

Terms & Conditions



Effective from: 1 October 2026

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

Website: www.checkmy-travel.com

1. OUR BUSINESS

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

1.2. We provide services exclusively to professional travel businesses and other business customers, including travel agencies, tour operators, group organisers and other organisations acting in the course of their trade, business or profession.

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 directly to consumers or individual travellers.**

1.5. The Client is responsible for its own relationship with its customers, passengers and travellers unless expressly agreed otherwise in writing.

2. DEFINITIONS

For these Terms & Conditions:

“CHECKMY-TRAVEL”, “we”, “us” or “our” means CHECKMY-TRAVEL LTD.

“Client”, “you” or “your” means the professional business 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 or otherwise confirmed.

“B2B Wholesale Agreement” means a framework, general or wholesale agreement between CHECKMY-TRAVEL LTD and a professional business customer governing the purchase of Services.

3. B2B WHOLESALE RELATIONSHIP

3.1. All Services supplied under these Terms & Conditions are provided on a **B2B wholesale basis.**

- 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. Where applicable, the parties may enter into a B2B Wholesale Agreement or other general agreement governing their ongoing commercial relationship.
- 3.4. The Client is responsible for its own customers, passengers and travellers and for the products or travel arrangements that it markets, sells or otherwise provides to them.
- 3.5. Unless expressly agreed otherwise in writing, CHECKMY-TRAVEL LTD does not enter into a contract directly with the Client's passengers or end customers.
- 3.6. The Client must not represent to its customers that CHECKMY-TRAVEL LTD is the contracting travel provider for the Client's passengers unless this has been expressly agreed in writing.

4. PACKAGE TRAVEL AND NATURE OF OUR SERVICES

- 4.1. CHECKMY-TRAVEL LTD provides **individual B2B wholesale ground services and travel-related arrangements** to professional travel businesses.
- 4.2. CHECKMY-TRAVEL LTD does not market or sell package holidays directly to consumers or individual travellers.
- 4.3. Where the Client is a professional business and Services are purchased under a B2B Wholesale Agreement or other qualifying general agreement for purposes connected with that business, the parties intend the relationship to operate on a B2B basis.
- 4.4. The parties acknowledge that applicable package travel legislation may contain specific exclusions or exemptions for certain business-to-business arrangements, including qualifying general agreements.
- 4.5. The legal classification of any particular travel arrangement depends on the applicable legislation and the actual circumstances of the transaction. The description of a Service or booking in contractual documentation does not, by itself, determine its legal classification.
- 4.6. Nothing in these Terms & Conditions is intended to exclude, restrict or otherwise limit any liability, right or obligation which cannot lawfully be excluded, restricted or limited.
- 4.7. The Client is responsible for complying with any package travel, consumer protection or other legal requirements that apply to travel products or arrangements that the Client sells or provides to its own customers.
- 4.8. The Client must not present CHECKMY-TRAVEL LTD as the organiser of a package sold by the Client unless this has been expressly agreed in writing.

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 or cannot reasonably be provided.

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 based on the Services, dates, quantities and requirements stated in the relevant quotation or booking confirmation.

7.3. CHECKMY-TRAVEL LTD is currently **not registered for UK VAT**.

7.4. No UK VAT will be charged unless and until VAT is legally applicable.

7.5. If CHECKMY-TRAVEL LTD becomes VAT registered, applicable VAT may be added where required by law.

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.
- 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.
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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.
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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
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: ● passenger 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. 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 passengers have appropriate passports, visas, travel permissions, insurance and other documentation required for their journey.
13. PASSENGER CONDUCT	13.1. The Client must ensure that its passengers comply with reasonable rules imposed by hotels, transport operators, restaurants, attractions and other Suppliers. 13.2. Additional charges arising from passenger damage, loss, excessive cleaning, misconduct or breach of Supplier rules may be charged to the Client.

<i>14. THIRD-PARTY SUPPLIERS</i>	13.3. The Client remains responsible for communicating relevant Supplier 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.
<i>15. FORCE MAJEURE</i>	15.1. CHECKMY-TRAVEL LTD will not be responsible for failure or delay 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.
<i>16. COMPLAINTS</i>	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.
<i>17. LIABILITY</i>	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;
- any liability which cannot lawfully be excluded or limited; or
- any other liability that applicable law requires to remain applicable.

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 applicable law and clause 17.2, CHECKMY-TRAVEL LTD's total liability arising from or in connection with a particular Service shall not exceed the amount paid to CHECKMY-TRAVEL LTD in respect of that Service.

17.5. Nothing in this section limits any liability that cannot legally be limited.

18. INSURANCE

18.1. The Client is responsible for maintaining appropriate insurance for its own business, contractual obligations and customers or passengers.

18.2. CHECKMY-TRAVEL LTD does not provide travel insurance unless expressly agreed in writing.

18.3. The Client should ensure that its customers and passengers have appropriate travel insurance where relevant.

19. DATA PROTECTION

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

19.2. Where the Client provides personal data relating to passengers or other individuals, the Client is responsible for ensuring that it has an appropriate lawful basis and authority to provide the information to CHECKMY-TRAVEL LTD for the purposes of arranging and administering the Services.

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

19.4. 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; ● 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 any applicable 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. If there is a conflict between these Terms & Conditions and a specific written agreement expressly accepted by both parties, the specific written agreement will take precedence to the extent of the conflict. 25.3. Supplier-specific terms may also apply to individual Services where expressly communicated or incorporated into the booking.
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. Subject to any mandatory legal requirements, the courts of England and Wales shall have jurisdiction over disputes arising from or connected with these Terms & Conditions.

CHECKMY-TRAVEL LTD

Registered in England and Wales

Company N° 17486103

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Unit 7 Wilsons Business Park

Manchester

M40 8WN

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