for direct loss this will be limited to a maximum of the total price of the products or services in respect of which a claim is made. Isan Love will not be liable for any indirect or consequential loss of any kind in contract, tort or otherwise arising out of your use of our stie or any of the travel products or services booked or purchased on through us.

Customer Behaviour

It is your responsibility to ensure that you do not behave in a way which is inappropriate or causes offence or danger to others or which risks damage to property belonging to others (including but not limited to drunkenness, air rage, lewd or inappropriate behaviour towards the ladies we introduce you to) whilst on your holiday or using a service/product. If your behaviour is inappropriate and/or causes offence, or damage to others, or risks damage to property belonging to others, we and/or our Travel Suppliers (e.g. airline staff) may cancel you booking, in which case our and our Travel Supplier's responsibility to you will cease immediately and you will not be eligible for any refunds, payments of compensation and/or any reimbursement of any

cost or expenses you may incur as a result of such termination. Further, you will be liable to reimburse us for any expenses we incur as a result of such termination.

Information on our website

Isan Love offers all of the general information on the Site for purposes of guidance only. Please note that Isan Love may at any time change any aspect of the Site or its content, including the availability of any suppliers, features, information, database or content. You need to check with the relevant Travel Supplier, destination, embassy, or tourist office to confirm the guidance is up to date. In particular, with respect to passports, visas, and vaccination requirements, Isan Love does not guarantee that the information is always up to date and it is your responsibility to ensure that you understand and comply with all relevant passport, visa, and vaccination requirements.

Introductions

Although Isan Love uses all reasonable endeavours to ensure that introductions to members fall within the category of persons specified by them on their booking form it will not accept responsibility if, through no fault of its own, any such person introduced does not fall within such category nor will it accept any responsibility for any occurrence as a consequence of any meeting with or relationship formed with any such person as a result of such introduction. All information supplied to Isan Love by its members will be treated in the strictest of confidence, is subject to the Data Protection Act and will not be divulged except for the purpose of providing introductions to such members. All members warrant the accuracy of all information supplied by them to Isan Love which accepts no responsibility whatsoever for any such inaccuracies howsoever arising. The member warrants that they know not of any medical or physical reason why they should not form a conventional relationship with the opposite sex unless such impediment has been declared to the company in advance. The right to accept or refuse membership to anyone is at the sole discretion of the company. The contract between Isan Love and the member is only made when the member's Booking form is accepted by Isan Love and full payment is received. With regard to the introduction of ladies to our clients, it is not possible to guarantee which ladies will attend introduction functions. The website displays ladies who have joined our website membership, but we cannot guarantee their attendance at any of our introductions. We aim to introduce you to between three and twelve prospective partners that meet with your preferred criteria as indicated on your booking form. We can only guarantee to introduce a minimum of three member ladies who meet you criteria. We can never guarantee that the women we introduce to you, will wish to date or have a relationship with you. We cannot guarantee that you will regard the ladies as attractive or suitable partners, as this is a subjective matter and down to personal taste. We make every effort to satisfy each client and ensure that they are provided with enough suitable ladies from which to choose a date or further contact. If you are not satisfied then you should let us know immediately and in any case at least three full days before the end of your introduction visit and allow us the opportunity to satisfy your requirements. If you do not meet a suitable partner then we guarantee that you can return for future introduction trips for a 50% reduction. If we fail to provide you with any suitable introductions, that meet with your preferred criteria, then you will be entitled to a full refund on the introduction portion of your payments (i.e. the full price, less travel and accommodation costs).

Isan Love does not guarantee that information on the Site (including without limitation prices, descriptions or dates) is free from errors or omissions but we will use all reasonable endeavours to correct any errors or omissions as soon as practicable once they have been brought to our attention.

Your Obligations

You agree to be bound by the following obligations, including without limitation: You accept financial responsibility for all transactions made under your name or account. You must be 18 years of age or over and have legal capacity. You warrant that all information you provide about yourself or members of your household shall be true and accurate. The transmission of threatening, defamatory, pornographic, political, or racist material or any material that is otherwise unlawful is expressly prohibited.

The Site and any content may not be modified, copied, transmitted, distributed, sold, displayed, licensed or reproduced in any way by you, except that one copy of the information contained within the Site may be made for personal, non-commercial use.

Denial of Access **Isan Love reserves the right to deny access to our service at any time without notice.**

Links to Third Party Web Sites The Site may contain hyper links to external web sites owned and operated by third parties. Isan Love has no control over or association with such third party sites and no responsibility in relation to the accuracy, completeness and quality of the information contained within them. Any and all contents on these external web sites do not reflect products, services or information provided by Isan Love. You should direct any concerns regarding any external link to the site administrator or webmaster of such site.

Force Majeure Isan Love shall not be liable for any failure in the course of this Agreement if the same shall arise out of a force majeure event. This shall include without limitation government intervention, wars, civil commotion, hijacking, fire, flood, accident, storm, strikes, lockouts, terrorist attacks, or industrial action affecting Isan Love or its suppliers.

ATOL Isan love will use only ATOL accredited partners for flights.

Changes to Terms and Conditions Isan Love reserves the right to change or update the Terms and Conditions relating to use of the Site from time to time without prior notice to you. The current version of the Terms and Conditions will be displayed within the Site from the date on which any changes come into effect. Continued use of the Site following any changes to the Terms and Conditions shall constitute your acceptance of such changes.

Governing Law These terms and conditions form a contract between you and Isan Love Limited, which is governed by English law. You agree that any disputes will be dealt with in the English courts.

Isan Love Introductions, whose registered office is at 155 Coventry Road, Coleshill, Birmingham B46 3EX.