



Terms & Conditions

Tiernan Travel

2025 Season

Booking Confirmation

Upon confirming a booking with our luxury tour operator services in the UK & Ireland, a non-refundable deposit of 20% of the total tour cost is required to secure the reservation.

Payment Schedule

The remaining 80% of the total tour cost is to be paid 60 days prior to the scheduled tour commencement date. Failure to make the full payment within the specified time frame may result in the cancellation of the booking.

Cancellation Policy

Cancellation requests made more than 60 days prior to the scheduled tour commencement date will be eligible for a refund of payments made, apart from the non-refundable deposit. Cancellation requests made within 60 days of the scheduled tour commencement date will result in the forfeiture of the entire tour cost. No refunds will be provided for any unused portions of the tour once it has commenced. All cancellation requests must be submitted in writing to our designated email address, info@tiernantravel.com.

Amendments and Changes

Requests for changes to the tour itinerary, dates, or participants must be submitted in writing and are subject to availability. Any additional costs incurred due to changes requested by the client will be the responsibility of the client and must be paid in full before the tour commencement.

Force Majeure

We reserve the right to cancel, reschedule, or amend any part of the tour itinerary due to unforeseen circumstances, including but not limited to natural disasters, political instability, or other force majeure events. In the event of a force majeure, we will make reasonable efforts to provide alternative arrangements or issue a partial refund, taking into consideration any unrecoverable costs incurred.

Travel Insurance

We strongly recommend that clients obtain comprehensive travel insurance to cover any unforeseen circumstances, including trip cancellations, medical emergencies, or travel disruptions.

Liability

Our liability is limited to the total amount paid for the tour services. We are not responsible for any additional expenses or losses incurred by clients as a result of changes to the tour itinerary, cancellations, or other unforeseen events.

Client Responsibilities

Clients are responsible for ensuring that they meet all visa requirements, travel documentation, and health regulations for entry into the UK & Ireland. In the event that clients are denied entry into the country for any reason, the tour cost will remain non-refundable. Clients are required to behave in a responsible and respectful manner throughout the tour, adhering to local laws and customs.

Jurisdiction

These terms and conditions are governed by the laws of the United Kingdom, and any disputes will be subject to the exclusive jurisdiction of the UK courts.

Pricing Breakdown

All pricing will be presented as a comprehensive package, providing you with a single rate for the entire trip. Due to the terms of our competitive contracts with suppliers, we are unable to provide detailed breakdowns of the package components. These contracts mandate that our offerings be bundled rather than sold individually.

Currency

All pricing is provided in local currency:

- Euros (EUR) for trips originating in Ireland, and
- British Pounds (GBP) for trips originating in the UK.

We are not responsible for fluctuations in exchange rates and bank charges. Please advise your clients accordingly.

Turnaround Time

We strive to provide new proposals within 2 business days. However, during peak seasons, this process may take up to 5 business days. This turnaround time equally applies to each requested round of changes.

Welcome Letters

Upon request, we can provide contact emails for hotels. However, we do not send welcome letter requests to hotels on behalf of the agent.

Restaurants

We do not book restaurant reservations for clients, as many establishments now require a credit card to secure bookings and have varying cancellation policies. We believe it's a better experience for everyone when the client corresponds directly with the restaurant to relay any dietary needs and ensure the restaurant has direct contact information for any changes.

We are happy to provide general restaurant recommendations upon request. Please note that these recommendations are not specialized for individual preferences and are only provided for trips with a deposit and not during the proposal stage.

Admin Add-On

If you would like us to edit or amend proposals to include any details or bookings not created by us (e.g., restaurant reservations, independently booked tours), you can opt for the Admin Add-On.

The fee is 250 GBP for up to 10 edits. You may purchase additional add-ons as needed.

All edit requests under the Admin Add-On must be submitted at least 7 days before the trip departure date to ensure adequate time to make the necessary changes. Edits submitted after this cut-off date will not be accommodated.

Revision Policy for Trips Under Deposit

Our revision policy allows for up to 3 minor changes or 1 major change per itinerary without additional charge. Beyond these, any additional changes will incur a fee, as detailed below:

Minor Changes

Examples include adjusting admission times, changing restaurant reservations, or making minor adjustments to activity schedules. Our service includes up to 3 minor changes per itinerary without incurring additional fees, up to 30 days prior to departure. Any additional minor changes beyond this allowance will be charged at 50 GBP per change, as well as any additional penalty costs incurred when changing admission tickets, subject to availability.

Major Changes

Examples include reversing the entire itinerary (e.g., starting from Shannon instead of Dublin), adding or removing significant destinations, including hotels, or altering the overall flow of the trip. Major changes will be charged a fee of 150 GBP per change due to the extensive work involved.

Submission and Processing of Changes

All change requests must be submitted in writing.

- Minor changes: Please allow up to 3 business days for processing.
- Major changes: Additional time may be required, which will be communicated once the scope of the change is assessed.
- Changes within 30 days of travel will be assessed on a case-by-case basis.

Revision Policy for Trips in the Proposal Phase

We aim to provide a seamless proposal process, but if revisions become excessive, we reserve the right to decline further modifications or request a good faith deposit to continue working. This deposit will be credited towards the cost of the trip upon booking confirmation.

Booking Policy

We only book full trips for clients and do not book services à la carte. We can arrange shore excursions as a standalone offer. Otherwise, we do not provide activity-only bookings.

Golf Policy

Tee Times will be booked with the best available time. Equipment hire (e.g., carts & clubs), as well as caddie fees & tips, will be for the client to organize & pay for directly. All caddies are on request only and payable directly on the day of play. All golf rental equipment (such as golf clubs, cart hire, and golf balls) are payable directly by the client.

We do not enter any ballot style tee-off times on behalf of clients, including for single players. This can be done directly by the client online, according to the Golf Course process at the Golf Course website, eg: St Andrews Old Course Ballot.

Commission Policy

Please send an invoice to info@tiernantravel.com after your client has completed their final payment. We process commissions in batches 1-2 times a month, and you will receive your commission in the upcoming batch. It is the responsibility of the agent to notify their accounting department or host of any incoming commissions.

We will need the following information:

- Account holder name and details
- Swift/BIC Code
- IBAN
- Email for person that should receive payment confirmation info

If you want your commission paid in USD, we will need routing and accounting numbers, and account holder details, and will be paid according to the live exchange rate on the day. We are not responsible for the fluctuation in exchange rate when payment is made.

Operational Itinerary/Final Docs

The itinerary will be updated with all relevant confirmations, vouchers, times, and addresses at least 14 days prior to arrival, not more than 30 days prior to travel.

Emergency Line

Please advise clients to use the phone number provided in case of an emergency in order to receive immediate assistance. This is important for us, so we could assist clients immediately at the time of an

issue and not after the issue has occurred.

Self-Catering Accommodation

We only work with a few selected self-catering accommodations that have been approved by our team. Any specific self-catering accommodation requests are to be booked directly by the clients.

By confirming a booking with Tiernan Travel services in the UK & Ireland, clients acknowledge and agree to abide by these terms and conditions.


MANAGING DIRECTOR