



Group Booking Terms & Conditions

By placing a booking, you agree to the following terms and conditions:

- In order to qualify for group prices, your group must be **at least 15 passengers**; numbers below this will be charged the ordinary standard travel rate current to the time of travel, as listed on our website www.watercressline.co.uk.
- To guarantee your booking, a **25% non-refundable deposit** of the total booking cost is required within 14 days of booking. Bookings are not guaranteed until this 25% deposit has been paid.
- The remaining **balance** must be paid in full no later than **14 days prior to the scheduled day of travel**.
- An invoice for the final balance will be issued ahead of time, noting the due date.
- Failure to pay the outstanding balance by the 14-day due date may constitute a breach of these terms and conditions. Any late invoice payments will incur an **interest charge of 8% + Bank of England Base rate % per day** calculated daily on the outstanding balance until full payment is received in line with government advice.
- We reserve the right to treat the booking as cancelled if the balance remains outstanding 10 days or less prior to travel, resulting in the forfeiture of the 25% deposit and a loss of booking.
- Changes to headcount, dates, or itinerary items made more than 14 days before travel will be accommodated where possible, subject to availability and any price differences. Any modifications requested within 14 days before the day of travel will incur a mandatory **administrative fee of £15** per change, in addition to any cost increases.

Oliver Phillips MLoL
Commercial Manager
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