

**Michael Smith Travel**  
**Booking Form Terms & Conditions**

**In Plain English:**

- These Terms & Conditions relate to your information, any enquiries or bookings made via the forms on our websites, deposits and cancellations
- Your contact details will not be shared with any other companies for marketing, however we may share non-identifiable information with selected third parties for our own marketing analysis.
- We will make reasonable attempts to respond to you with a customised quote for a deposit where applicable.
- Third-party services may also require a deposit, this will be included in your customised quote.
- Bookings are not confirmed until a deposit has been paid.
- Deposits will be refunded for cancellations on a case-by-case basis, or where the cancellation has occurred for unforeseen circumstances
- Where part of a deposit has been paid for a third-party service, we will use the refunds policy of that provider.

**Full Terms & Conditions**

**1. About these Terms & Conditions**

- a. These Terms & Conditions apply to the booking forms located on <https://www.msmithtours-ni.uk/contact> and <https://executive.msmithtours-ni.uk>, and any information provided by a client ("You") and Michael Smith Travel ("Us", "We", "Our").
- b. All information provided by You is treated with full confidentiality by Us and is used for booking purposes only.
- c. Contact information provided by You will not be shared with anyone outside of Michael Smith Travel without your prior consent
- d. Contact information will be shared with our drivers, where appropriate, for reasons including (but not limited to):
  - i. Confirmation of Booking pick-up times.
  - ii. Confirmation of Booking destinations.
  - iii. Notifying You of the arrival of a Driver at the arranged pick-up point.
- e. Information You provide via these forms may be shared with selected third parties by Us for the purposes of marketing analysis only. This will comprise exclusively of non-identifiable information, and will not include any contact details.
- f. Information provided by You will be accurate (to the best of your knowledge) and for enquiries and booking requests (Booking).

**2. Booking Requests and Enquiries**

- a. Any enquiries or Bookings submitted via these forms will be responded to in the following order:
  - i. Return email (from [msmithtours-ni@outlook.com](mailto:msmithtours-ni@outlook.com))
  - ii. Telephone (if required)
- b. The submission of a request for a Booking via these forms is not to be assumed as a guarantee of the Booking (see points 2c and 2d below).
- c. Bookings will only be confirmed upon full payment of a deposit.
  - i. Deposit amounts will be advised when the booking is agreed.
  - ii. If We are unable to contact You to confirm the details of a Booking after making reasonable attempts to contact you using the methods outlined in point 2a, We will assume that the Booking is no longer required.
- d. Deposit amounts must be paid using one of the methods below:
  - i. A valid Credit Card

- ii. A valid Debit Card
    - iii. PayPal
  - e. Any third-party services (including, but not limited to attractions, restaurants or hotel rooms) provided as part of a Booking may incur additional costs not included in Our pricing or quotes
    - i. We will make You aware of any additional costs in our response to your Booking and include this in Your deposit quotation
    - ii. These may be non-refundable (see point 3 below)
- 3. **Cancellations**
  - a. Where You cancel a Booking, any paid deposit refunds will be at Our discretion.
    - i. We reserve the right to withhold a deposit for any Booking cancelled by You.
    - ii. Any third-party services provided as part of a Booking may also include a non-refundable deposit. We will make you aware of this in any Booking quotation and these amounts may be deducted from any refund.
  - b. In the case of unforeseen circumstances, where We may be unable to provide any service, We will endeavour to provide alternative services of the same standard at all times.
    - i. Where We are unable to do so, and the Booking is not fulfilled, We will arrange a full refund of deposits and/or money paid.
  - c. We reserve the right to cancel or refuse a Booking at Our discretion
    - i. Where this happens, We will arrange a full refund of deposits and/or money paid.
  - d. If a third-party service provider cancels their service for unforeseen circumstances, deposit refunds will be in line with that providers own refunds policy. We will make you aware of these policies where applicable.
  - e. Cruise excursions – when the ship You are sailing on is unable to dock safely due to adverse weather conditions, or other reasons outside of Your control, all deposits and/or money paid will be refunded in full (with the noted exceptions for third-party services as per point 3a).

Book at Mick's with confidence!