



GALLOWAY AND  
SOUTHERN AYRSHIRE  
BIOSPHERE



## Travel Trade ~ Terms and Conditions

### Booking and Cancellation policies for Biosphere Experiences for Travel Trade

Your contract is with Biosphere Enterprises Ltd ('the Company').

Biosphere Enterprises Limited  
37 Queen Street  
Newton Stewart  
Dumfries and Galloway  
Scotland  
DG8 6JR

Company No: SC775419

email: [info@gsabiosphere.org.uk](mailto:info@gsabiosphere.org.uk)

Our experiences and activities have been designed by us in conjunction with a selection of activity providers and food & drink establishments located within the Galloway and Southern Ayrshire UNESCO Biosphere.

This contract is between Biosphere Enterprises Ltd and the Travel Trade partner.

These Terms and Conditions govern the agreement between the client, ('you' or 'the client') and Biosphere Enterprises Ltd ('the Company'). By booking an experience/activity with us, you agree to be bound by these Terms and Conditions. Please read them carefully and make sure you understand and abide by them.

### Bookings

All bookings must be made in writing. The Company booking form must be completed and submitted. Receipt of the booking form by the Company does neither guarantee nor imply confirmation of the booking. No booking shall be confirmed until the Company issues a written notice. All communications by the Company in relation to your booking will be sent to the (email) address stated on the booking form.

Biosphere Enterprises Ltd cannot guarantee suitable weather for all experiences. This may particularly affect the dark sky ranger option in the 'Spirits of the Dark Skies' experience.

Galloway and Southern Ayrshire Biosphere Partnership is a Scottish Charity registered with OSCR Reg: No: SC044137. Registered address: 37 Queen Street, Newton Stewart, DG8 6JR



## Pricing

All prices quoted include VAT at the standard UK rate of 20% (UK rate of VAT may be subject to change at any time).

Pricing is based on a minimum booking of 8 people. If fewer clients wish to participate in one of our experiences, the minimum price will still be for 8 people.

For more than 8 people, up to the maximum number of people allowed for each experience (as stated within the product sheets) a 'per person cost' will be applied for each additional person.

Additions to the final group size can be made, subject to availability, up to 45 days prior to the groups' arrival. Any decrease in the final group size is non-refundable.

Biosphere Enterprises Ltd reserves the right to correct promotional or pricing errors at any time, or to increase the price in the event of cost increases due to supplier costs, changes effected by applicable law, currency fluctuations, taxes.

Occasionally it may be deemed necessary to make changes to our experiences / activities and we reserve the right to do that in a way that it does not change the character of the proposed experience. The Company reserves the right to do this at any time. You will be notified of any changes at the earliest possible opportunity.

## Payment Terms

We will issue an invoice, based on the minimum payment due for a booking (minimum 8 people) 90 days prior to the date of the experience. This payment will be non-refundable.

We will issue a final invoice, based on your exact numbers and any add-on costs, to settle the full amount 45 days prior to the date of experience. This payment will also be non-refundable.

If the booking takes place within 45 days of the date of the experience, an invoice will be issued, and full payment will be due immediately. This payment will be non-refundable.

In the event of non-payment by 90 days prior to the date of the arranged experience, the booking will be released with no prior notification.



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It is the responsibility of the signatory of the booking form to ensure the Company receives payment in full by the due date. No reminders will be sent.

All prices are quoted in GBP, and we expect payment in GBP (Pound Sterling). We may ask Travel Trade partners to pay international exchange and bank transfer charges.

### **Cancellations**

All cancellations are non-refundable.

If we 'the Company' need to cancel a booking for any reason, we will refund 100% of any payments you have made.

Compensation will not be paid for changes or cancellations caused by Acts of God (Force Majeure), war, threat of war, riot, civil strike, industrial dispute, terrorist activity, natural or man-made disaster, fire, technical problems to transport, closure or congestion of airports, strikes or other industrial action, adverse weather conditions or any other event beyond the Company's control.

Bookings are not subject to date changes in the event of cancellation.

### **Complaints**

Biosphere Enterprises Ltd shall attend to any complaints in respect of the services provided which are brought to its notice as soon as possible and in no event later than 7 days from the date of occurrence of such event giving rise to such complaint. The complaint shall be provided with sufficient details and available evidence for Biosphere Enterprises Ltd to investigate into the matter.

### **Privacy/Data Policy**

Personal information provided will be used for the purposes of facilitating your booking(s). Biosphere Enterprises Ltd may also use your personal data for promoting our products and services. When consent is required by law, Biosphere Enterprises Ltd will obtain your consent prior to using your personal data for marketing purposes. You have the right to withdraw your consent at any time.

### **Insurance**

The Company does not own or manage the activity providers, and food and drink establishments used in conjunction with the experiences arranged, but the Company has exercised care in selecting providers.



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We cannot be held responsible for any mishap to person or property or an event which neither the Company or the activity provider could have foreseen or prevented even with due care. We are covered by public liability insurance and by submitting our booking form you acknowledge that we have taken all reasonable steps to safeguard its liability in this respect.

15.07.2024