

OUR TRADING CHARTER

Mount Pleasant (IOW) Limited
trading as **IOW Tours**

51 High Street, SHANKLIN
Isle of Wight. PO37 6JJ
www.iowtours.com



1. Financial Protection



Your contract is with Mount Pleasant (IOW) Limited T/A IOW Tours
51 High Street, Shanklin, Isle of Wight. PO37 6JJ
(referred to as **IOW Tours**).

When you book a holiday with us, which doesn't include a flight, the money you pay us for the booking will be protected. This will ensure your repatriation in the event the company becomes insolvent.

Our Trading Charter (our Booking Conditions) sets out clearly and simply the responsibility we have to you and in turn, you have with us, when a contract is made.

There is no insured financial protection if you purchase just transport or accommodation only (this is most event holidays) from us.

We fully comply with the Package Travel and Linked Travel Arrangements Regulations 2018. The combination of travel services offered to you is a package holiday within the meaning of the Regulations. Therefore, you will benefit from all rights applying to package holidays. Mount Pleasant (IOW) Limited T/A IOW Tours will be fully responsible for the proper performance of the holiday and providing assistance if you are in difficulty. Your key rights will be in the details of the tour which will be provided prior to, or at point of, booking.

PROTECTED TRAVEL SERVICE

IOW Tours provides financial protection and compliance with the Package Travel Regulations through our membership with [Protected Trust Services Ltd.](#)

PTS protects your Group's money in a trust account insurance model that ensures that all consumer money is fully protected.

What does this mean for you?

When selling to UK consumers, all travel businesses are required to comply with the Package Travel Regulations. As a result, all tour operators and travel agents are legally required to provide consumer protection.

Importantly your money is paid in to the Trust Account and only released when you get back from holiday, so you are completely protected.

If you are paying by **Cheque** you must make your cheque payable to the Trust Account: **Trustees of PTS Air Travel Trust**

If you are paying by **Bank Transfer** you must pay direct in to the Trust Account:

Name: **Trustees of PTS Air Travel Trust**
Sort: **404014**
Account: **83664597**

If you wish to verify we are a member of Protected Trust Services (PTS), please contact them [here](#), quoting our **Membership Number 5722**.
PTS is regulated by the Financial Conduct Authority.

IF YOUR BOOKING IS NOT COVERED BY THE PACKAGE TRAVEL REGULATIONS

What does this mean for you?

At Mount Pleasant (IOW) Ltd if your package is not covered by the Package Travel Regulations (most event weekends are not covered), then we hold your money in a separate Client Account with Lloyds Bank and will only use your money to pay for your travel arrangements. This is additional protection above what is required – Mount Pleasant (IOW) Ltd is proud to do this as we value our customers and understand we hold your hard-earned money – we want you to have peace of mind.

The types that are NOT protected are as follows:

Individually booked elements (just accommodation, just transport etc.)
Packages under 24 hours in duration
Package Holidays offered on a not-for-profit basis for a limited group
Packages booked as a business trip

Pay in to Our Client Account:

Name: **Trustees of PTS Air Travel Trust**
Sort: **404014**
Account: **83664597**



2. Booking and Payment

When a booking is made, the 'lead name' on the booking guarantees that he or she is 18 and has the authority and accepts on behalf of the party the terms of these booking conditions and pays the deposit indicated in the brochure and/or confirmation letter and as confirmed in the pre-contract information.

After we receive your booking and all appropriate payments, if the arrangements you wish to book are available, we will send you a confirmation invoice within 14 days. This confirmation will include any special requests we have agreed.

A binding agreement will come into existence between us when we dispatch this invoice to the 'lead name'. Please check the confirmation carefully to ensure all the information is correct. This contract is governed by English Law, and the jurisdiction of the English Courts.

Single occupancy of rooms, when available, may be subject to a supplementary charge and these will be shown in the Brochure or on the Booking Form or Confirmation or Event Information & Flyer.

DEPOSIT

You can book by paying a deposit for each person named on the booking but our commitment is always conditional upon the balance being paid as below;

Deposit for a Group Holiday / Booking Fee for an Event Holiday - per person.

UK – up to 4 days	£20
UK – 5 days	£30
UK – up to 8 days	£50
Jersey, Ireland & Europe	£50

For your Booking and/or Event your Group/Organiser may decide to vary the deposit amount. Your deposit amount will be shown on your particular booking form, flyer or advised at point of booking. This is very often done to ensure commitment to a particular holiday or event.

If the purchase of tickets is a requirement of your booking, payment will be required at point of booking and is separate to your Booking Fee/Deposit. Most event tickets are non-refundable. If you book for the Thursford Christmas Spectacular we require a £2 per person deposit for each ticket by 1st December the year prior to your show.

The balance of the price of your holiday must be paid at least 8 weeks before your departure (3 months for Continental, Ireland and Channel Islands). If you book within our balance due period, you will need to pay the total holiday cost at the time of booking. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit*, and apply the cancellation charges set out in the paragraph below. The date of cancellation will normally be the date we receive your written confirmation that you intend to cancel or 15 days after the balance due date, whichever comes first.

Where optional items are purchased as part of the holiday, these are payable on the balance due date except where items, such as theatre tickets, have been specifically purchased for you. In this case the cost will be payable at a separate date notified to you and will not normally be refunded unless we obtain a refund from the supplier.

*Mount Pleasant (IOW) Ltd T/A IOW Tours may charge an additional Booking Fee at point of booking for any holiday or event that includes non-refundable tickets or pre-purchases within your package, these will be classed as Booking Fees, and are non-refundable in any instance.

3. Payments by Card

If you made payment for the booking of any services using a card it is likely in many circumstances that you have recourse against the Credit Card company (under a Section 75 Refund) or Debit Card provider (under the Chargeback Scheme for purchases under £100) in the event of services not being supplied in whole or in part due to the supplier's financial failure. In those circumstances, you will be advised to check that you have exhausted your remedies against the credit card company.

We need the exact information on your card in order to process payment, together with correct postal address for the card. If you supply inaccurate information or pay by more than your daily allowed limit, we reserve the right to pass on an administration fee for each declined card payment. This is the fee that is charged to us each time a card is declined and is a minimum charge of £2 per declined transaction.

4. Organisers Discount

We offer a discount to Organisers dependent on the number of adults travelling. For every 26 adults travelling we offer one free place, 50 adults travelling two free places and pro rata. This applies to coach holidays and does not apply to events, unless requested at point of booking.

Any organiser is able to waive their discount and your holiday price will be reduced accordingly. This must be discussed at point of booking.

5. Brochure Accuracy

Although Mount Pleasant (IOW) Limited T/A IOW Tours make every effort to ensure the accuracy of the brochure information, event information, flyers and website advertising and pricing, regrettably errors do sometimes occur.

You must therefore ensure you check the price and all other details of your holiday with us at the time of booking and when you receive our confirmation invoice.

6. Our Pricing Policy

Mount Pleasant (IOW) Limited T/A IOW Tours endeavour to ensure that the most up to date and correct prices are shown in our brochure, flyers, on-line advertising and by any other means we may communicate a price to our customers. We do not accept any responsibility for prices misunderstood from shared Social Media.

Occasionally, an incorrect price may be shown, due to an error. When we become aware of any such error, we will endeavour to notify you at the time of booking (if we are then aware of the mistake) or as soon as reasonably possible. We reserve the right to cancel the booking if you do not wish to accept the price which is applicable to the holiday. Local Authorities in many towns and cities throughout Europe have introduced new tourist taxes which must be paid directly to the hotel by all guests in person. These taxes are not included in our prices but we will notify you when applicable. Until the confirmation invoice is received by you, we do not accept booking prices are guaranteed and we reserve the right to withdraw the holiday offered.

Holiday prices include all travel, hotel accommodation and meals as specified in the holiday description and VAT payable in the UK where applicable. The price of your holiday is fully guaranteed and will not be subject to any surcharges. We will communicate the options with you either through email or letter, with a reminder if necessary. If you exercise the right to cancel we must receive written notice within 20 days of the date of the surcharge invoice.

We calculate the price of your package using the exchange rates quoted in the Financial Times Guide to World Currencies.

7. If you Change your Booking

After we have issued our booking confirmation we will do our best to accommodate any changes you may want to make but we cannot guarantee to do so. Any changes must be notified to us in writing and signed by the person/lead name who confirmed the booking. The cost of making a change increases the closer to the departure date you want to make it. Some arrangements, like particular types of tickets, cannot be charged without paying a cancellation charge of up to 100% of the cost of the ticket*.

8. Transferring your Booking

You can transfer your booking to someone else provided you give us reasonable notice. This person must be able to satisfy all the conditions for the package and a change cannot normally be made later than seven days prior to departure. We reserve the right to make an administrative charge per booking for every transfer we make plus any reasonable additional costs caused by the transfer. You will remain responsible for ensuring that the package is paid for by the balance due date. This is in addition to (and does not affect) the separate liability of the transferee to us. It may not be possible to transfer named tickets within a package and refunds are not available on this ticket type

9. If you need to Cancel your Holiday

You or any member of your party may at any time cancel your booking by giving written instructions to notify us of your intentions.

The Organiser or the person who signed the original booking form must sign the letter of cancellation. You must pay cancellation charges to cover our administration costs and to compensate for the risk of us not reselling the holiday. If the holiday is resold a refund will be made. The effective date of the cancellation is the date we receive written instructions. You must also return any tickets or vouchers you have received. A reduction in room occupancy may increase the charges for the remaining passengers by the application of supplements for low occupancy of rooms. Where bought in supplies, such as ferries, hotel accommodation etc have been bought in on your behalf, and where the terms and conditions of the supplier are non-refundable, these products will be charged to you at the full retail rate. If this applies, the non-refundable items will be deducted from your holiday costs and the following scale of charges will be applied to the remainder:

Notice Given	Cancellation Charge
14 Days or Less	100% of Holiday Cost
15 – 27 Days	50% of Holiday Cost
28 – 42 Days	35% of Holiday Cost
More than 42 Days	Deposit Only*

Please note that some or all of these charges may be recovered through your holiday insurance dependent upon the reason for the cancellation.

In the event of unavoidable and extraordinary circumstances occurring at the place of destination of its immediate vicinity and which significantly affect:

- (a) the performance of the package or
- (b) the carriage of passengers to the destination,

the traveller may terminate the package travel contract before the start of the package without paying any termination fee.

Note that where the package travel contract is terminated as stated above, the traveller is entitled to a full refund of any payments made for the package, but is not entitled to additional compensation or ticket value, if the ticket value is not refunded by the ticket supplier.

10. Alterations to your Holiday by Us

We hope that we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes do need to make minor changes. We reserve the right to do this at any time. We will let you know about any important changes as soon as possible, including the minimum number of passengers required on the trip.

If after booking, and before departure, we make a major change to your holiday, you will have the option of withdrawing from the holiday without penalty or transferring to another holiday without any charge.

A significant change includes a change in departure time or return time of more than 12 hours, a change includes of departure point, (unless within a suitable geographical location to you and notified to you to allow you to get to the Departure Point within reasonable time), location of resort or type of hotel, (excluding single overnight hotels on touring packages where the quality of the hotel is comparable), a

change of mode when crossing the Channel when confirmed at point of booking, or specification of the coach. On all our holidays we reserve the right to use either a ferry or the Channel Tunnel for the short crossing between England and France.

If you withdraw from the package because we have made a significant change or if we have to cancel your package for any reason other than non-payment by you we will offer you the choice of:

- A comparable replacement package if available; or
- A replacement package of lower quality together with a refund of the price difference; or
- A full refund of the money you have paid (less administrative fees, if the reason for cancellation is not the fault of IOW Tours)

When we have notified you of the changes and options available, you must tell us your decision as soon as possible and within any timescale we may set bearing in mind the need to safeguard the booking arrangements of other customers.

Reasons for a significant change to your package include (but are not limited to):

- The package is cancelled because the number of persons who agreed to take it is less than the minimum number required, and you are informed in writing. In this instance an administrative charge is payable for work completed.
- Where the performance of our contractual obligations is prevented or affected (for example but not limited to delay, cancellations, change of itinerary, change of accommodation, change of transport, infectious outbreak) by "Force Majeure".
- Force Majeure means an event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or void and is therefore an event beyond our or the supplier's reasonable control. These events include but are not limited to strikes, riots, political/civil unrest, government acts, hostilities, war, threat of war, terrorist activity or threat of terrorist activity, hurricanes, transportation problems, epidemic outbreaks, and severe weather conditions. We always recommend you take out adequate travel insurance to cover such eventualities.
- In the unlikely event that the performance of our contractual obligations are prevented or affected due to Force Majeure after departure, we regret we will be unable to make any refunds (unless we obtain any from our suppliers).
- Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure. We will follow the advice given by the Foreign Office. You are also advised to check with The Foreign and Commonwealth Office Advice Unit regularly at www.fco.gov.uk/travel prior to travel.
- The hotel/venue is no longer available.

If, after departure, we need to make a change to a significant proportion of your package we will do our best to make suitable alternative arrangements at no extra cost to you. If it proves impossible to make suitable alternative arrangements, or if you have reasonable grounds for refusing the alternative offered, we will arrange transport back to your point of departure, or to an alternative location that we agree to.

We may pass on any charges incurred by the Trust Fund/Mount Pleasant (IOW) Ltd if your group does not meet the minimum numbers for your group which subsequently causes a cancellation, if you do not advise your group numbers at point of booking. There is a cost incurred to protect your group's money, as well as to return it.

11. Adding a Surcharge after we have confirmed the booking

We will only do this in very limited circumstances and not within 20 days of your departure. The price of your package can be varied due to changes in:-

- Transportation costs such as fuel and/or fuel tax, ferry operator fees and tolls, embarkation or disembarkation fees at terminals;
- Exchange rates applied to the particular package booked; or
- Dues and taxes including changes in VAT or any other Government imposed charges;
- The tour group fails to reach minimum numbers required.

In the event of a change resulting in the price of your package being reduced and the package has been paid in full, we will refund the difference. In the case of any variation described above, an amount equivalent to 2% of the price of your package, which excludes insurance premiums and any amendment charges, will be absorbed. If the surcharge is more than 8% of the price of your package, you may cancel it and receive a full refund of all monies paid, except for any amendment charges. Should you decide to cancel this for any reason, you must exercise your right to do so within 14 days from the issue date printed on your revised invoice. Alternatively, you can accept an offer of an alternative comparable package or an alternative package of lower quality, if available. You may then transfer payment made in respect of the original package to the alternative package. If the cost of the alternative package is less than the original package, the difference in price will be refunded. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your package due to contractual and other protection in place.

We calculate the price of your package using the exchange rates quoted in the Financial Times Guide to World Currencies. The price of your holiday is fully guaranteed and will not be subject to any surcharges.

12. Our Responsibility to You

We accept responsibility for ensuring the holiday which you book with us is supplied as described in our publicity material and the services offered reach a reasonable standard and if you are in difficulty we will assist you. If any part of our holiday contract is not provided as promised, you may terminate the contract without paying a termination fee. We will however, not be liable if there are any unforeseeable or unavoidable actions of a third party not connected with our travel services, or there were unavoidable or extraordinary circumstances, or the lack of conformity is due to a traveller in the party.

We accept responsibility for the acts and/or omissions of our employees, agents and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of twice the value of the original holiday cost (not including insurance premiums and amendment charges).

We accept responsibility for death, injury, or illness caused by the negligent acts and/or omissions of our employees or agents together with our suppliers and sub-contractors, servants and/or agents of the same whilst acting within the scope of, or during their employment in the provision of your holiday. We will accordingly pay to our clients such damages as might have been awarded in such circumstances under English Law.

In respect of carriage by air, sea, tunnel and rail and the provision of accommodation our liability in all cases will be limited in the manner provided by the relevant international convention.

The above suppliers (such as accommodation or transport providers) have their own booking conditions or conditions of carriage, and these conditions may limit or remove the relevant transport provider's or other supplier's liability. You can get copies of such conditions from our offices, or the offices of the relevant supplier. We will pay you in accordance with these conditions which are incorporated into the Trading Charter.

If we make any payment to you or any member of your party for death or personal injury or illness, you will be asked to assign to us or our insurers the rights you may have to act against the person or organisation responsible for causing the death, personal injury or illness. This clause does not apply to any separate contracts that you may enter for excursions or activities during or outside of your holiday.

If you or any member of your party suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your holiday, we may offer guidance and where legal action is contemplated and you want our assistance, you must obtain our written consent prior to any proceedings (We limit the cost of our assistance to you or your party to £5,000 per party).

We reserve the right to refuse any booking in the absence of a doctor's certificate confirming that you are fit to travel. Where we provide comfort stops you are encouraged to walk around. Exercise reduces any discomfort, which may be caused by periods of immobility.

NO SMOKING is allowed on our coaches and we do not allow pets or any other animals, although we accommodate registered assistance dogs, but not on overseas holidays.

COVID-19:

We continue to ensure additional cleaning measures as rein place on our coaches and we hire in.

We will deny boarding for any passenger with Covid/Covid symptoms and IOW Tours will put denied boarding in writing for claims against travel insurance. Passengers will be asked to hand-sanitise every time they board the coach during their holiday.

If in future any Government regulations are brought in to combat Covid related infections, IOW Tours will notify you of the regulations/requirements prior to commencing your holiday.

13. Pick up point, itineraries, travel documents and passport

You are responsible for ensuring that you are at the correct departure point, at the correct time, with the correct documents and we cannot be held liable for any loss or expense suffered by you or your party because of an incorrect passport or late arrival at the departure point.

If you are a British citizen travelling outside the United Kingdom you must have a full 10-year British Passport (machine readable) valid for a minimum of six months after your scheduled date of return. Valid photographic ID is required for all Channel Island and Ireland holidays. Non-UK citizens must seek passport and visa advice from the relevant consulates or embassies of the countries you plan to visit prior to making a booking for one of our packages (and you are advised to check with the relevant consulate or embassy to ensure you allow sufficient time before your departure to apply for a visa). The name on the passport must match the name on the ticket. If someone in your party changes name after the booking is made you must tell us immediately so that we can issue the ticket in the new name.

If you have any doubts about your status as a resident British subject, you must check with the Embassies or Consulates of the Countries to be visited to confirm the Passport or visa requirements when you book. For full details on passport requirements, please contact 'the identity and passport service' on 0300 222 0000 (www.direct.gov.uk)

When you have paid the balance we will send you all the necessary travel documents and labels so that you receive them in good time for your holiday. Certain travel documents may have to be retained by us and your driver/courier will then issue them to you at the relevant time. If you lose a travel document after it has been issued to you we will require you to meet the direct cost charged by the carrier/supplier for the issue of a duplicate or replacement.

IOW Tours reserve the right to modify itineraries to conform with requests from the competent authorities in the United Kingdom and any other sovereign state through which the tour will operate. We recommend that you read the British Foreign and Commonwealth Office (FCO) advice about your holiday at www.fco.gov.uk.

Excursions which are included in the cost of your booking and are part of your package are detailed on the relevant itinerary and refunds will not be made for any excursion not taken. Optional excursions may be booked and paid for in resort but these will not form part of your booking.

Admission fees to buildings, grounds etc. are not included in the price of the package unless otherwise stated on the relevant itinerary.

Refunds for entrances to properties owned by an association, i.e. National Trust, for which you may be a member, cannot be claimed as a refund or discount. We negotiate group rates and have minimum numbers to adhere to.

14. Luggage Allowance

You are permitted to bring one medium sized suitcase up to 20kg in weight per person.

Please remember to bring an overnight bag where an overnight stop is included in your package. If you wish to bring a wheelchair or similar additional large item, please request this at the time of booking.

We regret that our Coach Drivers are unable to lift heavy (above 20kg) Mobility Scooters on to coaches, we always recommend hiring one locally. IOW Tours can supply advice on hiring mobility scooters locally but we regret we are unable to hire these on your behalf.

15. Special Requests

If you require a special diet please tell us at the point of booking, or as soon as you are medically advised. We will notify the hotel or hotels identified in your booking but please note that some hotels may not have facilities to provide special diets and we cannot be held liable for their failure to do so unless the hotel has confirmed in writing that a special diet will be catered for. It is the responsibility of you or your party to advise of any special dietary or mobility requirements and to keep us updated after the rooming list is submitted.

Any extra costs incurred by you during your package must be paid to the hotel by you prior to departure from the hotel.

You should also detail any other requests, for example, low floor rooms, particular rooms or locations on the special requests section of the booking form, in writing or by telephone if you have made an individual booking direct with IOW Tours. If you are booked as part of a group these requests MUST be made to your group organiser, so they form part of the final details agreed with the group organiser. We will pass your request to the relevant supplier but this does not necessarily mean that your request will be fulfilled. If a request can be fulfilled you may incur an extra charge payable to us. Please note that requests cannot be guaranteed unless we advise otherwise.

16. Passengers with Disabilities

We want to ensure the arrangements for your package are suitable and appropriate. Not all packages may be suitable for you and if we reasonably consider we cannot provide what is required, we will not accept the booking.

Should you or a member of your party have any medical condition or disability that may affect your/their holiday or that of other passengers, we ask that you contact a member of our Holiday Team to discuss this so that we can advise you of the suitability of the holiday.

If a passenger requires personal assistance (for example but not limited to assistance with feeding/dressing/toileting/mobilising) then this passenger must travel with an able-bodied companion/carer.

Coach drivers/tour managers are unable to offer such assistance.

Whilst we will make every reasonable adjustment to do so, if we are unable to accommodate the needs of a passenger or believe that the medical condition or disability of a passenger is likely to adversely affect other passengers, we reserve the right to decline the booking. We also reserve the right to cancel any holiday and impose cancellation charges if we are not fully advised of any relevant disability or medical condition at the time the booking is made and subsequently decide that we are unable to accommodate this passenger. This applies whether we advise that we are unable to accommodate a passenger either before departure or during the holiday and if this occurs during the holiday then we will seek the additional costs of returning the passenger home.

We want you to enjoy your package and will try to help you select an appropriate trip.

17. Special Events

Terms and conditions for Special Breaks or Events may be different, but will be provided with that particular booking form. These separate (additional) Terms and Conditions do not affect our Trading Charter, by which you have made your booking.

18. Passenger Behaviour

We want all our customers to have a happy and carefree holiday. You are responsible for your behaviour and hygiene and the effect it may have on others. If you or any other member of your party is abusive, disruptive or behaves in a way that could cause damage or injury to others or affect their enjoyment of their holiday or which could damage property, we have the right to terminate your contract with us and we will have no further liability or obligation to you. The coach driver/representative, ship's captain, or authorised official is entitled to refuse you boarding if in their reasonable opinion you are unacceptably under the influence of drink or drugs or you are being violent or disruptive. If you are refused boarding on the outward journey we will regard it as a cancellation by you and we will apply cancellation charges. This also applies to the return journey. We request that mobile telephones are not used during coach travel.

19. Travel Insurance

We strongly advise all our customers to take out travel insurance, this can be purchased elsewhere. Mount Pleasant (IOW) Limited T/A IOW Tours cannot accept any responsibility for any loss that would normally be covered by insurance. If you do not have adequate insurance and require our assistance during your package, we reserve the right to reclaim from you any medical repatriation or other expenses which we may incur on your behalf which would otherwise have been met by insurers.

Your travel insurance may cover you for some delays. In addition where you are delayed for more than six hours in any one day we will seek to minimise any discomfort and where possible, arrange for refreshments and meals.

20. Travel Discounts/Surcharges

If you are part of a group holiday that includes coach travel, there is no discount available for making your own way, unless prior arrangements have been agreed with IOW Tours. We reserve the right to charge a coach surcharge to the group should the total numbers travelling on the coach reduce from the numbers quoted at the time of the original booking, if members of your party ask for a discount for making own way.

21. Value Added Tax

VAT is included in the price of your holiday at the current rate. Should the rate of VAT change, we reserve the right to adjust our prices accordingly. The VAT scheme that we have to operate within is the Tour Operator's Margin Scheme. This scheme does not enable or allow us to issue a VAT invoice for our customers.

22. General Data Protection Regulations

We comply with the GDPR 2018 Regulations, our data controller is Shirley Kearley and our data protection policy can be requested from: Shirley Kearley, Mount Pleasant (IOW) Limited T/A IOW Tours, 51 High Street, Shanklin, Isle of Wight, PO37 6JJ.

23. Emergency Contact

Our emergency contact details are Tel: 01983 405116

While you are away there is a Duty Manager available on this number 24 hours a day, to provide Emergency Assistance while you are away. The Emergency Number should not be used for general enquiries.

Trading Charter: June 2022
(reviewed)

Privacy Notice



Mount Pleasant (IOW) Limited
trading as **IOW Tours**

51 High Street, SHANKLIN,
Isle of Wight. PO37 6JJ
www.iowtours.com

At Mount Pleasant (IOW) Ltd trading as IOW Tours, we care a lot about protecting the information that you give us, and as such we wanted you to know that we've updated our Privacy Policy.

All information we collect from you at the time of booking/enquiry is kept secure on our internal database, or alternatively safely locked away with limited access. This refers to a combination of information such as your name, contact details, travel preferences and special needs/disabilities/dietary requirements that you supply or is supplied to us (by the lead organiser). Your information is collected when information is requested from us for the purpose of a booking, you make a booking or connect with us via social media. We will update your information whenever we can to keep it current, accurate and complete (if requested by yourself).

Here at Mount Pleasant (IOW) Ltd trading as IOW Tours, we will never pass on your details to other companies and businesses for marketing purposes, your details will only be used for the intended purpose that you provided them to us, for a booking or enquiry. By law we are required to store your details for the intended purpose of your booking with us. After your booking has taken place you have the right to ask us to remove your details from our database, or request only to be sent marketing information relevant to your interests.

The Data We collect for Marketing Purposes

Due to some of the events Mount Pleasant (IOW) Ltd trading as IOW Tours are able to arrange, we are provided with your information from certain Associations. We use that information for a couple of reasons: to be able to send you information and booking forms for their upcoming events; to contact you if we need to obtain or provide additional information; to check our records are correct and to check every now and then that you're happy and satisfied. We don't rent or trade information with other organisations and businesses.

As a current or existing customer of Mount Pleasant (IOW) Ltd trading as IOW Tours we may send you, for specific events, up-to-date brochures or a newsletter on your booking interest. You can unsubscribe to general mailings at any time of the day or night by emailing our data protection officer at unsubscribe@iowtours.com.

Sharing Your Information

We will only share your information for the purpose of your booking, this will include your group/event organiser, hotels, ferry companies, airlines, coach companies where applicable. We will only provide the necessary information for them such as your name, special requests/dietary requirements and personal data required to proceed with your booking. (e.g. Passport details, car registration, emergency contact number).

As part of our due diligence process, here at Mount Pleasant (IOW) Ltd trading as IOW Tours, we have sought assurance from such parties that they too are GDPR compliant and will protect your information.

Access to your Personal Information

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer at dpo@iowtours.com

Alternatively, you can call us on **01983 405116**
or write to us at:

Mount Pleasant (IOW) Ltd trading as IOW Tours, 51 High Street, Shanklin, Isle of Wight, PO37 6JJ.

Changes to this Privacy Notice

Any changes to this Policy will be either posted on our website and/or made available on request.

Privacy Policy: May 2021
(reviewed)

