

Terms and Conditions of U3A Jávea Travel Trips

Please read the following as any request to book a trip will mean that you have accepted and agreed to them. They cover 1 day trips and those of a longer duration.

Financial Matters – all trips

1. The U3A Jávea organises trips for members on the basis that we are not acting and cannot act as a registered Travel Agent in Spain and are therefore not party to any financial guarantee Scheme run by the Spanish Government. We therefore do not and cannot carry insurance protection against the risk of a travel supplier (e.g., hotel, cruise company, coach company) becoming insolvent and because of this we cannot accept liability for any money lost should a failure occur.
2. When booking hotels and other trip elements we will always use reputable, established companies to minimise any risk to money we pay over on your behalf.
3. We will arrange trips with Travel Agents as often as we can so that the trip will be covered by the Financial Guarantee Scheme run by the Spanish Government through the Travel Agent used.

Health and Safety

4. Activities or excursions arranged by U3A Jávea are done so having regard to the health and safety of members but undertaking such activities or excursions is entirely at your own risk.
5. Neither the Trip Leader nor the U3A Jávea has any responsibility for illness or injury suffered during the activity or excursion. If you become ill or are injured and cannot continue your trip, any costs are your responsibility, and you should ensure that you have adequate cover for any financial losses/costs for Travel and Health issues.

Changes/Cancellation to advertised trips

6. Changes or cancellation to the event/trip offered may become necessary, prior to the commencement or during the trip, which are solely at the Trip Leader's discretion and members' safety will always be paramount; for example, inclement weather may make it unsafe to undertake an activity or excursion or schedules for visiting monuments etc may be changed, or planned festivals may be cancelled.
7. We reserve the right to replace any part of the advertised trip with an alternative arrangement of equivalent standard or to cancel a trip entirely. If we do this, we will inform you in good time giving the reasons.

Your responsibilities

8. You must be a current member of the U3A Jávea, and you will have to provide your membership number when booking. Membership is not transferable between different U3A branches, whether in Spain or elsewhere.
9. All members are responsible for ensuring that where required they have appropriate Travel Insurance and Health cover for their needs.

10. **Non-Resident members** must ensure that they have relevant health cover either with an EHIC/GHIC card for UK Citizens or if appropriate an insurance policy covering any health issues that may arise.

11. You must ensure that all your travel and insurance documents (if applicable) are in order and that you arrive in plenty of time for checking in at the departure point.

12. If you have a problem whilst on the trip, this must be reported to the Trip Leader at once. If you do not do this there will be less opportunity for us to investigate and rectify your complaint.

13. We may provide general information about any health and/or visa formalities required for your trip, but you should check your specific circumstances in good time before your departure.

Special needs/Restricted Mobility

14. Some trips/events may not be suitable for members with restricted mobility – as much detail as possible will be given about trips and what activities will be undertaken - but if you are at all unsure about the walking or access difficulty level of any trip, please discuss this with the Trip Leader prior to making a booking. If you use a wheelchair, you must have your own companion to assist you, other members cannot be expected to do this.

15. The Trip Leader will endeavour to ensure that some places are available for solo travellers, but the availability of rooms/cabins is subject to availability from the providers involved.

Cancellation Policy

16. Any cancellation or amendment request must be made to the Trip Leader by email, WhatsApp or telephone call and will take effect at the time it is received. The Trip Leader will endeavour to fill your place(s) and in that case a full or partial refund will be possible.

16. If a replacement(s) cannot be found then any element of the trip that has already been paid for will be subject to the terms and conditions of the supplier of that element e.g., the cost of a coach trip often cannot be refunded as the price per person has been based on the number of attendees to cover the full cost of the coach hire.

17. Cancelled hotel rooms and cabins or event tickets are subject to the terms of cancellations of the supplier, which maybe be as much as 100% depending on the time of the cancellation.

Your own insurance may cover these costs. The Trip Leader will advise you specifically about the situation for the trip when you contact them about your need to cancel.

Booking and Paying

18. Members will be notified of trips by email including details of how to book and whether a deposit or full amount is needed – reservations are only confirmed once the required payment has been received.

19. Payment can be made by Bank Transfer or Card Payment online.

20. For Bank Transfers – Click [here](#) for full details of how to make a bank transfer. You must include the bank reference code (given with the information about the event/trip) along with your name(s) and send an email a copy of the transfer document to the Trip Leader.

21. For Card Payments Online – you will either be able to pay via the booking form which will direct you to our secure payment screens or you will be sent a payment link by the Trip Leader.

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