Terms & Conditions

Effective from: 3 November 2026 · Terms & Conditions Version 2.0

These Terms & Conditions apply to the provision of B2B wholesale destination management and ground services by **CHECKMY-TRAVEL LTD**, a company registered in England and Wales under company number **17486103**.

Registered Office:

Initial Business Centre
Unit 7 Wilsons Business Park
Manchester
M40 8WN
United Kingdom

B2B Operations: groups@checkmy-travel.com
General Enquiries: info@checkmy-travel.com
Telephone: +44 7311 842110
Website: www.checkmy-travel.com

1. OUR BUSINESS

1.1. CHECKMY-TRAVEL LTD operates as a B2B Destination Management Company (DMC) and wholesale supplier of ground and travel-related services.

1.2. We provide services exclusively to **Eligible Clients**: tour operators which are registered, licensed or otherwise authorised to act as organisers of packages in each country where they sell them and which hold the insolvency protection required by the law applicable to them, and travel agencies acting for and on behalf of such a named organiser.

1.3. Our services may include:

- accommodation;
- coach and other ground transportation;
- restaurants and catering;
- attractions and admissions;
- local guides;
- activities and excursions;
- group logistics and coordination; and
- other destination and ground services agreed with the Client.

1.4. **CHECKMY-TRAVEL LTD does not sell travel services to consumers or individual travellers.**

1.5. The Client is responsible for its own relationship with its customers and travellers.

2. DEFINITIONS

For these Terms & Conditions:

"CHECKMY-TRAVEL", "we", "us" or "our" means CHECKMY-TRAVEL LTD.

"Client", "you" or "your" means the Eligible Client purchasing or requesting Services from CHECKMY-TRAVEL LTD.

"Supplier" means a third-party provider of a Service, including a hotel, transport operator, restaurant, attraction, guide or other service provider.

"Services" means the individual services or ground arrangements requested by the Client and confirmed by CHECKMY-TRAVEL LTD.

"Quotation" means a written price proposal or estimate provided before confirmation.

"Booking Confirmation" means written confirmation issued by CHECKMY-TRAVEL LTD confirming that a Service has been booked.

"B2B Wholesale Agreement" means the CHECKMY-TRAVEL B2B Wholesale Framework Agreement (currently Version 2.1, effective 3 November 2026) accepted by the Client.

"Package Travel Laws" means the Package Travel and Linked Travel Arrangements Regulations 2018, Directive (EU) 2015/2302 and any equivalent national law applicable to the Client.

3. B2B WHOLESALE RELATIONSHIP

3.1. All Services are provided on a **B2B wholesale basis** to Eligible Clients for resale to, or inclusion in travel products sold to, their own customers.

3.2. The Client confirms that it is acting in the course of its trade, business, craft or profession and is not purchasing Services as a consumer.

3.3. Before making bookings, the Client must accept the B2B Wholesale Agreement. CHECKMY-TRAVEL LTD may verify the Client's registration, licence and insolvency protection in public registers or with the relevant authority, guarantor or insurer.

3.4. The Client is responsible for its own customers and travellers and for the travel products it markets, sells or provides to them.

3.5. CHECKMY-TRAVEL LTD does not enter into contracts with the Client's travellers or end customers.

3.6. The Client must not represent CHECKMY-TRAVEL LTD as organiser, retailer or contracting party in any contract, confirmation, voucher, advertising or other communication with travellers.

4. PACKAGE TRAVEL AND NATURE OF OUR SERVICES

4.1. CHECKMY-TRAVEL LTD acts solely as a **wholesale supplier** of travel services to the Client and does not act as organiser or retailer of any package or linked travel arrangement sold to travellers.

4.2. Where Services form part of a package or linked travel arrangement, the Client (or the named organiser for which it acts) is the organiser or retailer under the Package Travel Laws applicable to it, and bears all obligations of an organiser or retailer towards travellers, including insolvency protection.

4.3. Until the Client's registration and insolvency protection have been verified, CHECKMY-TRAVEL LTD may decline to confirm bookings combining more than one type of travel service and may confirm single services only.

4.4. The Client must notify CHECKMY-TRAVEL LTD immediately if its registration, licence or insolvency protection expires or is withdrawn.

4.5. Nothing in these Terms & Conditions is intended to exclude, restrict or limit any right of a traveller or any liability which cannot lawfully be excluded, restricted or limited.

5. QUOTATIONS

5.1. Quotations are prepared on the basis of the information and availability reasonably available to CHECKMY-TRAVEL LTD at the time of preparation.

5.2. A quotation is not a confirmed booking unless expressly stated otherwise.

5.3. A quotation does not guarantee availability.

5.4. Prices and availability remain subject to confirmation by the relevant Supplier.

5.5. Where a quotation contains provisional or estimated elements, this will be indicated where reasonably practicable.

5.6. Unless otherwise stated, quotations are valid only for the period specified in the quotation.

5.7. Supplier prices, availability, taxes, fees, exchange rates and other costs may change before confirmation.

6. BOOKING CONFIRMATION

6.1. A Service becomes confirmed only when CHECKMY-TRAVEL LTD provides written confirmation.

6.2. An enquiry, quotation, provisional hold or request does not constitute confirmation unless expressly stated otherwise.

6.3. CHECKMY-TRAVEL LTD may decline a request where the Service is unavailable, commercially unsuitable, outside our operating requirements, cannot reasonably be provided, or where clause 4.3 applies.

6.4. Once confirmed, the Client is responsible for payment in accordance with the applicable invoice and payment terms.

6.5. Supplier-specific terms and conditions may apply to individual Services and may form part of the relevant booking.

7. PRICES AND VAT

7.1. Prices will be stated in the currency specified in the relevant quotation, Booking Confirmation or invoice.

7.2. Prices are wholesale B2B prices based on the Services, dates, quantities and requirements stated in the relevant quotation or Booking Confirmation, and may include a commercial margin.

7.3. CHECKMY-TRAVEL LTD is not currently registered for UK VAT. While it remains unregistered, prices are not subject to UK VAT.

7.4. If CHECKMY-TRAVEL LTD becomes VAT registered, VAT will be added to prices where required by law.

7.5. Local taxes, levies or tourist charges imposed at the destination may be passed on to the Client as stated in the quotation or Booking Confirmation.

7.6. Bank charges, intermediary bank fees, currency conversion costs or payment processing charges imposed by the Client's bank or payment provider are the Client's responsibility unless otherwise agreed in writing.

8. PAYMENT

8.1. Payment terms will be stated on the invoice or otherwise agreed in writing. The Client provides its invoicing details by email and must keep them accurate.

8.2. Where an invoice requires immediate payment, the Client must make payment promptly upon receipt.

8.3. CHECKMY-TRAVEL LTD may require a deposit, advance payment or full payment before confirming or releasing a booking.

8.4. Where payment is required before confirmation, the booking will remain unconfirmed until the required payment has been received.

8.5. CHECKMY-TRAVEL LTD is not required to release tickets, vouchers, final booking documentation or other confirmation where required payment has not been received.

8.6. If payment becomes overdue, CHECKMY-TRAVEL LTD may suspend further work, withhold documentation, cancel or release arrangements where permitted, and/or recover sums due.

8.7. The Client remains responsible for amounts due to CHECKMY-TRAVEL LTD regardless of whether the Client has received payment from its own customers.

8.8. CHECKMY-TRAVEL LTD may charge interest and compensation on late payments under the Late Payment of Commercial Debts (Interest) Act 1998.

9. AMENDMENTS

9.1. Requests to amend a confirmed booking must be submitted in writing.

9.2. Amendments are subject to availability and acceptance by the relevant Supplier.

9.3. Supplier amendment charges, fare differences, rate increases and other additional costs may apply.

9.4. CHECKMY-TRAVEL LTD will communicate applicable additional costs to the Client where reasonably practicable.

9.5. An amendment is not confirmed until confirmed in writing by CHECKMY-TRAVEL LTD.

10. CANCELLATION

10.1. Cancellation requests must be submitted in writing.

10.2. Cancellation charges depend on the applicable booking and Supplier terms.

10.3. Where a Supplier applies cancellation charges or retains a deposit or payment, CHECKMY-TRAVEL LTD may pass those charges to the Client.

10.4. Non-refundable costs already incurred by CHECKMY-TRAVEL LTD in arranging the Services may remain payable.

10.5. Where a refund is due, the amount payable to the Client will be determined after the applicable Supplier has confirmed the refund and, where applicable, returned the relevant funds to CHECKMY-TRAVEL LTD.

10.6. A Service is not automatically refundable merely because it has not been used by the Client or its travellers (for example in the case of a no-show or late arrival).

10.7. Any refund or compensation owed to travellers, including under Package Travel Laws, is the responsibility of the Client as organiser or retailer.

11. SUPPLIER CHANGES AND AVAILABILITY

11.1. Many Services are provided by independent third-party Suppliers.

11.2. Suppliers may change operating schedules, opening hours, room allocations, menus, transport arrangements, admission arrangements or other operational details.

11.3. Where a Supplier changes a confirmed Service, CHECKMY-TRAVEL LTD will use reasonable efforts to inform the Client.

11.4. Where appropriate, CHECKMY-TRAVEL LTD may assist in identifying an alternative Service.

11.5. Any additional cost or refund resulting from a Supplier change will depend on the circumstances and the applicable Supplier terms, subject to applicable law.

12. CLIENT INFORMATION AND RESPONSIBILITIES

12.1. The Client must provide accurate and complete information reasonably required to arrange the Services.

12.2. Depending on the booking, this may include:

- traveller names;
- rooming lists;
- dates of birth;
- arrival and departure details;
- transport requirements;
- dietary requirements;
- accessibility or mobility requirements;
- relevant operational information;
- identification or passport information where required; and
- other information reasonably necessary for the provision of the Services.

12.3. The Client is responsible for ensuring that information supplied to CHECKMY-TRAVEL LTD is accurate, complete and provided within the required timeframe, and that it may lawfully share it (see clause 19).

12.4. CHECKMY-TRAVEL LTD is not responsible for additional costs, missed services or other consequences caused by inaccurate, incomplete or late information supplied by the Client.

12.5. The Client is responsible for ensuring that its travellers have appropriate passports, visas, travel permissions, parental consents, insurance and other documentation required for their journey.

12.6. The Client is responsible for monitoring official travel advice applicable to its travellers (including advice of the UK Foreign, Commonwealth & Development Office and of the authorities of the travellers' countries) and for informing its travellers of it.

13. TRAVELLER CONDUCT

13.1. The Client must ensure that its travellers comply with reasonable rules imposed by hotels, transport operators, restaurants, attractions and other Suppliers.

13.2. Additional charges arising from traveller damage, loss, excessive cleaning, misconduct or breach of Supplier rules may be charged to the Client.

13.3. The Client remains responsible for communicating relevant Supplier rules, requirements and instructions to its travellers before and during travel.

14. THIRD-PARTY SUPPLIERS

14.1. CHECKMY-TRAVEL LTD may use independent third-party Suppliers to provide Services.

14.2. Supplier terms and conditions may apply to individual Services.

14.3. CHECKMY-TRAVEL LTD will use reasonable care in selecting and coordinating Suppliers for Services requested by the Client.

14.4. CHECKMY-TRAVEL LTD does not control the day-to-day operation of independent Suppliers.

14.5. Nothing in these Terms & Conditions excludes or limits liability that cannot lawfully be excluded or limited.

15. FORCE MAJEURE

15.1. Neither party will be responsible for failure or delay (other than in making payment) caused by circumstances beyond its reasonable control.

15.2. Such circumstances may include severe weather, natural disasters, fire, flood, epidemic or pandemic, war, terrorism, civil unrest, industrial action, government restrictions, border closures, transport disruption, Supplier disruption caused by circumstances beyond the Supplier's reasonable control or other unavoidable events.

15.3. Where such circumstances affect a booking, CHECKMY-TRAVEL LTD will use reasonable efforts to communicate with the Client and assist with available options. Additional costs of alternative arrangements may be payable by the Client.

15.4. Where Services cannot be provided, CHECKMY-TRAVEL LTD will refund amounts paid for Services not provided to the extent recovered from Suppliers or not yet paid out. Refunds or compensation owed to travellers are the responsibility of the Client as organiser or retailer.

16. COMPLAINTS

16.1. Operational problems should be reported to CHECKMY-TRAVEL LTD as soon as reasonably possible.

16.2. Where an issue occurs during the provision of a Service, the Client should, where reasonably possible, notify both the relevant Supplier and CHECKMY-TRAVEL LTD promptly so that an opportunity to resolve the issue is available.

16.3. Formal complaints should be submitted in writing and should include the relevant booking details and supporting information.

16.4. Complaints will be reviewed based on the circumstances, applicable booking terms and information available.

17. LIABILITY AND INDEMNITY

17.1. CHECKMY-TRAVEL LTD will provide its own Services with reasonable care and skill.

17.2. Nothing in these Terms & Conditions excludes or limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- any other liability which cannot lawfully be excluded or limited.

17.3. Subject to clause 17.2, CHECKMY-TRAVEL LTD will not be liable for indirect or consequential loss, loss of profit, loss of business, loss of anticipated savings or loss of goodwill.

17.4. Subject to clause 17.2, CHECKMY-TRAVEL LTD's total liability arising from or in connection with a booking shall not exceed the total price payable to CHECKMY-TRAVEL LTD for the affected Services, and its aggregate liability in any calendar year shall not exceed the total price paid by the Client in that year.

17.5. The Client will indemnify CHECKMY-TRAVEL LTD against claims by its travellers or customers, regulatory fines and penalties, and losses arising from the Client's breach, inaccurate information or its travellers' conduct, as set out in the B2B Wholesale Agreement, except to the extent caused by CHECKMY-TRAVEL LTD's own breach, negligence or fraud.

18. INSURANCE

18.1. The Client must maintain appropriate insurance for its activities as organiser or retailer, including public liability and professional indemnity insurance, in addition to its insolvency protection.

18.2. CHECKMY-TRAVEL LTD does not provide travel insurance.

18.3. The Client should ensure that its customers and travellers are advised to obtain appropriate travel insurance.

19. DATA PROTECTION

19.1. CHECKMY-TRAVEL LTD processes personal data in accordance with UK data protection legislation and its Privacy Policy.

19.2. Where the Client provides personal data relating to travellers or other individuals, the Client is responsible for ensuring that it has a lawful basis, has provided the required privacy information and, for health, dietary or accessibility information and data of children, has obtained any consent or other legal condition required.

19.3. CHECKMY-TRAVEL LTD may share relevant personal information with Suppliers where reasonably necessary to provide the Services.

19.4. The respective data protection roles of the parties are set out in clause 14 and Appendix 1 of the B2B Wholesale Agreement. Further information is available in our Privacy Policy.

20. CONFIDENTIALITY

20.1. Each party will keep confidential commercial, financial, operational and other non-public information received from the other party.

20.2. Confidential information may be disclosed where required by law or where reasonably necessary to professional advisers, insurers, Suppliers or other service providers involved in providing the Services.

21. INTELLECTUAL PROPERTY

21.1. Website content, branding, text, graphics, photographs, documents and other materials belonging to CHECKMY-TRAVEL LTD remain the property of CHECKMY-TRAVEL LTD or its licensors.

21.2. Such materials may not be copied, reproduced, modified or commercially exploited without prior written permission, except where permitted by law.

22. WEBSITE INFORMATION

22.1. Website information is provided for general information and may be updated from time to time.

22.2. Website information does not constitute a confirmed quotation or booking.

22.3. Prices, availability and Supplier information are subject to confirmation.

23. SUSPENSION OR REFUSAL OF SERVICES

23.1. CHECKMY-TRAVEL LTD may refuse or suspend Services where reasonably necessary, including where:

- payment has not been received;
- required information has not been provided;
- the Client has materially breached these Terms & Conditions or the B2B Wholesale Agreement;
- the Client's registration, licence or insolvency protection lapses or cannot be verified;
- the requested Service is unavailable;
- continuing the booking would create a legal or regulatory concern; or
- the booking presents an unreasonable commercial or operational risk.

23.2. Where reasonably practicable, CHECKMY-TRAVEL LTD will notify the Client before suspending or cancelling Services.

24. CHANGES TO THESE TERMS

24.1. CHECKMY-TRAVEL LTD may update these Terms & Conditions from time to time.

24.2. Unless otherwise agreed in writing, the Terms & Conditions applicable to a confirmed booking will be those in force when the booking is confirmed.

24.3. Updated Terms & Conditions will be published on the CHECKMY-TRAVEL website.

25. ENTIRE AGREEMENT AND DOCUMENT PRIORITY

25.1. These Terms & Conditions, together with the B2B Wholesale Agreement, quotation, Booking Confirmation, invoice and other written terms expressly incorporated into the booking, form the contractual framework between CHECKMY-TRAVEL LTD and the Client.

25.2. In the event of conflict, the order of priority set out in clause 25.2 of the B2B Wholesale Agreement applies; the B2B Wholesale Agreement prevails over these Terms & Conditions.

25.3. Supplier-specific terms may also apply to individual Services where expressly communicated or incorporated into the booking.

25.4. A person who is not a party to the contract, including any traveller or customer of the Client, has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of these Terms & Conditions.

26. GOVERNING LAW AND JURISDICTION

26.1. These Terms & Conditions and any non-contractual obligations arising from them are governed by the laws of England and Wales.

26.2. The courts of England and Wales have exclusive jurisdiction over any dispute or claim arising out of or in connection with these Terms & Conditions, including non-contractual disputes or claims.

27. CONTACT

CHECKMY-TRAVEL LTD
Registered in England and Wales
Company No. 17486103

Registered Office:
Initial Business Centre
Unit 7 Wilsons Business Park
Manchester
M40 8WN
United Kingdom

B2B Operations: groups@checkmy-travel.com
General Enquiries: info@checkmy-travel.com

Telephone: +44 7311 842110
Website: www.checkmy-travel.com

Effective Date: 3 November 2026 · Version 2.0 (supersedes the version effective 1 October 2026)

© 2026 CHECKMY-TRAVEL LTD. All rights reserved.