



# STANDARD INFORMATION FORM

Package Travel and Linked Travel Arrangements Regulations 2018 – Schedule 1

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## 1. Organiser's name and contact details

**Organiser (Package Provider):**

Total Football Experience  
(Trading name of Ritchie Semple)

**Legal person:** Ritchie Semple

**Address:**

15 Pen Y Maes  
Meliden  
Prestatyn  
Denbighshire  
LL19 8PY  
Wales  
United Kingdom

**Email:** ritchie@totalfootballexperience.com

**Telephone:** +44 7909 921551

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## 2. Main characteristics of the travel services included in the package

This document describes the key features of your travel package before you make a booking and pay for it.

Your package with Total Football Experience includes travel services to England for the dates and duration confirmed on your Proforma and itinerary and may include:

- Accommodation for the number of nights specified in your itinerary

- Ground transportation within England, including airport transfers and private coach travel between destinations
- Meals as specified on your Proforma
- Stadium tours, matchday experiences, organised matches, and related football activities as outlined in your itinerary
- Additional services and activities expressly listed on your Proforma or itinerary

The itinerary and Proforma are bespoke and may be refined as the departure date approaches due to third-party scheduling, including stadium tour availability and match kick-off times. Any such changes will be communicated to the tour organiser in advance.

Any services not expressly listed in your Proforma or itinerary are not included unless agreed in writing.

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### **3. Total price of the package and payment arrangements**

The total price of your package, together with the deposit amount, balance payment, and payment deadlines, are set out in your Proforma Invoice.

Your booking will become binding once the agreed deposit has been received by Total Football Experience.

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### **4. Information on passport, visa and health requirements**

All travellers must hold a valid passport suitable for travel to the United Kingdom and meet any entry requirements applicable to their nationality, including the requirement to obtain an Electronic Travel Authorisation (ETA) where applicable.

Travellers are responsible for ensuring they meet all visa, health, and entry requirements, including any recommended vaccinations. Comprehensive travel insurance is strongly recommended.

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### **5. Cancellation and significant changes**

You have the right to terminate the package travel contract at any time before the start of the package.

Cancellation charges may apply in accordance with the Terms & Conditions provided with your booking documents and may be up to 100% of the total package price, reflecting costs already incurred and contractual commitments to third-party suppliers.

If a significant change to the package becomes necessary before departure, you will be informed and offered the options required under the Package Travel and Linked Travel Arrangements Regulations 2018.

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## 6. Price changes

The price of your package may be subject to change due to variations in transportation costs, exchange rates, or taxes and fees imposed by third parties.

No price increase will be made within 20 days of the start of the package. Any permitted price increase will be communicated clearly before you are bound by contract.

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## 7. Insolvency protection

Total Football Experience provides insolvency protection in accordance with the Package Travel and Linked Travel Arrangements Regulations 2018.

Client payments are used to secure third-party services such as accommodation, ground transport, stadium tours, matches, and other services included in the package. In the unlikely event of insolvency, payments made for services not yet provided will be protected, and refunds will be issued where applicable.

In the event of insolvency, travellers should contact Total Football Experience using the contact details provided in this document for information on the applicable protection and the claims process.

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## 8. Assistance in the event of difficulty

If you experience difficulties during your trip, you may contact Total Football Experience using the contact details provided above. We will provide appropriate assistance in accordance with our obligations under the Regulations.

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## 9. Statutory notice (prescribed wording)

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018.

Therefore, you will benefit from all UK rights applying to packages. Total Football Experience will be fully responsible for the proper performance of the package as a whole.

In addition, as required by law, Total Football Experience has protection in place to refund your payments and, where transport is included, to ensure your repatriation in the event that it becomes insolvent.

More information on key rights under the Package Travel and Linked Travel Arrangements Regulations 2018 can be found at:

<https://www.legislation.gov.uk/ksi/2018/634/contents>

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### **Important**

This Standard Information Form should be read together with your itinerary, Proforma Invoice, and Terms & Conditions, all of which are provided before you are required to pay a deposit.

Please retain this document for your records.

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### **Traveller Acknowledgement**

I confirm that I have received and read this Standard Information Form before paying my deposit.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_