



Booking Terms & Conditions

Last updated: February 2026

1. Your Contract

Your contract is with Twelve Pilgrims Travel Ltd (“we”, “us”, “our”).

When you make a booking, the lead traveller confirms on behalf of all persons named that they have read and agree to these Terms & Conditions, consent to data processing under UK GDPR, and are authorised to book.

A contract exists once we issue written confirmation and receive the required Deposit 1 £300 or full payment.

2. Financial Protection, ATOL & PTS

Twelve Pilgrims Travel Ltd holds ATOL Licence No. 12910 and is a PTS (Protected Trust Services) client, Member No. 6432.

All customer monies are held in a PTS trust account in accordance with ATOL regulations.

3. Payments & Deposit Structure

Bookings are confirmed using a two-stage deposit system:

Deposit 1 – Place Deposit: £300 per person, payable at booking. Fully refundable until flights are ticketed (subject to administration fees).

Deposit 2 – Flight Commitment Payment: Amount advised at time of booking, payable within 14 days (or sooner if required). Once flights are ticketed this payment becomes non-refundable except where airline rules permit refunds, less any penalties.

Payments must be made to:

PTSAir Travel Trust

Account No: 83664597

Sort Code: 40-40-14

Reference: Traveller full name

4. Paying the Remaining Balance

Final balance is due no later than 10 weeks before departure. Late bookings within 10 weeks require full payment.

5. Price Changes

We reserve the right to amend prices due to changes in taxes, fuel, or exchange rates. If increases exceed 8%, you may cancel for a full refund (excluding insurance).



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Contact No. 01638 590 762





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6. Cancellations by You

Written notice required.

More than 70 days – Deposit 1 only

70–43 days – 50%

42–29 days – 75%

28 days or fewer – 100%

7. If We Cancel or Change

You will receive a full refund, alternative tour, or credit. Minor itinerary changes may occur.

8. Travel Insurance (Mandatory)

All travellers must hold comprehensive insurance including medical, repatriation, cancellation, curtailment, and cover for pre-existing conditions.

9. Fitness & Mobility

Tours involve walking, steps, and uneven ground. A reasonable level of fitness is required. Mobility concerns must be discussed before booking.

10. Passports, Visas & Vaccinations

Travellers must hold valid passports (minimum 6 months after return). Visa requirements depend on nationality. British passport holders require ETA IL Electronic Visa. No mandatory vaccinations at publication.

11. Airline & Travel Documents

Flights are controlled by airlines and subject to change. E-tickets are normally issued. Final documents provided prior to travel.

12. Your Responsibilities

Follow instructions, respect laws and customs, disclose medical conditions, and behave considerately. We may remove disruptive participants without refund.

13. Our Responsibilities

We arrange and deliver your holiday with reasonable care. Liability limited to total holiday cost.

14. Force Majeure

We are not liable for events beyond our control.

15. Data Protection

Personal data processed under UK GDPR.



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16. Complaints

Report issues immediately. Written complaints within 28 days of return.

17. Jurisdiction

English law applies.

18. Code of Conduct

Travellers are expected to act with courtesy and respect.

19. Intellectual Property

All materials remain property of Twelve Pilgrims Travel Ltd.

20. Contact Details

Twelve Pilgrims Travel Ltd
Suite 1, 8 The Bridge, Chippenham, Wiltshire, SN15 1FY
info@twelvepilgrims.co.uk
www.twelvepilgrims.co.uk



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