



**Global Dec Ltd**  
10385559  
3 Oakwood Gardens, Consett  
DH8 0BX  
United Kingdom  
(+39) 3312656260  
office@global-dec.com  
www.globaldec.co.uk

## GLOBAL DEC LTD

### TRAVEL SERVICES, GROUND ARRANGEMENTS AND CULTURAL ACCOMPANIMENT AGREEMENT

#### IMPORTANT – HOW TO USE THIS CONTRACT

This Agreement is published on the Company website for download. To request a booking, the Client must:

1. Download this Agreement.
2. Complete all fill-in fields (Client Details + Programme Details + Payment Plan).
3. Sign (handwritten or electronic signature).
4. Email the signed Agreement to: [office@global-dec.com](mailto:office@global-dec.com)
5. Attach: (a) proof of payment (deposit/first instalment) and (b) passport copy (where required for ground arrangements).
6. Wait for the Company's written Booking Confirmation email.

No booking is valid unless and until the Company sends Booking Confirmation by email.

#### 1. PARTIES

##### 1.1 The Company

Global Dec Ltd (Company No. 10385559) a private limited company incorporated in England and Wales, with registered office at Oakwood Gardens, Consett, DH8 0BX, United Kingdom (the "Company").

Email: [office@global-dec.com](mailto:office@global-dec.com)

Website: [www.globaldec.co.uk](http://www.globaldec.co.uk)

##### 1.2 The Client

The individual completing and signing Clause 28 (the "Client"). Where the booking includes more than one traveller, the signing Client confirms they have authority to sign on behalf of all travellers listed, and accepts joint and several responsibility for all sums due.

##### 1.3 The Parties

The Company and the Client are together the "Parties" and each a "Party."

#### 2. RECITALS

- A. The Company designs and delivers cultural and educational travel experiences and provides coordination, organisational support and (where specified) cultural accompaniment.
- B. The Company may contract with and pay local ground suppliers (including a destination management company/local operator, transport providers, guides, hotels and venues) to deliver certain ground services for the Programme.
- C. The Client wishes to participate in the Programme described in this Agreement and agrees to be bound by these terms.

#### 3. DEFINITIONS AND INTERPRETATION



3.1 "Programme" means the travel experience described in Clause 6.

3.2 "Ground Arrangements" means locally delivered services such as accommodation, ground transport, local guides, entrances, meals where stated, and other in-country services, performed by Third-Party Suppliers.

3.3 "Third-Party Suppliers" means airlines, accommodation providers, transport operators, guides, venues, and any other suppliers not owned or controlled by the Company.

3.4 "Local Operator/DMC" means the destination management company or local operator engaged by the Company to deliver or coordinate Ground Arrangements.

3.5 "Total Programme Price" means the total price payable by the Client to the Company, comprising (i) the Company's Service Fee and (ii) amounts the Company will pay onward to Third-Party Suppliers for Ground Arrangements.

3.6 "Service Fee" means the Company's professional fee for programme design, coordination, administration and (where applicable) cultural accompaniment.

3.7 "Force Majeure Event" means any event beyond reasonable control including (without limitation) war, civil unrest, terrorism, pandemic/epidemic, governmental restriction, severe weather, natural disaster, strike, airport closure, transport disruption, supplier insolvency.

3.8 Headings are for convenience only and do not affect interpretation.

#### **4. STATUS OF THE COMPANY; NATURE OF THE CONTRACT**

4.1 The Company provides a mixed service consisting of (a) the Company's own professional Services and (b) the organisation and payment of Ground Arrangements delivered by Third-Party Suppliers.

4.2 The Client acknowledges that:

- Ground Arrangements are performed by Third-Party Suppliers;
- the Company does not own or control airlines, hotels, carriers, or local providers;
- supplier performance is subject to operational conditions and local constraints.

4.3 Important (EU consumer point): the Parties choose the law of England and Wales (Clause 25). If the Client is habitually resident in Italy (or another EU country) and qualifies as a consumer, that choice does not deprive the Client of mandatory consumer protections applicable under their home law (Rome I, Art. 6).

#### **5. THE COMPANY'S SERVICES**

5.1 The Company shall provide the following professional services (the "Services"), as applicable:

- a) programme design and itinerary architecture;
- b) supplier sourcing and itinerary optimisation;
- c) booking coordination and administration;
- d) pre-departure guidance (briefings, schedules, packing and behavioural guidance);
- e) group coordination (meeting points, timing management, communications);
- f) liaison with the Local Operator/DMC and other Third-Party Suppliers;
- g) assistance in resolving day-to-day practical issues during the Programme;
- h) cultural accompaniment by the Company's representative (only if stated in Clause 6).

5.2 The Services are provided with reasonable care and skill (standard UK services term).

5.3 The Company may delegate operational tasks to its directors, representatives, contractors and the Local Operator/DMC.



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## 6. PROGRAMME DETAILS

Programme Title / Reference: \_\_\_\_\_

Destination(s): \_\_\_\_\_

Start Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ End Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Duration: \_\_\_\_ days / \_\_\_\_ nights

Group Size (if applicable): \_\_\_\_\_

Company Representative / Cultural Accompanier (if applicable): \_\_\_\_\_

Local Operator/DMC (name if disclosed): \_\_\_\_\_

### 6.1 Inclusions (tick and/or specify)

- Accommodation (category/standard): \_\_\_\_\_
- Ground transport (vehicle type): \_\_\_\_\_
- Local guides: \_\_\_\_\_
- Entrances/permits: \_\_\_\_\_
- Meals:  breakfasts  dinners  other: \_\_\_\_\_
- Booking-day coordination for international flights (Client buys individually)
- Other included services: \_\_\_\_\_

### 6.2 Exclusions (mandatory)

- International flights (purchased by Client individually unless expressly included)
- Visas / immigration fees
- Travel insurance (medical, cancellation, baggage)
- Personal expenses, tips unless stated, optional activities unless stated
- Anything not expressly included above

## 7. FORMATION OF CONTRACT

7.1 The Client's signed Agreement constitutes an offer to purchase the Programme.

7.2 The Company accepts only by sending written Booking Confirmation by email.

7.3 The Company may refuse acceptance for incomplete documentation, capacity limits, safety concerns, or operational constraints.

## 8. PAYMENTS; WHAT GLOBAL DEC DOES WITH THE MONEY

8.1 The Client pays the Total Programme Price to the Company.

8.2 The Client acknowledges and agrees that:

- a) the Company will allocate part of the Total Programme Price to pay Third-Party Suppliers (including the Local Operator/DMC) for Ground Arrangements;
- b) once the Company has paid suppliers, those amounts may become non-refundable or refundable only in part;
- c) supplier penalties, currency conversion costs and transaction fees may apply.

8.3 The Company may require payments to be made by:

- bank transfer (IBAN/SWIFT as notified); and/or
- online payment link / card terminal (POS) as provided by the Company; and/or



- other methods expressly confirmed in writing.

8.4 The Client must include the Programme title/reference and traveller name(s) in the payment reference.

## **9. PRICE BREAKDOWN**

Total Programme Price (payable to the Company): £/€ \_\_\_\_\_

### 9.1 Breakdown (tick + fill)

A) Company Service Fee (coordination/accompaniment/admin): £/€ \_\_\_\_\_  
B) Ground Arrangements Amount (payable onward to suppliers): £/€ \_\_\_\_\_  
C) Payment processing / FX / admin (if charged): £/€ \_\_\_\_\_

If no breakdown is completed, the Client acknowledges the Total Programme Price includes both the Service Fee and supplier costs paid onward by the Company.

## **10. PAYMENT PLAN**

Deposit: £/€ \_\_\_\_\_ due by // \_\_\_\_\_  
Second instalment: £/€ \_\_\_\_\_ due by // \_\_\_\_\_  
Final balance: £/€ \_\_\_\_\_ due by // \_\_\_\_\_

10.1 If booking occurs within 90 days of Start Date, the Company may require immediate payment of a higher percentage or the full amount.

10.2 Non-payment by due dates entitles the Company to suspend performance and/or treat the booking as cancelled by the Client (Clause 15).

## **11. FLIGHTS**

11.1 Unless expressly stated in Clause 6 as included, international flights are purchased by the Client individually (no intermediation).

11.2 "Booking Day" coordination is guidance and synchronisation only. Ticket terms, refunds, name changes and airline rules remain the Client's responsibility.

## **12. CLIENT OBLIGATIONS; CONDUCT**

12.1 The Client shall provide accurate details, comply with laws and instructions, and behave responsibly.

12.2 The Company may remove a participant from activities or terminate participation for serious misconduct, safety risk, unlawful behaviour or material disruption; no refund will be due and the Client bears additional costs (including repatriation if relevant). (This structure is standard in long-form travel participation agreements.)

## **13. PASSPORTS, VISAS, HEALTH REQUIREMENTS, INSURANCE**

13.1 The Client is responsible for passports, visas and compliance with entry requirements.

13.2 The Client must obtain and maintain adequate travel insurance for the entire duration of the Programme (and any associated travel), including as a minimum emergency medical expenses, hospitalisation, personal accident, cancellation/curtailment, and repatriation. The Client is



responsible for ensuring that the policy is appropriate for their destination(s), activities and personal circumstances.

13.3 The Client confirms that all travellers are fit to travel and that any relevant medical conditions, medications or requirements are managed by the traveller and/or their medical professionals. The Company is not responsible for assessing fitness to travel and does not provide medical advice.

13.4 To the fullest extent permitted by law, the Company shall have no liability for any illness, injury, medical condition, quarantine, delay or disruption affecting any traveller, nor for any associated costs, including (without limitation) medical treatment, additional accommodation, transport, or repatriation. Where a traveller must catch up with the group, re-join at a later point, or travel independently for any reason, all arrangements and costs are the traveller's responsibility (and should be covered by their insurance where applicable).

## **14. MEDICAL AUTHORISATION; EMERGENCIES**

14.1 The Client authorises the Company and/or the Local Operator/DMC to take reasonable steps to obtain medical assistance in emergencies.

14.2 Any medical, accommodation, transport or other emergency-related costs (including any repatriation or independent travel required to re-join the group) remain the traveller's responsibility and should be met via the traveller's travel insurance, as set out in Clause 13.

14.3 The Company is not medically qualified and does not provide medical advice. Subject to Clause 13 and to the fullest extent permitted by law, the Company is not liable for any diagnosis, treatment, acts or omissions of medical providers.

## **15. CANCELLATION AND REFUNDS**

This Clause is intentionally detailed. It is designed to reflect the fact that the Company pays suppliers and therefore incurs non-recoverable costs.

### **15.1 How to cancel**

Cancellation must be sent by email to [office@global-dec.com](mailto:office@global-dec.com). The effective cancellation date is the date the Company acknowledges receipt.

### **15.2 Definitions**

- “Start Date” = start date in Clause 6.
- “Non-Recoverable Supplier Costs” = sums already paid or committed to suppliers (DMC, hotels, transport, guides, venues), plus supplier cancellation penalties, plus payment processing fees and FX losses.
- “Company Work Performed” = time/cost incurred by the Company for design, coordination, bookings, and administration up to the cancellation date.

### **15.3 Cancellation consequences: two components**

When the Client cancels, the amount retained by the Company may comprise:  
(A) Service Fee retention (reflecting Company Work Performed) and  
(B) Non-Recoverable Supplier Costs.

### **15.4 Standard cancellation scale (unless a stricter supplier-led rule is stated in Booking Confirmation)**

The Client agrees the following is a genuine pre-estimate of losses:



#### (A) Service Fee retention

- 120+ days before Start Date: 10% of Service Fee (minimum £/€150)
- 119–90 days: 25% of Service Fee
- 89–60 days: 50% of Service Fee
- 59–30 days: 75% of Service Fee
- 29 days or fewer / no-show: 100% of Service Fee

#### (B) Non-Recoverable Supplier Costs

- Always retained to the extent they have been incurred/committed and are not recoverable by the Company from suppliers.

#### 15.5 Practical examples (for transparency)

Example 1: Client cancels 80 days before Start Date.

- Service Fee retained: 50% of Service Fee.
- Plus supplier costs already paid and not recoverable (e.g., hotel deposits, DMC deposits).

Example 2: Client cancels 20 days before Start Date.

- Service Fee retained: 100%.
- Plus any supplier costs already paid/penalties.

#### 15.6 Late bookings

For bookings made within 90 days of Start Date, supplier terms may require immediate deposits and may be fully non-refundable. The Client accepts this risk.

#### 15.7 Substitution / name changes

Substitution may be permitted only with written approval and subject to supplier rules. Airline tickets (if any) may be non-transferable.

#### 15.8 No refunds for unused services

No refund for missed activities, late arrival, early departure, voluntary withdrawal, or unused portions.

#### 15.9 Company cancellation

If the Company cancels before Start Date for reasons within its control (excluding Force Majeure), the Company will refund sums paid minus Non-Recoverable Supplier Costs already incurred for the Client, or offer a transfer to an alternative programme (Client's choice where feasible).

#### 15.10 Force Majeure

If cancellation/changes arise from Force Majeure, Clause 16 applies.

#### 15.11 Distance contract / leisure date notice (UK)



The Parties acknowledge that statutory cancellation rights may be limited/excluded for leisure services supplied on a specific date or period, where applicable.

## **16. FORCE MAJEURE**

- 16.1 If a Force Majeure Event occurs, the Company may reasonably: reschedule, reroute, substitute suppliers, reduce length, postpone, or cancel.
- 16.2 The Company is not liable for non-performance caused by Force Majeure.
- 16.3 The Company will use reasonable efforts to mitigate disruption but cannot guarantee outcomes.
- 16.4 Refunds, where any, will be limited by Non-Recoverable Supplier Costs.

## **17. SUPPLIERS; LOCAL OPERATOR/DMC DECLARATION**

- 17.1 The Client acknowledges that Ground Arrangements are delivered by Third-Party Suppliers, including a Local Operator/DMC.
- 17.2 The Company may obtain from the Local Operator/DMC a written declaration confirming the Local Operator/DMC is responsible for delivery of specified in-country services (guides, transport, accommodation allocations, entrances, etc.) and that such suppliers operate under local licensing/requirements where applicable.
- 17.3 The Client agrees that the Company may share necessary Client data with the Local Operator/DMC strictly for the purpose of delivering the Ground Arrangements (see Clause 21).

## **18. STANDARD OF CARE; LIMITATION OF LIABILITY**

- 18.1 The Company will perform its Services with reasonable care and skill.
- 18.2 The Company is not liable for acts/omissions of Third-Party Suppliers.
- 18.3 Nothing excludes liability for death/personal injury caused by negligence, fraud, or anything that cannot legally be excluded.
- 18.4 Subject to 18.3, the Company's total aggregate liability is capped at the Service Fee actually paid.

## **19. INDEMNITY**

The Client shall indemnify the Company (and its directors, officers, representatives) against losses arising from the Client's breach, unlawful behaviour, or damage caused by the Client, except to the extent caused by the Company's proven negligence.

## **20. COMPLAINTS; INCIDENT REPORTING**

Complaints must be submitted in writing to [office@global-dec.com](mailto:office@global-dec.com) as soon as reasonably practicable. The Client should report issues during the Programme promptly so mitigation is possible.

## **21. DATA PROTECTION**

- 21.1 Controller: The Company is the data controller for Client personal data processed for booking and delivery of the Programme.
- 21.2 Data collected: identity and contact details; passport details/copies where necessary; payment references; emergency contact; itinerary preferences; and any optional health information volunteered for safety.



21.3 Purposes: contract performance; supplier coordination; legal/accounting compliance; fraud prevention; dispute handling.

21.4 Lawful bases: contract performance; legal obligation; legitimate interests; explicit consent for special category health data where applicable.

21.5 Sharing: data may be shared with suppliers (DMC/hotels/transport/guides) strictly as necessary. Not sold.

21.6 International transfers: may occur where suppliers are outside the UK; the Company will take reasonable safeguards.

21.7 Retention: retained as necessary for contractual and legal compliance; then deleted/anonymised.

21.8 Security: access controls, least-privilege sharing, secure storage.

21.9 Rights: access, rectification, erasure, restriction, portability, objection—subject to law. Requests to office@global-dec.com with ID verification.

21.10 Complaints: the Client may complain to the UK ICO if they believe processing breaches UK data law.

## **22. ELECTRONIC SIGNATURES; EMAIL EXECUTION; RECORDS**

22.1 The Parties agree electronic signatures are acceptable and admissible, and email execution is binding.

22.2 Email records may be used as evidence of notices, acceptance and instructions.

## **23. NOTICES**

Notices must be sent by email:

- To the Company: office@global-dec.com
- To the Client: email stated in Clause 28

## **24. ENTIRE AGREEMENT; SEVERABILITY; WAIVER**

24.1 Entire Agreement: this document supersedes prior communications (including brochures and messages), except Booking Confirmation details which form part of the contract.

24.2 Severability: invalid terms severed; remainder continues.

24.3 Waiver: no delay in enforcement is a waiver.

## **25. GOVERNING LAW AND JURISDICTION**

25.1 Governing law: England and Wales.

25.2 Jurisdiction: courts of England and Wales, subject to mandatory consumer rules where applicable for EU/Italian consumers.

## **26. LANGUAGE**

This Agreement is drafted in English. The Company may provide an Italian courtesy translation; in case of conflict, English prevails unless mandatory consumer law requires otherwise.

## **27. DECLARATIONS BY THE CLIENT**

- I have read and understood this Agreement in full.
- I understand that supplier costs may be non-refundable once paid.
- I understand flights are excluded unless expressly included.



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- I understand cancellation charges apply as set out in Clause 15.
- I consent to necessary data sharing with suppliers for delivery (Clause 21).
- I confirm I am fit to travel and will obtain adequate insurance.

## 28. CLIENT DETAILS

Full name (as per passport): \_\_\_\_\_  
Date of birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Nationality: \_\_\_\_\_  
Full address: \_\_\_\_\_  
Country of habitual residence: \_\_\_\_\_  
Email: \_\_\_\_\_ Telephone/WhatsApp: \_\_\_\_\_  
Passport number: \_\_\_\_\_ Passport expiry: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Emergency contact name: \_\_\_\_\_ Phone: \_\_\_\_\_

## 29. PRICE AND PAYMENT DETAILS

Currency:  EUR  GBP  
Total Programme Price: £/€ \_\_\_\_\_  
Deposit: £/€ \_\_\_\_\_ due by \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Balance: £/€ \_\_\_\_\_ due by \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Payment method selected:  Bank transfer (IBAN/SWIFT as instructed)  Online link/POS  Other (written approval)

## 30. SIGNATURES

Client

Signature: \_\_\_\_\_  
Place: \_\_\_\_\_  
Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

For and on behalf of Global Dec Ltd

Authorised Signatory Name: \_\_\_\_\_  
Title: Director  
Signature: \_\_\_\_\_  
Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## 31. SUBMISSION CHECKLIST (EMAIL TO [office@global-dec.com](mailto:office@global-dec.com))

Send:

1. Signed Agreement (all pages)
2. Proof of payment (deposit/first instalment)
3. Passport copy (where required for supplier arrangements)