



GENERAL TERMS AND CONDITIONS

PAYMENT

An invoice will follow automatically from the booking system by email – invoices are due for full payment 14 days prior to the event date. If the event is due to take place within 14 days of booking date full payment is required immediately.

For any queries with regard to English invoices please email accounts@travelconnectiononline.net

For any queries with regard to Spanish and French invoices please email meritxell@travelconnectionsain.com

GROUP ENQUIRES | BESPOKE ARRANGEMENTS

The online booking system is designed to accept standard individual bookings for sport and leisure packages. For group enquiries or bespoke arrangements please email:

English football enquiries : bookings@travelconnectiononline.net

Spanish football enquiries : charles@travelconnectionsain.com

French football enquiries : info@travelconnection.fr

ENGLISH FOOTBALL TERMS AND CONDITIONS

A confirmed booking is NON-REFUNDABLE whatever the personal circumstances of the traveller maybe. Do NOT confirm if you are unsure of your clients intention to travel.

If a weekend match date changes from Saturday to Sunday or vice versa, refunds are NOT possible. However if an alternative match is required we will do our best to accommodate and deal with each case individually.

If a weekend match changes to a midweek date the following options are available to travel agency/end consumer :

1/ Amend travel plans to cover the new fixture date. Travel Connection will endeavour to use the same hotel and maintain package price.

2/ Keep original travel plans and choose alternative Premiership or Championship match ticket, subject to availability. Any additional costs or partial refunds will be made clear at the time.

3/ Full refund of package price (subject to an administration charge of £40.00 per package regardless of package cost).

MATCH POSTPONEMENT

If a match is postponed at short notice due to poor weather conditions, industrial action, force mayor or any other reason not within the control of the football club or TV companies, the match ticket will remain valid for the rescheduled date. Depending on availability alternative match may be offered. * Group bookings - Terms and conditions will be agreed at the time of booking.

BEHIND CLOSED DOORS

Any match played behind closed doors for any reason to result in refund for the ticket package only. No refunds for consequential losses due to travel arrangements.

MATCH DATE CONFIRMATION

Travel Connection will update the booking system when dates have been confirmed by TV. However, there may be occasions when fixtures may be amended further. Normal Travel Connection cancellations policy will apply.

TICKET DELIVERY

English Premier League clubs confirm e/tickets for all home matches.

Travel Connection to provide e/tickets to travel agency 72 hours prior to kick off for onward sending to the consumer by travel agency. E/tickets can be printed at home, or shown from cell phone at stadium to gain entry.

HOTEL ACCOMMODATION

Travel Connection reserves the right to change the hotel accommodation contained within a confirmed package. Accommodation will be of the same standard. No extra costs. A reasonable amount of notice will be given to the travel agency. Tickets will be delivered to the new hotel.

BOOKINGS OF 10 PAX OR MORE

Travel Connection reserves the right to cancel multiple orders that are deemed to be group bookings. Group (10 pax +) bookings must be requested to bookings@travelconnectiononline.net or sn@travelconnectiononline.net

OUT OF HOURS

All Clubs > +44 (0) 7779 259 561

This number may be included on customer documentation if you wish.

SPANISH FOOTBALL TERMS AND CONDITIONS

A confirmed booking is NON-REFUNDABLE whatever the personal circumstances of the traveler may be. Do NOT confirm if you are unsure of your clients intention to travel.

If a match date changes from Saturday to Sunday or vice-versa there are no refunds for any cancellations.

If a match date changes from a Wednesday to Tuesday or Thursday there are NO refunds for any cancellations.

All games are scheduled on Sunday or Wednesday, but their definitive date and time can be confirmed a week before the event. It is the customer's responsibility to check the exact date and time of the game, the official Spanish Football League website www.laliga.es

1/ For weekend games it can be moved from Sunday to Saturday.

2/ For mid-week games, it can be moved from Wednesday to Tuesday or Thursdays.

3/ We recommend to book flights and accommodations according to the possible changes, with at least 1 day before the scheduled date.

Clubs reserve the right to change these terms and conditions at their sole discretion at any time and short notice.

MATCH POSTPONEMENT

If a match is postponed at short notice due to poor weather conditions, industrial action, force mayor or any other reason not within the control of the football club or TV companies, the match ticket will remain valid for the rescheduled date. Depending on availability alternative match may be offered.

MATCH DATE CONFIRMATION

Travel Connection will update the booking system when dates have been confirmed by TV. However, there may be occasions when fixtures may be amended further. Normal Travel Connection cancellations policy will apply.

TICKET DELIVERY

Travel Connection will arrange ticket delivery to the lead name of the booking. Tickets will be delivered one day before the match any time or at noon on match days.

SEAT ALLOCATION

All tickets are guaranteed together minimum in pairs. By together we mean connected seats as shown in the following configurations:

*** We do not guarantee odd numbers, only pairs.

TICKET INFORMATION

Real Madrid tickets: Before buying any Real Madrid Match tickets make sure your clients have smartphones in case they receive QR tickets.

HOTEL ACCOMMODATION

Travel Connection reserves the right to change the hotel accommodation contained within a confirmed package. Accommodation will be of the same standard. No extra costs. A reasonable amount of notice will be given to the travel agency. Tickets will be delivered to the new hotel.

OUT OF HOURS

FC Barcelona & RCD Espanyol > 00 34 687403741

Real Madrid & Atletico Madrid > 00 34 670070657

These numbers may be included on customer documentation if you wish.

FRENCH FOOTBALL TERMS AND CONDITIONS

A confirmed booking is NON-REFUNDABLE whatever the personal circumstances of the traveler may be. Do NOT confirm if you are unsure of your clients intention to travel.

If a match date changes from Saturday to Sunday or vice-versa there are no refunds for any cancellations.

If a match date changes from a Wednesday to Tuesday or Thursday there are NO refunds for any cancellations.

All games are scheduled on Sunday or Wednesday, but their definitive date and time can be confirmed a week before the event. It is the customer's responsibility to check the exact date and time of the game, the official French Football League website.

1/ For weekend games it can be moved from Sunday to Saturday.

2/ For mid-week games, it can be moved from Wednesday to Tuesday or Thursdays.

3/ We recommend to book flights and accommodations according to the possible changes, with at least 1 day before the scheduled date.

*Clubs reserve the right to change these terms and conditions at their sole discretion at any time and short notice.

MATCH POSTPONEMENT

If a match is postponed at short notice due to poor weather conditions, industrial action, force mayor or any other reason not within the control of the football club or TV companies, the match ticket will remain valid for the re-scheduled date. Depending on availability alternative match may be offered.

MATCH DATE CONFIRMATION

Travel Connection will update the booking system when dates have been confirmed by TV. However, there may be occasions when fixtures may be amended further. Normal Travel Connection cancellations policy will apply.

TICKET DELIVERY

Travel Connection will arrange ticket delivery to the lead name of the booking. Tickets will be delivered one day before the match any time or at noon on match days.