

How to book

Deadline	Amount	Action	What happens if I miss the deadline or am forced to cancel?
Any time!	£0	Make free-of-charge , 2 week provisional booking for your group. We will confirm this by email.	Failure to confirm a provisional booking after 2 weeks (by paying deposits) will be considered a cancellation.
ASAP	£10*	Sign and return a booking form with deposit payment of £10 per person (pp). *Flight inclusive groups- see note.	A booking will not be accepted without £10pp deposit and a signed booking form. This is non-refundable.
Before 30th November 2007	£50	Make a second deposit payment of £50pp and finalise your names list.	Failure to make this payment on time will result in the cancellation of your booking and the loss of all pre-payments. This payment is also non-refundable.
8 weeks prior to festival	£ BAL	Pay your remaining balance and refundable damage deposits as invoiced.	Failure to make this payment on time will be considered a cancellation - standard cancellation terms apply. See T&C.
<p>If you anticipate that you are going to miss a payment deadline, to avoid automatic cancellation, you must contact us to apply for a payment extension and obtain written permission from us to evidence this. We reserve the right to withhold this permission as we see fit.</p>			

* Groups using our 'Flight Inclusive' package must pay a minimum initial booking deposit of £150 per person.

N.B. All group payments should be in the form of a single transaction or cheque. We reserve the right to levy an administrative charge if groups fail to observe this requirement. Booking forms are available on request from the office or from the relevant website.

Payments:

We can accept one cheque per payment per group, made payable to: 'SET Sports Tours.'

When considering deadlines, please allow five working days for cheques to clear into our account.

Our address is: I Love Tour, Tours House, Stones' Courtyard, High Street, Chesham HP5 1DE.

We also accept all major credit/debit cards (exc. American Express).

The fastest and best way to pay is by debit card (Maestro) or by internet transfer.

Extra nights before/after the festivals.

This is an option available only to groups flying to Festival Italia.

Extra days/nights either before or after the events are not available at Saloufest or Damfest.

An extra night AFTER the event is available for groups travelling to Festival Italia.

Groups are not permitted to arrive the day before the festival, however an additional night after the Festival is available for a supplement of £25pp per night. This must be paid for and arranged at the time of booking.

NOTE: Min. 25 persons needed to extend tour AFTER the festival.

Damage deposits

Unfortunately due to one or two idiots, we (and the organisers of every other major student festival) require students to pay refundable damage deposits prior to or on arrival.

Providing no damage has occurred to our venues, properties or vehicles, deposits will be returned on check-out (if paid in euros) or in sterling by electronic transfer within 21 days of the event.

Electronic names lists

Please make sure we receive the electronic version of your 'Group Names List' (a blank version of which you will be emailed on booking) on or before the 30th November 2007.

This must be emailed to us and represents your last opportunity to change the names of those people travelling/booked without incurring a charge.

Failure to return your names list before 30th November may result in our not being able to guarantee your preferred rooming allocation and accommodation for your group in the same hotel/area. Failure to return your completed names list by 8 weeks prior to the festival deadline will be considered a cancellation by you. See our T&C for cancellation information.

Drop-outs/Name changes

If you want to make a name change before 30th November deadline, you must notify us in writing and there is no charge, even if you have already returned your names list. This excludes flight inclusive groups.

If you want to make a name change after 30th November 2007, you must notify us of this name change and pay a £10pp administration fee. Name changes should be done using the secure online Group Leader Area of our website.

After 11th February 2008, the name change fee rises to £20pp, until 7 days before the festival, when it increases to £50pp for last minute changes.

If you choose the flight inclusive package and need to make a name change, you will need to pay a £10 administration fee, plus any additional charges that the airline imposes, which varies depending on whom you are flying with. Name changes may not be possible for flight inclusive groups in the run up to the festivals.

Group Leader Area

You will be issued with a unique username and password for the secure Group Leader Area, only once we have received your signed booking form and £10pp booking deposit.

Wristbands

All of our events are managed by a sophisticated and pioneering safety management system, this includes student assistance and venue security. Festival tourists must wear a wristband (issued by us on arrival in resort) in order to participate in our competitions and enter our official hotels, vehicles, bars and clubs. Only in Salou do we offer an additional wristband which will entitle you to free drinks.

Coach pick-ups

Any coach group departing from Scotland must pay an additional £10pp. Groups smaller than 20 may have to meet at one of our regional pick-up points, as opposed to their university.

Dover pick-ups

Want to meet the rest of your group at Dover? This is possible but a £10pp charge is payable for any person who wishes to be picked up at the Port of Dover. No additional pick-ups can be arranged later than 2 weeks before your festival.

Choice of travel options:

The simplest, most affordable option is to travel by coach; the minimum size for a group pickup is 10 passengers (See sports).

If you would prefer to fly, we offer a flight inclusive option and also an 'Arrange your own flight' package. N.B. Damfest is coach only. Contact us for more information on a 'Flight Inclusive' package.

If you are considering a flight inclusive package, you should collect the deposits from your group as early as possible, as availability is limited and prices tend to fluctuate. Please note, that it is not always possible to book flights for large groups as flight prices can sometimes be prohibitive. The arrange your own flight option potentially presents the best deal, provided you book reasonably early, and accept that the low-cost airlines are generally fairly inflexible with name changes etc.

If you wish to arrange your own flights:

- 1) You must contact us before you book any flights notifying us of your intention to travel by air. We only offer transfers from certain airports, which change from year to year.
- 2) You must ensure you provide us with full, accurate and up-to-date flight details as soon as possible including the exact arrival/departure airport, flight numbers and airlines.
- 3) We require a forwarded copy of the e-ticket emailed to you (as flight confirmation) by the airline.
- 4) In order to qualify for a free return airport transfer from and to one of our specified foreign airports:
 - * The group must travel together on the same flight
 - * The group size must be 25 tourists or more

Please note that SET accept no responsibility for your flights unless they are arranged by us and sold as part of the flight-inclusive package, nor can we refund or compensate you for any flights that you purchase directly.

BOOKING FORMS ARE AVAILABLE ON REQUEST FROM THE OFFICE OR FROM THE RELEVANT WEBSITE