



TERMS and CONDITIONS

About Us

TRAVELagenda provides a completely freelance / independent service in order to increase awareness and thus professionally and ethically promote tourism into countries that are both politically and economically stable, but which have not been previously developed as mass-market tourist destinations.

All the information provided through TRAVELagenda has been sourced in the native country or in the UK, which is where TRAVELagenda is based. We have built our company on the back of total commitment to the subject in hand as it is our belief that our quality of service is the best foundation for sustained growth. In the unlikely event you wish to raise an issue about our service or validity of published information, then please e-mail our dedicated Customer Services department via the TRAVELagenda website and we will endeavour to solve the issue to your satisfaction as quickly as possible. However it should be noted that some information supplied to TRAVELagenda can take time to validate and also that it can change without TRAVELagenda being made aware of same. Thus whilst every effort is made to make sure that all the information presented by TRAVELagenda is 'correct at time of issue', no liability for errors or misrepresentation of data can be accepted. Equally TRAVELagenda can not accept liability for data presented on any website linked to, or advertised by, TRAVELagenda.

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Purchase of Goods: Consumer Mail Order

Our Terms and Conditions comply with UK legislation, including the Distance Selling Regulations and are designed to ensure that all our customers can shop easily and with confidence with TRAVELagenda. As such, any disputes shall be adjudicated according to the laws of England and Wales. We maintain that, by confirming your order, you unreservedly accept our conditions of sale.

Cancelling your Order or Returning your Goods: Consumer Mail Order

If you have purchased anything through the TRAVELagenda website 'go shopping' facility or via the telephone and you are a consumer (not a business, sole trader or organization), then you

have the right to cancel your order with us in accordance with The Distance Selling Regulations 2000. The period in which you can exercise that right is 7 working days from the date of delivery. Please note the Distance Selling Regulation do not apply to a business or organisation and if the goods that you ordered were not stock items and were bought in specially for you, then you cannot return them. If for any reason you wish to return your goods, you can do so within 7 days. Please visit our website and fill in our online returns form to obtain an Authorisation number. The goods must be returned at your cost and in original condition within 7 days of receipt of our Authorisation Number. Please note that goods returned without their original packaging or incomplete or in any way that makes them unsaleable again then you will not be eligible for a refund and the goods will be returned to you, if practical to do so. We will always inspect your goods prior to replacement or refund and we reserve the right to deem the goods second-hand and make you an appropriate offer should any items not be returned in their entirety or are not in 'as new' condition. Proof of purchase must be provided and a valid Authorisation number must be clearly visible on the outside of the packaging. You will be refunded the value of your order less carriage and any card / finance charges within 14 days of us receiving your goods. Please package any returned items carefully and return them, for your own protection, via a recorded and insured method of carriage such as Royal Mail Special or Recorded Delivery, or similar services that may be available to you if you live outside of the UK. The carriage and insurance costs are the responsibility of the customer unless the wrong goods were delivered to you.

Collections, Businesses (PLC, LTD, Partnership or Sole Trader), Organisations

If you are a business, organisation or a consumer who purchased the goods at our premises then refunds are entirely at the discretion of TRAVELagenda.

Availability of Goods

Whilst all care is taken to ensure appropriate stock levels, all goods and services are subject to availability and may be withdrawn at anytime without prior notice. If we are unable to supply the goods to you for any reason within a period of 21 days from receipt of your official order then you will be notified and if we have taken payment, you will always be refunded in full without penalty to either party.

Late Delivery, Part or Missing Deliveries, and Damaged Goods

We may part despatch your order. It is your responsibility to check your consignment and if any incorrect goods are supplied you must notify us within 24 hours of delivery. After this period mistakes cannot be rectified. In the unlikely event that your order is damaged in transit please e-mail our Customer Services department within 24 hours of receipt. Please retain the original packaging for returning your order. We will arrange for collection and a prompt replacement. If we deliver to a business or home address at your request, you are agreeing that anyone situated at such address has your written authority to accept goods on your behalf. We accept no responsibility for goods once they have been delivered, and signed for, at the stated delivery address. We are not responsible for lateness of delivery as a result of the following : payment processing issues, adverse weather conditions, inaccurate address / e-mail information and industrial action by the courier companies.

Contract and Pricing Errors / Specifications

We will treat each order for goods as an offer by you to purchase the goods subject to these TRAVELagenda terms and conditions. You are deemed to accept our conditions when you place an order for goods with us. Our contract with you only begins when we have validated payment and have despatched the goods. Any communication which you receive from us prior to despatch is not deemed to be acceptance of your order. In the event of any pricing error occurring for any good reason, then these orders shall be deemed void. In these circumstances, you will receive a full refund if payment has been received by TRAVELagenda. We are entitled to make reasonable adjustments to the price to take account of any increase in our supplier's prices but we will advise you prior to despatch in order to gain your approval or otherwise of any price increases. If due to an error or omission, the price published for the goods on our website is wrong then we have the right to terminate an order, although should such an error occur then we will inform you of the revised price and give you the opportunity to cancel the order without penalty to either party.

Transfer of Title and Limitation of Liability

The title of goods will not pass until payment has been received in full. TRAVELagenda will exercise an "all monies policy" and reserves the right to collect goods of an equivalent value from the customer should the goods have been passed on to a third party without payment having been received. TRAVELagenda can not be held responsible for any dissatisfaction with the goods that it has delivered in good faith.

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Please note that we practice a policy of continual review and reserve the right to change the above terms and conditions at any time without notice. E&OE.

TRAVELagenda, April 2007
