

Terms and Conditions



Last updated: October 2025

Dear Customer,

Checkmy-Travel, registered in the United Kingdom First Floor, Swan Buildings/ 20 Swan Street Manchester, M4 5JW (emails: info@checkmy-travel.com, groups@checkmy-travel.com, website: www.checkmy-travel.com), operating in GBP, provides travel-related services both to business partners (B2B) and individual clients (B2C).

- **For business partners and groups (B2B):** We assist with accommodation, attractions, transfers, meals, and other local arrangements within the United Kingdom.
- **For individual clients (B2C):** We provide advice and assistance with travel-related services, including support in applying for ETA (Electronic Travel Authorisation) and helping with the purchase of attraction tickets or experiences in the UK.

Checkmy-Travel acts as a travel coordinator and service provider, arranging and facilitating travel services on behalf of clients, but we **do not sell package holidays or flights directly**.

1 <i>Services</i>	B2B Company acts as an intermediary between UK service providers (hotels, restaurants, attractions, transport etc) and the contracting company. All bookings are made on behalf of the client according to their request. B2C bookings: Individual clients receive advice and assistance; we facilitate purchases but are not the seller of flight-inclusive packages.
2 <i>Booking</i>	All booking and confirmations should be made by writing email. A written confirmation by email constitutes a binding booking. Checkmy-Travel reserves the right to adjust the quotation in case of changes in hotel rates, taxes, or local conditions prior to booking confirmation.
3 <i>Suppliers</i>	The accommodations, attractions, etc. are subject to availability and we can not guarantee that all services will be able to book.
4 <i>Payments</i>	B2B Payments must be made by bank transfer to the account specified on the invoice. Deposit and balance payment terms are stated in each quotation. Booking is not guaranteed until the required deposit is received. 20% deposit is required for confirmation, the deposit is non-refundable, for bookings made within 30 days of arrival, full payment is required by card/fast transfer. All charge in relation to payments are borne by the client. The full balance must be paid 30 days before arrival. If the balance is not paid on time we may cancel all related reservations and apply the cancellation charges. B2C Payment for services must be made via our website or by bank transfer upon receipt of the invoice. General rule for all payments: All payments should be made as soon as possible to ensure that the requested service can be confirmed.
5 <i>Cancellations & Amendments</i>	B2B Cancellations or amendments made 30 days or more before arrival will result in a charge of the deposit only, unless otherwise agreed in writing. Cancellations or amendments made within 30 days before arrival are subject to a 100% cancellation charge. All cancellations and amendment requests must be submitted on working days (Monday to Friday) between 09:00 and 17:00 (UK time). Any notice received

outside of these hours or on non-working days will be deemed received on the next working day.

B2C: Checkmy-Travel facilitates refunds or changes according to supplier terms.

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Liability

B2B Checkmy-Travel acts as an intermediary and service provider, coordinating accommodation, transfers, meals, and attractions on behalf of its clients. We accept no responsibility for any accidents, damages, losses, delays, or inconveniences caused by third-party suppliers. It is the sole responsibility of the client to ensure that the group arrives at the designated meeting points, accommodation, attractions, or transport services on the correct date and time as specified in the confirmed itinerary. Checkmy-Travel accepts no liability for missed services, late arrivals, or any losses resulting from such situations. The client remains fully responsible for the group throughout the entire duration of the trip, including ensuring the safety, conduct, and supervision of all participants. The client must ensure that all travellers comply with UK and EU safety regulations, and possess the necessary travel and entry documents required for the trip. Checkmy-Travel is not responsible for any damages or incidents caused by the group, nor does it provide legal assistance in such cases. The client must take full responsibility for the group's behaviour, safety, and compliance with all local regulations during accommodation, transport, visits, or events arranged. It is also the client's duty to ensure that all timings, meeting places, and arrangements with hotels, transport companies, and other service providers are respected and followed. If, in our professional judgment, it becomes necessary or advisable to modify an itinerary or arrangements for the comfort, safety, or well-being of the passengers, such alterations may be made without liability or penalty to Checkmy-Travel. Any additional costs arising from such changes shall be borne by the client. Checkmy-Travel disclaims any responsibility or liability for loss, damage, injury, or expense to property or persons, whether arising during service delivery or otherwise. We cannot accept responsibility for losses or additional costs due to schedule changes, illness, weather, strikes, terrorism, war, or other circumstances beyond our control.

B2C We accept no responsibility for any accidents, damages, losses, delays, or inconveniences caused by third-party suppliers (such as hotels, transport providers, or attraction operators). Our role is limited to facilitating and coordinating services on behalf of the client. It is the client's sole responsibility to: Provide accurate and complete personal information (including passport and visa details) required for bookings and travel documentation. Ensure compliance with UK entry

	requirements and travel regulations. Arrive at meeting points, accommodation, or attractions at the correct date and time. Verify all booking details before confirming and making payment. Checkmy-Travel is not liable for missed services, late arrivals, or losses resulting from client delays, inaccurate information, or non-compliance with supplier requirements. We cannot accept responsibility for any loss, damage, injury, or expense arising from weather conditions, illness, strikes, cancellations, technical issues, acts of terrorism, war, or other events beyond our control. If, in our professional judgment, it becomes necessary to modify an itinerary, booking, or arrangement for the safety, comfort, or well-being of the client, Checkmy-Travel reserves the right to make such changes without liability or penalty. Any additional costs resulting from these changes shall be borne by the client. Checkmy-Travel does not provide legal assistance or compensation in the event of incidents, disputes, or damages involving third parties.
7 <i>Force Majeure</i>	Checkmy-Travel shall not be liable for any failure or delay due to events beyond its reasonable control, including but not limited to natural disasters, war, civil unrest, strikes, government actions, or health emergencies.
8 <i>Insurance</i>	All clients are responsible for ensuring that they and their travellers have appropriate travel and medical insurance covering cancellations, delays, illness, accidents, or loss of property.
9 <i>Data Protection</i>	We take your privacy seriously and handle your personal data in accordance with the General Data Protection Regulation (GDPR, EU 2016/679). To provide our services, we may need certain information about passengers, including contact details and, where necessary, special data such as allergies or disabilities. We process personal data following these principles: Lawfully and transparently – we handle your data in a fair and clear manner. Purpose-limited – we collect data only for the purposes needed to provide our services. Relevant and minimal – we only ask for information necessary for the service. Accurate and up to date – we keep data correct and current. Secure – we store your information safely and protect it from unauthorised access. Limited retention – we keep data only as long as required for our services. We will only process your personal data based on a lawful basis and according to your instructions. No data will be used for automated decision-making. The legal basis for processing your information is to fulfil our contract and provide travel services.

10 <i>Complaints</i>	Complaints may be submitted via email to: info@checkmy-travel.com . The complaint will be reviewed within 14 business days. Complaints do not cover ETA refusals resulting from reasons attributable to the client or to UK Visas and Immigration.
11 <i>Governing Law & Dispute</i>	These Terms are governed by the laws of England & Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England.
12 <i>Communication & Acceptance</i>	All correspondence must be conducted via the official company email address. Confirmation of any booking or quotation implies acceptance of these Terms & Conditions.

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