

## TERMS AND CONDITIONS

### Brighter Daze Soulful Events Ltd (t/a Brighter Daze) TERMS & CONDITIONS

Please read these terms and conditions carefully. These conditions, along with any event information leaflets or flyers and all other information on our website, [www.brighterdazesoulfulevents.co.uk](http://www.brighterdazesoulfulevents.co.uk) set out the terms and conditions of the contract between you and Brighter Daze Soulful Events Ltd, a company registered in England and Wales under company number 16521774, whose registered office address is at 85 Great Portland Street, First Floor, London, United Kingdom, W1W 7LT trading as "Brighter Daze" and also referred to as ("we" or "us"). When we talk about the event in these conditions, except where otherwise stated, we mean the events at the locations described, transport and other services described by us that you book in the UK with us. Once your booking has been confirmed we will accept responsibility for it in accordance with these conditions as a 'Tour Operator'. Please note that we act as an "organiser" in relation to bookings for boat parties and any resort/on-board booked excursions made through our local representatives and your contract for those services is directly with the supplier of the service.

#### 1. Your event contract

This section applies to hotel bookings.

##### Your contract

Brighter Daze Soulful Events Ltd acts as a "Tour operator". When you make a booking, you are entering into a contract with "Brighter Daze" for the event. We accept no responsibility for the acts or omissions of the hotel or for the services provided by the hotel. The hotel's terms & conditions will also apply to your booking and we advise you to read these carefully as they do contain important information about your booking.

##### Payment

For all bookings, Your booking is confirmed and a contract between you and "Brighter Daze" will exist when confirmation is received. Please check your confirmation carefully and report any incorrect or incomplete information to us immediately. It is your responsibility to contact "Brighter Daze" at [info@brighterdazesoulfulevents.co.uk](mailto:info@brighterdazesoulfulevents.co.uk) if a confirmation email has not been received. All payments made must include your booking reference as shown on your booking confirmation.

*Please note that all deposit payments and additional charges paid at the time of booking are non-refundable.*

##### Changes and Cancellations by the hotel

If "Brighter Daze" needs to make a significant change to your confirmed booking or to cancel we will inform you directly, we will also liaise with you in relation to any alternative arrangements offered by the hotel but we will have no further liability to you.

##### Accuracy of prices & descriptions

"Brighter Daze" cannot be held liable for errors or omissions in bookings or pricing, either made by the hotel, or as a result of system failure of any kind. We reserve the right to amend advertised prices at any time. We also reserve the right to correct errors in both advertised and confirmed prices. We do our utmost to ensure all "Brighter Daze" hotel information is accurate, however hotel facilities may change at any time and any opinions expressed are subjective.

A contract will exist as soon as confirmation is received. This contract is made on the terms of these terms and conditions, which are governed by English Law and are subject to the exclusive jurisdiction of the English Courts.

#### 2. Your protection

If you book flight or travel arrangements, please note that you are not financially protected by us. We accept no responsibility for the loss of the cost of any travel arrangements and flights and are under no liability if we are unable to carry out any provision of the booking for any reason beyond our control, including (without limiting the foregoing), Any Act of God, Legislation, War, Terrorism, Fire, Flood, Drought, Failure of Power Supply, Lock Out, Strike, or other actions taken by third parties, accommodation owners or employees owing to any inability to provide or produce the resources required for the holiday or the performance of the event.

We accept no liability for any costs incurred due to travel arrangements and flights in the event of a cancellation owing to changes made to the booking due to circumstances that are beyond our control.

### 3. Your event booking price

a) We reserve the right to alter the prices shown on our website, [www.brighterdazesoulfulvents.co.uk](http://www.brighterdazesoulfulvents.co.uk), including the cost of supplements and upgrades. You will be advised of the current price of any event passes (if applicable) that you wish to book (including the cost of any supplements and upgrades) before your contract is confirmed. Your event price includes local city and room taxes.

b) The price of any additional event pass is agreed when your booking/purchase is made and is not refundable.

### 4. If you cancel your "Brighter Daze" booking

If you wish to cancel your booking this must be received in writing to [info@brighterdazesoulfulvents.co.uk](mailto:info@brighterdazesoulfulvents.co.uk). There will be a 100% refund of the amount that has been paid (excluding the deposit) if the cancellation is made within 28 days of the initial booking and earlier than 12<sup>th</sup> March 2026, following that the following refunds will be paid:

Date by which notice of cancellation is received	% of amount paid refunded
12 <sup>th</sup> January 2026	75% of amount paid (excluding deposit)
12 <sup>th</sup> February 2026	50% of amount paid (excluding deposit)
12 <sup>th</sup> March 2026	25% of amount paid (excluding deposit)
After 12 <sup>th</sup> March 2026	0%

### 5. Your Responsibility / Zero Tolerance

We want all our customers to have an enjoyable "Brighter Daze" experience. But you must remember that you are responsible for your actions and the affect they may have on others. If we, or another person in authority, believe (a) your actions could upset, annoy or disturb other customers, our suppliers or our own staff, or put them in any risk or danger, or damage property; (b) your actions could cause a delay or diversion to transportation; or (c) you are unfit to travel, we may end your booking with Brighter Daze and terminate your contract. If that happens, you and your travelling party will be prevented from using your booked accommodation, transport and any other travel arrangements forming part of your booking and we will not be liable for any refund, compensation or any other costs you have to pay. Alternatively, at our discretion, you may be permitted to continue attending the event but may have additional terms imposed upon you (e.g. a restriction from using a particular facility at the relevant accommodation/venue). We will hold you and the members of any travelling party jointly and severally liable for any damage to the accommodation, furniture or other materials located within the accommodation, together with any legal costs we incur in pursuing a claim. In the event of the involvement of local law enforcement we are not liable for any costs incurred, this includes for damages to property, injuries to other persons; offering help or meeting bail conditions. It is a condition of your contract with us that you take out adequate travel insurance suitable for your needs from the date of booking which should cover you if you have to cancel your arrangements, or for any emergencies that arise while you are away. We do not check insurance policies for suitability, but reserve the right to request a copy. You are responsible for indemnifying us in full in the event that we incur any losses or expenses arising out of your failure to take out adequate insurance cover.

### 6. If we change your "Brighter Daze" booking

Significant changes: If we are constrained by circumstances beyond our control to alter significantly any of the main characteristics of the travel services we may provide that make up part of your package you will have the rights set out below.

"unavoidable and extraordinary circumstance" means a situation beyond our (or our suppliers') control

the consequences of which could not have been avoided even if all reasonable measures had been taken. These can include, for example, any act of God, war, threat of war, riot, industrial dispute, legislation, the act of any government or other national or local authority including airport, port and river authorities, closure, closure of airports or ports, airspace closure, air traffic management decisions which may give rise to long overnight delay or cancellations of one or more flights, or because of actual or prospective loss or restriction of air traffic rights available to UK airlines as a result of implementation of the UK's decision to leave the EU, actual or threatened terrorist activity and its consequences, natural or nuclear disaster, volcanic eruption or ash cloud, fire, bad weather (actual or threatened), epidemic or other contagious disease, change to Foreign Office advice to advise against travel to destination, significant building work ongoing outside of your accommodation (such as resort development), maintenance of utilities or services or failure in internet connections. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure.

You must inform us of any lack of conformity without undue delay during the "Brighter Daze" event so that we can try to remedy this for you. If you do not notify us this may impact our ability to assist you, investigate the difficulties you have encountered and our response to any subsequent claims upon your return. If, after your departure, a significant part of the pre-booked "Brighter Daze" event cannot be provided, you will be offered a suitable alternative if possible. If appropriate, we will also pay you compensation in accordance with the table under clause 10 below, unless the reason for the change is due to (i) you, (ii) a third party unconnected with the travel services included in your holiday which is unforeseeable or unavoidable or (iii) an unavoidable and extraordinary circumstance. If it is not possible to offer you a suitable alternative or, for good reasons, you do not accept the alternative arrangements, you will have the right to cancel your booking. In this event, you will have the right to be returned by the same means of transport to Corfu International Airport "Ioannis Kapodistrias" at no extra cost provided that transport is available. This does not impose an obligation on us to make specific transport arrangements for you if none are available.

## **7. If we cancel your booking**

We aim to provide your "Brighter Daze" experience as booked but reserve the right to cancel. However, we will not cancel your booking arrangements after 12<sup>th</sup> April 2026, except for events beyond our control, or in the event that we reasonably believe that there has been a fraudulent payment or a booking has been made for fraudulent or illegitimate purposes.

### **a) Compensation for cancellation or significant change**

**Where these terms and conditions give you a right to compensation for a significant change or cancellation by us, such compensation will be payable as follows:**

<b>Date notice given by</b>	<b>Compensation for each full fare paying customer</b>
<b>12<sup>th</sup> January 2026</b>	<b>£0</b>
<b>12<sup>th</sup> February 2026</b>	<b>£10</b>
<b>12<sup>th</sup> March 2026</b>	<b>£20</b>
<b>12<sup>th</sup> April 2026</b>	<b>£30</b>

## **8. Our liability to you**

We will accept responsibility for any part of your "Brighter Daze" booking as an "organiser" under the Package Travel and Linked Travel Arrangements Regulation 2018 as set out below. Subject to the other provisions of this clause 11, we accept responsibility for ensuring that any travel arrangements, which you book with us, are supplied as described by us.

Please note that we will not be liable for any injury, illness or death or consequent losses suffered by you or any member of your party, unless you are able to prove that such injury, illness or death was caused by lack of reasonable care and skill on the part of ourselves or our suppliers in the performance of our obligations under our contract with you. It is a condition of the payment of compensation that you notify us of any complaint or claim strictly in accordance with clause 12 and,

further, assign to us any rights that you may have against any third party in connection with your claim. You must co-operate with us and our insurers in this regard. If you suffer a personal injury, death or serious difficulties as the result of an activity which does not form part of the package you booked with us - including, for example, any additional services or facilities provided to you by an accommodation or any other supplier which was not included as part of the original contract between us - we will not be liable to pay you any compensation but will offer you such advice and guidance as is reasonable in all the circumstances provided we are advised of the incident promptly. We will not be responsible where you do not enjoy the event you have booked or suffer any other problems because of a reason which you did not make us aware of when "Brighter Daze" was booked. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your booking. In all claims of whatever nature we will not be liable where the alleged loss or damage results from any of the following:

- i. the fault of the person affected or any members of your party; or
- ii the fault of a third party not connected with the provision of your booking which we could not have predicted or avoided; or
- iii. an event or circumstances which we or the supplier of the service in question could not have predicted or avoided even after taking all reasonable care

The promises we give to you regarding the services we have agreed to provide or arrange as part of the contract, together with the laws and regulations of the country in which your claim or complaint occurred, shall be used as the basis for ascertaining whether or not the services in question have been properly provided. If the services in question which caused the claim or complaint complied with the local laws and regulations applicable to those services at that time, the services shall be treated as having been properly provided. Such shall be the case even if the services did not comply with the laws and regulations of the UK which would have applied if those services had been provided in the UK.

Any additional in-resort services or products booked during your "Brighter Daze" stay will not form part of your original booking. For the avoidance of doubt, "Brighter Daze" does not accept any liability whatsoever for resort services or products highlighted on our website, [www.brighterdazesoulfululevents.co.uk](http://www.brighterdazesoulfululevents.co.uk), or any losses of whatever nature suffered by you as a result of using the information featured. We do not exclude or limit any liability for death or personal injury which arises as a result of our negligence or that of our representatives whilst acting in the course of their duties. We strongly recommend that you store all money and valuables in a secure place during your holiday. Please note, your belongings are taken on holiday at your own risk and neither "Brighter Daze", any Hotel/Apartment provider, or the accommodation owner are responsible for any loss, theft or damage that occurs to your money, valuables or other personal effects during your time away.

## **9. If you have a complaint**

If you have a complaint about any of the services included in your "Brighter Daze" booking or a problem during your stay, including any illness or injury, you must inform the relevant supplier (e.g. your hotelier) and our local representative (if there is one), our representative or our Customer Operations team without undue delay and they will endeavour to put things right. You must also complete a Customer Report Form (if there is one) whilst in resort. If your complaint is not resolved locally, you must follow this up within 28 days of your return home by writing to [info@brighterdazesoulfululevents.co.uk](mailto:info@brighterdazesoulfululevents.co.uk)

## **10. Illness**

Please note that in the event of illness it is your responsibility to attend a local doctors surgery and it is you or another member of your party's responsibility to attend a local pharmacy if advised to. We will not meet any cost for this. If you fall ill while at "Brighter Daze" or suffer from an accident, you must also consult a local doctor and make arrangements to visit your GP on your return. In the event that we or one of our suppliers arrange for medical assistance on your behalf, you will authorise us to obtain a medical report from the doctor who attended to you. Should you wish to make a claim against us as a result of an injury or illness, you must provide us with details of both the local doctor whom you saw and your GP, together with written authority for us to obtain a medical report from both those doctors. You, any member of your party, or any person acting for you must not make false or exaggerated claims. If you, any member of your party, or anyone acting for you makes a claim knowing any part of it to be false or exaggerated, details will be passed to the relevant authorities and

we shall seek to recover any payments made to you in connection with the associated claim (together with costs incurred by us). All claims (together with all supporting evidence including (but not limited to) medical records, relevant photos, details of all meals and drinks and receipts from excursions) must be submitted promptly after your return to [info@brighterdazesoulfulvents.co.uk](mailto:info@brighterdazesoulfulvents.co.uk) quoting your name and booking reference in the subject matter. If you fail to follow these simple procedures we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this booking.

#### **11. Passport, visa and immigration requirements and foreign office advice**

Your specific passport, visa and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa, immigration requirements or you fail to comply with all applicable health requirements.

#### **12. Excursions**

Bookings in resort: Excursions or other tours that you may choose to book or pay for whilst you are at "Brighter Daze" are not part of your booking provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible or liable for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator. They do not form part of your "Brighter Daze" experience under any circumstances.

#### **13. Special requirements**

It is important, if you have any special requirements, such as wheelchair access, that you inform us at the time of booking so that we can make appropriate enquiries about the suitability of particular accommodation, resorts, transport and services. Where following your booking we establish that the resort, cruise or accommodation is not appropriate we will inform you and give you the opportunity to change your booking. Where applicable, an appropriate medical form will be sent to you for this purpose and once returned will be passed onto your accommodation supplier and/or ground transfer service provider. If we reasonably feel unable to properly accommodate the particular needs of the person concerned we reserve the right to decline or cancel the booking.

We cannot be held responsible if you fail to tell us about special needs/requirements that will affect your "Brighter Daze" experience and this means we will not compensate you.

#### **14. Personal data**

At "Brighter Daze" we are committed to only collecting, using and disclosing your personal data in ways that you expect or have consented to or as we are required or permitted to by law. If you wish us to delete/remove any of your personal data from our records then please contact us at [info@brighterdazesoulfulvents.co.uk](mailto:info@brighterdazesoulfulvents.co.uk)

#### **15. Additional Assistance**

If you're in difficulty whilst on your "Brighter Daze" booking and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance. You must pay any costs we incur, if the difficulty is not our fault.

#### **16. Definitions**

"Brighter Daze", "we", "us", "our" means Brighter Daze Soulful Events Ltd (t/a Brighter Daze);  
"You", "your" means you for yourself and on behalf of each and every member of your booked party (including anyone who is added or substituted at a later date).

#### **17. The Price of your Package**

The price of your event package: The cost includes the following: the cost of your hotel accommodation, coach transfers between the resort airport and your accommodation on the start and end dates of the event, and your wristband for all included parties and events.

The basic price of your "Brighter Daze" event package does NOT include the following which will cost extra: transfers to and from your accommodation if not stated; holiday insurance; any additional charges that hotels or apartments may make for facilities such as cots, minibuses, sun beds, sauna, tennis courts and equipment, porters, excursions, air conditioning etc.; deposits requested on

arrival by some apartment/hotel/villa owners; and any local taxes, levies, dues or similar required by local authorities/airports abroad to be paid personally by every passenger; and any surcharge levied under our standard terms and conditions.

"Brighter Daze" reserves the right to alter the price of any part of your "Brighter Daze" booking advertised on our website, [www.brighterdazesoulfululevents.co.uk](http://www.brighterdazesoulfululevents.co.uk). You will be advised of the current price of the package if you wish to book prior to receiving your booking confirmation.

## **19. Transfers**

Transfers: All of our bookings include a transfer, except: (i) where specifically specified, or which will only include transfers where specifically booked at an extra charge. The transfer times we give you are a rough guide and do not allow for local traffic conditions, or delays to incoming flights. Please be aware that you may have a wait upon arrival at the airport to be transferred to your accommodation. Transfer vehicles will try, wherever possible, to drive up to each hotel. However this may not always be possible due to local restrictions. Please speak to one of our representatives in resort 48 hours before departure to reconfirm your return transfer.

## **20. Your accommodation and resort**

All the accommodation featured on our website, [www.brighterdazesoulfululevents.co.uk](http://www.brighterdazesoulfululevents.co.uk) has been carefully chosen to ensure that you are able to get the very best out of the "Brighter Daze" Event. Although the local authorities in each country set standards for official hotel star/quality ratings, we know standards can vary between hotel and apartment accommodation of the same official rating in different countries and even in the same country which does not give you a consistent way of comparing accommodation standards.

Room types: Full descriptions and availability of all rooms types are described on our website, [www.brighterdazesoulfululevents.co.uk](http://www.brighterdazesoulfululevents.co.uk), on the "Accommodation" page and you can request any further information by contacting us as [info@brighterdazesoulfululevents.co.uk](mailto:info@brighterdazesoulfululevents.co.uk), specific requests of individual rooms types will be on a first come first served basis.

Check-in/out: Generally, your accommodation will be available from between 2pm and 3pm on the date of arrival and is to be vacated between 10am and noon on the date of departure, irrespective of your arrival or departure times (unless we have stated otherwise). You will be informed of the exact check-in and check-out times on the booking confirmation. Should you wish to retain your room after the normal check-out time on the day of your departure, it may be possible to reserve the room for this purpose at the time of booking. However this will be on a "subject to availability" basis and may incur additional costs which would be payable locally. Should we not be able to accommodate your request, you may also check at reception on your arrival or at any time during your stay to see if the specified times can be altered.

Wi-Fi: Accommodation advertising Wi-Fi will have Wi-Fi available, although for hotels it is not guaranteed throughout the resort. For example, Wi-Fi may only be available in the hotel lobby. Connection speeds will vary by accommodation and no guarantee of availability can be provided.

Local charges: Some facilities at your accommodation may be payable locally. We endeavour to advise you of all local charges in our descriptions but this may not be possible or they may change from time to time. Common payable facilities include, but are not limited to, air-conditioning, safety deposit boxes, daily car parking and activities away from your accommodation.

Factors which may affect information accuracy: We rigorously check the information we supply to ensure it is correct. However, please bear in mind that accommodation owners, restaurateurs, nightclub owners etc, may wish to maintain or improve their facilities, or even take a break themselves. Circumstances such as these, or weather conditions, time of year etc. may cause some of the amenities we have described to be unavailable or different from those advertised. When we are told of any significant or long term changes we will always endeavour to advise you prior to your departure.

Factors which can affect electricity and water supplies: In Corfu as in many other destinations the water and electricity services struggle to keep up with the increased demands from tourism. Limited rainfall can put further pressure on their provision. Establishments do everything possible to maintain

full services, however occasional power cuts and/or water restrictions may be experienced.

Factors which can affect accommodation standards (cleanliness, insects, etc.): In many establishments, especially beach resorts, insects in the rooms (e.g. cockroaches, mosquitoes, ants, etc.) are almost inevitable. It should by no means be taken as a sign of dirtiness, simply as a fact of life in these destinations. Please also note that some hotels may have open air dining facilities, which may attract wildlife such as birds, cats, dogs, etc. While we are sure that the staff at these hotels do their best to discourage animals from wandering into areas where food is served, we ask that you refrain from feeding such wildlife.

**Recommendations**

Please note that all information relating to local restaurants, resort activities and other resort services provided is for general guidance and information only.