

Terms and Conditions

Booking and Payment

All bookings are made and accepted according to the terms set out in these conditions. When you instruct Life Change People to confirm your booking by e-mail we will do so immediately and you must pay your deposit at that time.

When you make a confirmed reservation, your completed booking form must be accompanied by a deposit of a minimum of 25% of the total amount. Payments will be made online unless by prior arrangement with the Life Change People. The person making the booking on behalf of all other persons named on it becomes responsible to the Life Change People for all payments. The Life Change People must receive the balance of the booking payment at least eight weeks before the departure date, otherwise the Life Change People reserve the right to cancel the booking and you could be liable for payment cancellation charges as stated below.

On receipt of the balance of the booking payment, you will receive questionnaires to be used by The Life Change People in compiling your Personal Profile. We ask you to return these to us within fourteen days. The information in them is solely for the use of The Life Change People and will not be made available to any other party.

Cancellation

By the client:

If you wish to cancel your booking this must be done by e-mail from the person who made the booking, or by recorded delivery post. Any cancellation is effective from the date it is received at the Life Change People office. In the event of a cancellation, the following charges become liable:

More than 45 days	Deposit only
45-22 days	50% of total booking payment
1-21 days	100% of total booking fee

A no-show will be considered a cancellation and 100% will be charged.

By The Life Change People

Cancellation by the Life Change People may be necessary in exceptional circumstances. These would include; hostilities, political unrest or other extreme circumstances beyond the control of the Life Change People. In the unlikely event of such circumstances The Life Change People reserves the right to cancel the Programme and in this event will offer you a full and prompt refund of all monies paid.

Alteration to your booking

The Life Change People will endeavour where possible to make any alteration at your request after the booking has been made. An alteration charge of £50 may be payable.

Insurance

It is a requirement of The Life Change People that all participants have full Holiday Insurance.

Health and Safety Standards

The regulations governing health and safety standards in Thailand are not necessarily the same or equivalent to those in your own country. The monitoring, compliance and enforcement with the local regulations are carried out by the appropriate authorities in Thailand. We advise that you make yourself aware of basic safety precautions and that you take appropriate measures accordingly.

Further to this, we recommend that you consult a medical practitioner for advice regarding inoculations.

Liability of The Life Change People

The Life Change People accepts responsibility should the services it is obliged to provide be proved deficient or not to measurable standards. This will not apply to circumstances outside the control of The Life Change People.

The Life Change People is only liable for death, injury or illness arising as a direct result of negligent acts or omissions by its employees.

The Life Change People cannot accept responsibility for inward and outbound travel to Chiang Mai, loss or injury as a result of negligence of your hotel, or caused by any other activities beyond the agreed Programme offered by the Life Change People

Dispute

In the unlikely event of a dispute, or there being something not to your liking whilst you are on the Programme, you must report it to a Life Change People representative immediately. Unless there is a valid reason as to why you failed to report your complaint, the The Life Change People will not consider themselves liable in respect of those complaints. If a reported matter has not been resolved to your satisfaction, then you should highlight your concerns in writing within seven days.

Compensation

Compensation will not be payable if The Life Change People are bound to cancel or in any way change your Programme due to war, threat of war, riots, civil insurrection, industrial disputes, disease, terrorist activities, technical or any other problem with transportation or hotels, closure of airports or sea ports, alteration or cancellation of scheduled services.

The Life Change People will not reimburse any participant who does not utilise any part of the package, which they have booked and paid for.

The Life Change People reserves the right to change the itinerary to any of the excursions. This decision may arise from adverse weather conditions or any factor which is beyond the control of The Life Change People.