

Terms & Conditions – Mystery Holiday Bookings

Please read the following terms carefully before booking a Mystery Holiday. By proceeding with your booking, you agree to these conditions.

General

Mystery Holidays are available for a minimum of 2 travellers per booking.

A flat planning fee of £50 applies to all bookings for two people. This fee covers the research, planning, booking process, and mystery reveal.

The destination will be kept secret until the reveal date set by the travel assistant.

Group Bookings (More than 2 Travellers)

Bookings for more than 2 travellers are available by request only. Please contact us before booking if your group exceeds two people.

Additional fees apply for group bookings and will be discussed in advance.

No group booking will be confirmed without prior communication and agreement.

Budget, Duration & Departure Airport

Travellers must provide:

- Total budget
- Preferred number of nights
- Preferred departure airport
- Travel dates

While we aim to accommodate your preferred number of nights, the final trip length may vary based on your budget and available deals.

Where possible, we will use your preferred departure airport, but alternative airports may be used if it allows for a better trip within your budget or due to availability constraints.

Booking Process

After your initial enquiry, a phone call is required to confirm all details and finalise your booking.

During the call, we will:

- Review your submitted information
- Confirm travel dates, budget, and traveller details
- Discuss any optional extras (e.g. excursions, lounges, upgrades)
- Finalise bookings live over the phone, using your preferred payment method directly with the providers (e.g. airline or hotel website)

Extras will only be added if agreed upon during this call.

We do not take payments on your behalf — you remain in control of all travel payments.

Payments & Booking Management

All travel services are booked in your name, but with our email address to maintain the surprise.

Full booking details will be shared once the destination is revealed.

You pay providers directly during the phone call using your chosen method (credit/debit card, PayPal, etc.).

The £50 planning fee is charged separately and is non-refundable once planning has commenced.

Cancellations & Changes

Once bookings are confirmed, changes or cancellations may not be possible due to the nature of the deals and the mystery format.

Any changes made after booking may incur additional charges and are subject to provider terms.

We are not liable for costs resulting from cancellations, missed flights, or personal travel issues.

Responsibility & Protection

This is a travel assistant service — not a travel agency or ATOL-protected operator.

We act as a planner and intermediary to assist in booking services with trusted third-party providers.

All terms of carriage, cancellation, and service are subject to the providers' own terms and conditions.

We are not responsible for disruptions, cancellations, or issues caused by airlines, hotels, or third-party providers.

Travel Insurance

Travel insurance is not included, and we highly recommend you arrange suitable cover before departure.

It is the traveller's responsibility to ensure all personal travel documents and insurances are in order.

Final Note

By booking a Mystery Holiday, you agree to embrace the nature of this service — a completely surprise-based, curated travel experience.

You understand that all bookings are made in your name using our email address for secrecy, and that you will finalise and pay for bookings directly during a scheduled phone consultation.