

Terms and Conditions

Please read these conditions carefully before using this website ("the Site").

In these conditions "we", "us" and "our" means Toursareus.co.uk Ltd and "you" means the person using the Site.

These conditions govern your use of the Site and by accessing the Site you agree to be bound by them.

Please note that all Barclaycard Business products and services are subject to separate conditions which govern their use.

We may change these conditions at any time without notice.

Use of Site

We may in our sole discretion terminate your access to or use of the Site for any reason, including without limitation where we believe you have not acted in accordance with these conditions.

Copyright

The entire content of this Site is subject to copyright with all rights reserved and the information on it is for your personal use only. You may not download, transmit or modify any part of the Site without prior permission. Toursareus.co.uk Ltd is a company registered in England and Wales registration number 04907721.

Third Party Products and Services

Where we provide links to other people's sites. Your use of these links is entirely at your own risk and we accept no responsibility or liability for the content, use or availability of these sites. We have not checked the content of these sites.

This Site may also contain some material provided by third parties and we accept no responsibility or liability for the accuracy of that material.

You may not link any other web-site to this Site without obtaining our prior written consent from the link we provide or our link of www.toursareus.co.uk without contacting Toursareus.co.uk Ltd on 0845 052 5322 or by e-mail at info@toursareus.co.uk.

No Warranty

Although we have taken all reasonable care to ensure that the information provided on this Site is accurate, we give no warranties of any kind, express or implied, with regard to its accuracy or completeness.

No Liability

We will not be liable for any damages or direct or indirect loss in connection with your use of, or inability to use the Site or any failure or delay by us in performing our obligations. This includes any loss of profit, income or business opportunity together with any loss arising from any computer virus or system failure.

We may modify, withdraw or suspend the Site or any part of it without notice at any time.

Governing Law

English Law governs these conditions and you agree that the English Courts shall have exclusive jurisdiction to determine any matter or dispute arising out of this Site and these conditions. This

Site is designed for use in the UK. If you choose to access this Site from other locations it is your responsibility to comply with all applicable local laws.

Complaints

We are committed to providing a high standard of service to every customer, every time. We do recognise, however, that occasionally we may not live up to your expectations. Your comments are important. Not only do they allow us the opportunity to put things right for you, they also help us to enhance and improve our services for everyone who uses them. So, if you can suggest a way in which we could have served you better, please do let us know.

How to contact us

If you have a complaint about any aspect of our service, then we would like to hear from you. You can contact us by telephone, in person, or by email (Please remember do not place any financial detail in this email or letter by post such as credit card or bank account details. It is usually best to contact us by phone 0845 052 5322 to discuss your complaint, as our Customer Services staff will do their best to work with you to resolve it.

Contacting us by phone: Please call customer services on **0845 052 5322** (02:00pm to 04:00pm Monday to Friday).

Contacting us by post: Write to our Customers Services Team at

Customer Services

Toursareus.co.uk Ltd

Panda

Tweentown

Cheddar

Somerset BS27 3JF

Contacting us by email: info@toursareus.co.uk Our initial response will usually be to your email address. However, there may be occasions when we will need to respond by post - to ensure privacy or to enclose copies of other documents.

What you need to provide

To help us investigate and resolve your complaint as quickly as possible, please provide us with the following information:

1. Your name and address
2. Telephone number
3. Mobile telephone number
4. Your Email address
5. Other appropriate reference we have issued to you
6. A clear description of your concern or complaint
7. Details of what you would like us to do to put it right
8. Copies of any relevant documents such as correspondence **(NO FINANCIAL DETAILS PLEASE)**

How we will respond

We will do our best to resolve your complaint immediately and with the minimum of inconvenience to you. The first step is for us to be really clear on what the problem is, and to identify with you what we can do to put it right. The more information you can give us the better.

Sometimes we will not be able to resolve your problem 'on the spot'. If we are unable to resolve your complaint by the following day, we will:

1. Send an acknowledgement of your complaint in writing within seven working days (Monday – Friday) together with your unique case reference number
2. Confirm who will handle your complaint and how you can contact them. On occasions, to ensure that your complaint is reviewed by the most appropriate person, this may not be the person to whom you complained initially.

If your complaint is particularly complex in nature, we will seek to keep you informed of the progress we are making as our investigations continue. We will aim to resolve your complaint within four weeks. If we are unable to do so, we will send you a written update at that time to explain what is happening and let you know when we expect to resolve your complaint. After eight weeks we will send you a final response or a further progress report on our investigations.

We value your feedback. Help us to get it right every time, for every customer.

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