Lagoona Soul – Booking Conditions (2027

These Booking Conditions, together with any general information provided in our materials, form the basis of your contract with Lagoona Soul. Please read them carefully as they set out our respective rights and obligations.

In these Booking Conditions, **"you"** and **"your"** refer to the lead passenger and all persons named on the booking. **"we", "us"** and **"our"** refer to Lagoona Soul.

1. Making Your Booking

The person making the booking ("the party leader") must be at least 18 years old and authorised to accept these Booking Conditions on behalf of all travellers. By submitting a booking, the party leader confirms this authority.

Once we receive your booking and deposit, or full payment if booking within six weeks of departure, we will issue a confirmation invoice. Please check all details immediately and notify us of any inaccuracies within 10 days, or within 5 days for tickets. Failure to do so may prevent changes later.

We will also send a booking form or request for details by email. You must return all required information within 15 days, or within 3 days if booking less than one month before departure. Failure to provide the information in time may result in cancellation of your booking. Any refund due following cancellation for this reason will be calculated in accordance with the Deposit Refund Window below and, where a refund is payable, will be subject to a 25% administration fee.

2. Payment & Deposit Rules

A **£149 deposit per person** is required at the time of booking unless full payment is due.

Deposit Refund Window

Deposits are refundable for 14 days from the date of booking. After this 14-day period, deposits become strictly non-refundable regardless of circumstances.

This applies even if you later cancel, change your mind, or fail to complete the booking form.

Balance Payments

The remaining balance must be paid no later than six weeks before departure. If payment is not received on time, we may treat your booking as cancelled by you and apply the cancellation charges set out in section 6.

If we agree to hold your booking pending late payment, cancellation charges will still apply if payment is not made promptly.

3. Your Contract

A binding contract exists once we issue your confirmation invoice. English law applies to all bookings, and any disputes must be handled by the courts of England and Wales unless you live in Scotland or Northern Ireland.

Any changes to these Booking Conditions must be agreed by us in writing.

4. Holiday Price, Luggage & Airport Charges

Holiday Price

The price of your holiday will be confirmed at the time of booking and, once paid, will not be changed by us except to correct an obvious pricing error or where a change is permitted by applicable law and these Booking Conditions. Airline baggage upgrades, local airport charges and optional pre-event or post-event arrangements are not included unless expressly stated in your confirmation invoice.

Hold Luggage

Your holiday includes **one hold bag per person at the minimum allowance provided by the airline, plus one small carry-on bag per person, subject to the airline's size and weight limits**.

If you wish to increase your luggage allowance or add additional bags, upgrades must be purchased **directly with the airline at your own cost**.

Local Airport Charges

Some local or regional airports may apply additional charges (e.g., baggage handling, airport taxes, regional supplements). These costs are outside our control and must be paid by you.

Extra Days Before/After the Event

Accommodation or travel days **before or after the main event cannot be guaranteed** and may be subject to availability, additional charges, or supplier restrictions.

Price Corrections

We reserve the right to correct pricing errors at any time.

5. Changes by You

Requests for changes must be made in writing to bookings@lagoonasoul.com. We will try to assist but cannot guarantee availability. A **£10 amendment fee per person** plus any supplier charges will apply.

6. Cancellation by You

Cancellations must be made in writing by the party leader. Charges apply as follows:

- **More than 63 days before departure:** Loss of deposit + flight cost
- **63–43 days:** 50% of holiday cost + flight cost
- **42–29 days:** 80% of holiday cost + flight cost
- **28 days or less:** 100% of holiday cost

Flights are non-refundable. If your payments do not cover the flight cost, you remain liable for the outstanding amount.

Name changes may be possible but are subject to supplier fees. Airlines often treat name changes as full cancellations, meaning the full flight cost may be payable.

No refunds are given for missed activities.

7. Insurance

Adequate travel insurance is mandatory. It must cover medical needs, cancellation, and any activities you intend to participate in.

8. Changes or Cancellation by Us

We may occasionally need to make changes or correct errors. Most changes are minor. Significant changes include:

- A downgrade in accommodation standard
- A change in accommodation area for most or all of your stay

If a significant change occurs, you may:

1. Accept the new arrangements
2. Cancel and receive a full refund

Compensation is not payable if changes result from force majeure or your failure to comply with these Booking Conditions.

9. Force Majeure

We cannot accept liability or pay compensation where the performance of our contractual obligations is prevented or affected by unavoidable and extraordinary circumstances beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such circumstances may include war, terrorism, pandemics, natural disasters, industrial action and severe adverse weather.

10. Our Liability

We will provide your holiday with reasonable skill and care. We are not liable for:

- Your own actions or omissions
- Third-party actions beyond our control
- Services not forming part of our contract (e.g., hotel-run activities or excursions booked locally)
- Business losses

Where an international convention applies to a claim arising from travel or accommodation services, our liability will be limited to the extent permitted by that convention. We will provide details of the applicable convention on request.

11. Complaints

Report any issues immediately to our representative and the relevant supplier so that they have an opportunity to resolve them. If the issue remains unresolved, submit a written complaint within 28 days of returning home. A failure to meet this deadline will not affect any rights that cannot lawfully be excluded, although it may affect our ability to investigate the complaint.

12. Behaviour

You are responsible for any damage caused by you or your party. We may terminate your holiday without refund if behaviour causes distress, danger, or disruption.

13. Supplier Conditions

Many services are provided by independent suppliers and are subject to their own terms and conditions.

14. Special Requests & Medical Conditions

Special requests must be made at booking but cannot be guaranteed. Medical conditions, disabilities, or pregnancy must be declared at booking and updated if circumstances change.

15. Travel Documents

You are responsible for ensuring you have valid passports, visas, and health documents. We accept no liability for refusal of travel due to incorrect documentation.

16. Website Accuracy

Information may change. You must check all details at the time of booking.

17. Delays

We are not liable for delays caused by airlines, passengers or unavoidable and extraordinary circumstances except where liability cannot lawfully be excluded. Any assistance, compensation or reimbursement due under applicable passenger-rights or package-travel legislation remains unaffected.

18. Safety Standards

Local standards may differ from UK standards and may be lower.

19. Flights & Carriers

Carrier details and flight times may change. A minor change will not entitle you to cancel other holiday arrangements, but your rights in relation to any significant change and any rights available under applicable law remain unaffected.