

Booking Terms & Conditions

The below booking terms and conditions apply to couples booking Jet2weddings wedding arrangements. Please remember that you must book your Jet2wedding in conjunction with a Jet2holidays package holiday. The Jet2holidays terms and conditions will apply to your package holiday booking <https://www.jet2holidays.com/terms-and-conditions>.

In these terms and conditions, “you” and “your” means the couple or bride(s) or groom(s) named on the booking (including anyone who is added or substituted at a later date) or any of them, as the context requires. “We”, “us” and “our” means Jet2weddings. References to “departure” are to the start date of the wedding arrangements we have contracted to provide.

BOOKING CONDITIONS

Your contract for your wedding arrangements is with Perfect Weddings Abroad, trading as Jet2Weddings. Perfect Weddings Abroad are a trading division of Hays Travel Ltd, Gilbridge House, Keel Square, Sunderland, SR1 3HA, Company Reg No. 1990682, and is a registered member of ABTA (ABTA No. Y6266). We have a single-element bond to supply overseas wedding arrangements.

1. **YOUR CONTRACT:** When you make a booking with us, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as you submit an Online Wedding Request Form via our website or pay your deposit over the telephone to us (whichever happens first). When you submit an Online Wedding Request Form via our website you must ensure that you complete the form as fully as possible (including specific venue names), as this is the basis of the request that we will send overseas. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

Please remember that ALL wedding arrangements must be booked in conjunction with a Jet2holidays package holiday for the wedding couple named on the wedding booking (once flights and accommodation are available for your chosen date.)

2. **YOUR FINANCIAL PROTECTION:** We are a Member of ABTA, membership number Y6266; and provide financial security in the form of a bond held by ABTA. We are obliged to maintain a high standard of service to you by ABTA’s Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information on the Code and arbitration can be found on ABTA’s website www.abta.com. The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by IDRS within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees but the ABTA Code does not require such agreement. For injury and illness claims, you may like to use the ABTA/Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation

to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details on request or from www.abta.com.

3. YOUR PRICE:

- a. We reserve the right to alter the prices of any of the wedding arrangements shown in our brochure or on our website at any time and without notice. You will be advised of the current price of the wedding arrangements that you wish to book before your contract is confirmed. If your package holiday is not available to book at the same time as your wedding arrangements, we will provide you with an estimate of the cost of the package holiday. We will contact you again once it is available to book with the final price for your package holiday.
- b. When you make your booking, you must pay a deposit. To secure wedding arrangements a wedding deposit of 30% of the wedding arrangements, or at least £500 (whichever figure is higher) per couple must be paid; unless advised otherwise at the time of booking.

For weddings booked 14 weeks or more before your wedding date

30% deposit on day of booking (minimum £500 or 30%)

Remaining balance due no later than 14 weeks before the confirmed wedding date

For weddings booked 14 Weeks or less before your wedding date

Balance due on confirmation of wedding date

A late booking fee of £100 per booking

Deposits are required to form the essential contract with the overseas wedding suppliers and to cover the services provided by us in the UK. Deposits are not refundable except in circumstances where we are unable to provide your wedding arrangements.

From time to time we may run promotional campaigns, including 'low deposit offers'. Should you cancel your arrangements having only paid us a 'low deposit' you will still be charged a cancellation fee, up to the usual wedding deposit of 30% of the wedding arrangements, or at least £500 (whichever figure is higher) per couple.

The balance of the price of your wedding arrangements must be paid at least 14 weeks before your wedding date. If the balance is not paid in time, we shall automatically cancel your wedding arrangements (7 days after it was due). If the balance is not paid in time, we shall retain your deposits paid to date (without exception). We withhold all deposits paid to date in a case like this, as we as a business commit and pay out to cover cancellations and loss of earnings to our Overseas In-Resort Wedding Coordinators, Hotel/Wedding Venues, and our Weddings Abroad Specialists.

The price of your wedding arrangements is shown on your Booking Confirmation Summary, which you will receive by email after booking (usually up to 7-14 days after booking).

The prices shown on our website may change at any time, and are updated frequently due to currency fluctuation, special offers and other changes.

- c. Changes in exchange rates, fees from venues, registrars and other suppliers may mean that the price of your wedding arrangements may change after you have booked. The

following rates of exchange, as calculated on 31 January 2024, were used in pricing holidays in our latest brochure and displayed on our website on this date:

Euro 0.90

US Dollar 0.80

However, there will be no change within 30 days of your wedding date (or requested wedding date as stated on your invoice, in locations where it is not possible to confirm the date of your wedding). You will be charged for any increases in the cost of your wedding arrangements if this means that you have to pay an increase of more than 8% of the price of the wedding arrangements that you have booked with us, you will have the option of changing to a lower priced wedding arrangement, or cancelling and receiving a full refund of all monies paid towards your wedding arrangements, except for any amendment charges. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your wedding go down due to the changes mentioned above, then any refund due will be paid to you. However, please note that wedding arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your wedding due to contractual and other protection in place.

4. IF YOU CHANGE YOUR WEDDING BOOKING: If, after you submit an Online Wedding Request Form via our website or pay your deposit over the telephone to us (whichever happens first), you wish to change your wedding arrangements in any way, for example due to change of departure, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing, by email to jet2weddings@perfectweddingsabroad.co.uk from the person who made the booking. You will be asked to pay an administration charge of £150 per couple, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure that changes are made, and you should contact us as soon as possible. Note: Certain wedding arrangements (e.g. venue) or changes of name of the bride or groom, or changes in marital status, may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements and subsequent rebooking of arrangements. Please note that if you wish to make a change to your wedding arrangements booking and it impacts your Jet2holidays package holiday there will be additional charges imposed, please see clause 4 of the Jet2holidays terms and conditions <https://www.jet2holidays.com/terms-and-conditions#terms4>.
5. IF YOU CANCEL YOUR WEDDING BOOKING: You, may cancel your wedding arrangements at any time. Written notification from the person who made the booking must be sent by email to jet2weddings@perfectweddingsabroad.co.uk. Since we incur costs in cancelling your wedding arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in clause 6. Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. Please note if you cancel your wedding booking and you also wish to cancel your Jet2holidays package holiday, cancellation charges will apply, please see clause 5 of the Jet2holidays terms and conditions <https://www.jet2holidays.com/terms-and-conditions#terms5>.

You can cancel your booking before departure without paying cancellation charges if the performance of your wedding arrangements, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances in destination or its immediate vicinity. If you wish to cancel for this reason please notify us, if we agree that you are entitled to cancel for this reason, we will arrange for your booking to be terminated and for you to receive a full refund for the wedding arrangements, except for any previously incurred amendment

fees. We will observe advice provided by the UK Foreign, Commonwealth and Development Office against all, or all but essential, travel to a particular destination.

6. IF WE CHANGE OR CANCEL YOUR WEDDING BOOKING: It is unlikely that we will have to make any changes to your wedding arrangements, but we do plan the arrangements many months or even years in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be insignificant and we will advise you at the earliest possible date (such changes include a wedding date change of up to 24 hours either side of the original confirmed date, change of wedding ceremony location and/or reception location within the same hotel/venue that you have booked).

Sometimes wedding dates may even have to be changed whilst you are in resort, due to inclement weather or other factors; and we may need to move your wedding to an alternative venue, such as an indoor location, or rearrange the date for the wedding to take place. We also reserve the right in any circumstances to cancel your wedding arrangements. For example, if the minimum number of clients required for a particular venue is not reached, or your party numbers exceed the venue capacity, we may have to cancel it. We cannot be held responsible for any costs incurred beyond the wedding arrangements that you have booked with us. However, we will not cancel your wedding arrangements less than 14 weeks before your wedding date, except for reasons relating to unavoidable and extraordinary circumstances or the failure by you to pay the final balance.

If we are unable to provide the booked wedding arrangements due to unavoidable and extraordinary circumstances, you can either have a refund of all monies paid towards your wedding arrangements or accept an offer of alternative wedding arrangements.

If we make a significant change to your wedding, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative wedding arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your wedding and receiving a full refund of all monies paid. In all cases, except where the significant change arises due to unavoidable and extraordinary circumstances, we will pay compensation as detailed below:

	If we make a significant change Compensation received	If we cancel your wedding Compensation received	If you cancel your wedding Cancellation charge
More than 84 days	£nil	Deposit Only	Deposit Only
57- 83 days	£20 per couple	100% of wedding arrangements	50% of wedding arrangements *
29 – 56 days	£30 per couple	100% of wedding arrangements	70% of wedding arrangements *
15 – 28 days	£40 per couple	100% of wedding arrangements	80% of wedding arrangements *
14 days – wedding date	£60 per couple	100% of wedding arrangements	100% of wedding arrangements *

* or deposit if higher

If your wedding arrangements are cancelled by us, or you choose to cancel following a significant change to the wedding arrangements, and you do not wish to go ahead with your Jet2holidays package holiday, you can cancel your package holiday without payment of the usual cancellation charges. Likewise, if Jet2holidays cancels your package holiday, or makes a significant change to it, and you do not wish to go ahead with your package holiday or any proposed alternative, and because of this you want to cancel your wedding arrangements, you can cancel without payment of the usual wedding cancellation charges.

Unavoidable and extraordinary circumstances means a situation beyond our (or our suppliers') control the consequences of which could not have been avoided even if all reasonable measures had been taken. These can include, for example, (whether actual or threatened) war, threat of war, piracy, riot, industrial dispute, natural or nuclear disaster, terrorist activity, fire, flood, an outbreak of a serious illness at your holiday destination, severe adverse weather conditions, closure, restriction or congestion of airports, other transport hubs or airspace, flight restrictions imposed by any regulatory authority or third party, any volcanic activity including eruptions and ash clouds, the act of any government or other national or local authority including airport, port and river authorities, lock closure, closure of airports or ports, airspace closure and, air traffic management decisions which may give rise to long overnight delay or cancellations of one or more flights change to Foreign, Commonwealth & Development Office advice to advise against travel to destination, significant building work ongoing outside of your wedding venue (such as resort development) or failure in internet connections. Unavoidable and extraordinary circumstances include pandemics and any resultant impact upon travel.

7. **IF YOU HAVE A COMPLAINT:** If you have a problem during your wedding, please inform your in-resort wedding co-ordinator immediately who will endeavour to put things right. If you have a complaint about any of the services included in your holiday or a problem during your holiday, including any illness or injury, you must inform the relevant supplier (e.g. your hotelier, villa provider or cruise operator) and the local Jet2holidays agent (if there is one), the Jet2holidays representative or the Jet2holidays Customer Operations Team using the 24/7 Customer Helpline (0044 113 387 9501) without undue delay and they will endeavour to put things right. You must also complete a Customer Report Form (if there is one) whilst in resort.

If your complaint is not resolved locally, you must follow this up within 28 days of your return home by contacting either (a) the Jet2holidays Customer Service Team by completing our online form <https://www.jet2holidays.com/contact-us/help-at-home> or (b) your travel agent giving your booking reference and all other relevant information.

8. **OUR LIABILITY TO YOU:** If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your wedding arrangements. However we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the wedding arrangements which was unforeseeable or unavoidable; or due to unavoidable and extraordinary circumstances or to the criminal acts of the employees, sub-contractors or agents of our suppliers. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of twice the cost of the wedding arrangements that you have booked with us.
9. **ADDITIONAL ASSISTANCE IN RESORT:** If you are in difficulty whilst on in resort, we and/or Jet2holidays will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative

arrangements and any necessary phone calls/emails. You must pay any costs we or they incur, if the difficulty is your fault.

10. **PASSPORT, VISA AND IMMIGRATION REQUIREMENTS:** Your specific passport and visa requirements, and other immigration requirements are your responsibility, and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel or get married because you have not complied with any passport, visa or immigration requirements or you fail to comply with all applicable health requirements.
11. **WEDDING DOCUMENTATION:** The legal documentation required for your overseas wedding is entirely your responsibility and whilst we will provide you with a Wedding Confirmation Pack outlining the procedure involved, we cannot accept responsibility for any incorrect documentation or missed legal deadlines. When confirming your booking with us you are agreeing that you have the relevant paperwork required to get married overseas, including full length birth certificates, valid 10-year British passports and where required: divorce decrees, previous marriage certificates, death certificates, deed poll certificates; in addition to any further documents you require for your chosen destination and you are accepting responsibility to take care of organising the legal paperwork, where required. Sometimes the legal process may involve you making arrangements to see a local solicitor, public notary or to visit the Foreign Commonwealth and Development Office's Legalisation Department in person, all at an additional cost to yourselves. Please note that legal documentation requirements can change at any time without prior notice and can lead to you incurring additional costs during the legal process. If you are not a British Passport Holder then additional documentation will be required, and you must contact the relevant Embassies and/or Consulates to check these requirements. Any Embassy Stamps, Apostiles or Translation Costs are in addition to your wedding arrangements and are your responsibility. Without the correct legal documentation your wedding will not be able to go ahead, and cancellation charges will apply as stated under Clause 5 'if you cancel your wedding'. When sending legal documents to us, documents should always be sent by email to jet2weddings@perfectweddingsabroad.co.uk. We do not receive legal documents (originals or scanned copies) by post or in person. We may need to pass your personal details on to third parties, such as registrars, church ministers, embassy staff or other overseas suppliers in order for your wedding arrangements to go ahead, upon agreeing to our terms and conditions you are agreeing that this will enable us to pass on your information where required for this purpose.
12. **OVERSEAS WEDDING ARRANGEMENTS BOOKED:** We accept responsibility solely for the overseas wedding arrangements that we book as part of your wedding arrangements, or additional "Wedding Extras", paid for in advance of your departure from the UK, in GBP pounds sterling, and as stated on your final Jet2Weddings invoice. We do not accept responsibility for any arrangements that you may purchase directly with overseas suppliers (eg wedding receptions or additional wedding extras) where you pay for them in local currency (eg Euro or US Dollars). Nor do we accept responsibility or liability for any UK arrangements booked by you, including wedding receptions (upon your return to the UK).
13. **ADDITIONAL SERVICES IN RESORT AND WEDDING EXTRAS:** Additional services (eg, wedding reception venues, hairdressing) or wedding extras (eg, DVD's, flowers, transport) that you may choose to book or pay for in local currency whilst you are on holiday are not part of wedding arrangements provided by us. For additional services or wedding extras that you book, your contract will be with the operator or supplier of the additional service or wedding extras and not

with us. We are not responsible for the provision of the additional service or wedding extras or for anything that happens during the course of its provision by the operator or supplier.

14. **INSURANCE:** We strongly recommend you take out suitable wedding insurance at the time of booking, this is in addition to the travel insurance cover that is required, as outlined by Jet2holidays. It is your responsibility to arrange suitable and adequate wedding insurance.
15. **FOREIGN CURRENCY:** We act only as an affiliate partner to Travelex UK. We accept no responsibility for the acts or omissions of the supplier or for the services provided by the supplier. Full Travelex UK terms and conditions available at www.travelex.co.uk/terms-and-conditions and find more information on the 'online price promise' at www.travelex.co.uk/offers/price-promise
16. **Personal data:** We will only use your personal data as set out in our Privacy Policy. For full details of how we may use your data please view our Privacy Policy at <https://www.perfectweddingsabroad.co.uk/privacy-policy>

You may provide us with limited details about other people (e.g. where you make a travel or holiday booking on behalf of a group, where you provide us with details of potential guests for your wedding or where you provide us with the name and contact details of a third party who we may contact in an emergency). Where you provide the details of other individuals you should ensure you have their permission to do so.

We will transfer your personal data to Jet2holidays to provide you with the Jet2holidays package holiday and any associated services. Jet2weddings and Jet2holidays will be independent data controllers in respect of that information. Jet2holidays will use the information in accordance with their privacy policy www.jet2holidays.com/privacy-policy.

17. **GENERAL CONDITIONS:** Our website is our responsibility, as your wedding supplier. The information contained on our website which affect your wedding are incorporated in these conditions and these must be read carefully and accepted by you before you enter into a contract with us. Failure to take these matters in to consideration before you book may lead to subsequent disappointment, for which we cannot accept responsibility.

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