

Becoming a Travel Trade Member of Travelife is subject to these terms and conditions between you and Travelife. "Travelife" means Travelife Ltd, whose registered office is at 30 Park Street, London, SE1 9EQ, United Kingdom with company number 03290532. These Terms form a legally binding agreement between you and Travelife in relation to you becoming a Travel Trade Member. It is important that you take the time to read them carefully. By making payment and becoming a Travel Trade Member of Travelife, you agree to be bound by these Terms.

## IT IS AGREED THAT

### 1. DEFINITIONS AND INTERPRETATION

- 1.1. The definitions and rules of interpretation in this Clause apply in the Terms of this Agreement:
  - "Agreement"** means these Terms, together with all documents, attachments and schedules referred to in the Terms;
  - "Brand Manual"** means the manual provided by Travelife for use of the Travelife Brand and Logos, in accordance with these Terms;
  - "Intellectual Property Rights"** means all patents, rights to inventions, utility models, copyright and related rights, trademarks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights, moral rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world;
  - "Membership Fee"** means the fee payable by you to Travelife upon applying to become a Member of Travelife in accordance with these Terms, and payable every one (1) year thereafter;
  - "Membership Period"** means an initial one (1) year period of Membership followed by any subsequent Membership period on a rolling basis that starts on the date the Membership Fee is received;
  - "Travel Trade"** means a company that sells tourist accommodation to consumers and/or travel agents, and/or makes tourist accommodation reservations on behalf of consumers.
  - "Travelife Logos"** means the logos and/or trademarks of Travelife, licensed to you for use in accordance with The Brand Manual and these Terms, for the Membership Period, once becoming a Travelife Certified Property;
  - "VAT"** means value added tax chargeable under English law for the time being and any similar additional tax;
  - "Website"** means the Websites operated by Travelife.
- 1.2. The headings shall not affect the interpretation of this Agreement.
- 1.3. A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.4. The schedules form part of this Agreement and shall have effect as if set out in full in the body of these terms and conditions and any reference to this Agreement includes the schedules and background.
- 1.5. Words in the singular shall include the plural and vice versa. Further, any reference to male shall include female and vice versa.
- 1.6. A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.
- 1.7. Where the words include(s), including or in particular are used in these terms and conditions, they are deemed to have the words without limitation following them and where the context permits, the words other and otherwise are illustrative and shall not limit the sense of the words preceding them.

### 2. APPLICATION OF TERMS

- 2.1. The Terms of this Agreement shall:

- 2.1.1. apply to and be incorporated into all arrangements entered into between you and Travelife; and
- 2.1.2. prevail over any inconsistent terms or conditions contained in, or referred to, by you, or implied by law, trade custom, practice or course of dealing.

### **3. FORMATION OF CONTRACT**

- 3.1. A contract is formed between you and Travelife when Travelife receives the Membership Fee from you.
- 3.2. By becoming a Member of Travelife, you warrant that you have the right, authority and capacity to enter and be bound by these terms.
- 3.3. Travelife reserves the right, in its absolute discretion, to refuse any applications for Travelife Membership. You will not become a Member of Travelife until you receive email confirmation from Travelife that your Membership application has been accepted.

### **4. MEMBERSHIP AND SERVICES**

#### **4.1. Membership**

- 4.1.1. You warrant to Travelife to ensure that all contact information about you provided to Travelife is correct, up to date and not misleading, throughout the Membership Period.
- 4.1.2. Travelife reserves the right to terminate such Membership if you have used the Website for unsuitable or inappropriate purposes, or have behaved in an unsuitable manner, or in disregard to these Terms, at Travelife's absolute discretion.
- 4.1.3. Travelife does not verify the accuracy or truth of the content of any description provided by you and Travelife shall not in any event be liable for any inaccuracies or untruths told by you. You will indemnify Travelife fully in respect of any losses, costs, damages, fines, expenses and/or liabilities in connection with any description provided by you that is or becomes inaccurate and/or misleading.
- 4.1.4. Travelife is not responsible for your dissatisfaction with the use of the Website or your arrangements with other third parties, which are completely at your risk.
- 4.1.5. You will not breach any applicable law, regulation or code of conduct in connection with the Travelife Membership and agree to abide by relevant laws and regulations in relation to your Membership.
- 4.1.6. You will not use the Website for any other purposes than those set out in these Terms or any document or policy referred to herein or on the Website.
- 4.1.7. You agree to comply with any guidelines or requirements as well as any reasonable request or instructions from Travelife that may be notified from time to time.
- 4.1.8. Travelife is not liable in any way for any misuse or misrepresentation of information uploaded to the Website.

#### **4.2. Services**

- 4.2.1. You acknowledge that Travelife uses software and other technical processes in the provision of the Services and the Website and Travelife reserves the right to change processes and software used in the provision of the Services and the Website to ensure that the Services and the Website are kept up to date and in line with current and changing technologies.

### **5. COMPANY DESCRIPTION**

You will provide the content of the description of your company to be used on the Website. The content must be accurate and true and Travelife will determine, in its absolute discretion, whether the description requires any amendments. By submitting the description to Travelife to be included on the Website or any other sites operated by Travelife, you agree to grant to Travelife a free-of-charge, non-exclusive licence to use that description in accordance with these Terms. Although you will still own the copyright and any other Intellectual Property Rights in the content, Travelife will have the right to freely use, edit, alter, reproduce, publish and/or distribute the material contained in the content and freely publish and/or distribute it on the Website. By submitting the content to the Website, you warrant that you have the right to grant to Travelife the non-exclusive licence described above.

### **6. TRAVELIFE'S OBLIGATIONS**

- 6.1. Upon receipt of the Membership Fee, Travelife shall provide the Services in accordance with these Terms and the benefits and inclusions set out in the current Travelife Benefits and Pricing for Travelife Trade Guide, according to the Membership level you have paid for (i.e. Tier One or Tier Two).

- 6.1.1. Travelife shall use reasonable endeavours to provide the Services in accordance with these Terms and with all reasonable care and skill.
- 6.1.2. Travelife shall be entitled to amend, suspend and/or withdraw its services including its website at any time and shall provide notice to you of any such amendment, suspension and/or withdrawal as soon as reasonably practicable. For the avoidance of doubt, any amendment, suspension and/or withdrawal of these services and its website shall not entitle you to a refund of any Membership Fees (and/or other fees or expenses paid, including any fees or expenses relating to audits).
- 6.1.3. If Travelife's performance of its obligations under this Agreement is prevented or delayed by any act or omission of yours, sub-contractors or employees, Travelife shall not be liable in respect of any direct or indirect losses, howsoever caused.
- 6.1.4. Should you be dissatisfied with the Services provided by Travelife as set out in this Agreement, then you are referred to Travelife's Policy and Procedure for Complaints and Appeals set out in Schedule A attached hereto.

## **7. YOUR OBLIGATIONS**

### **7.1. You:**

- 7.1.1. shall keep Travelife informed about any changes in contact details;
- 7.1.2. shall supply all relevant information to Travelife in order for Travelife to provide the Services;
- 7.1.3. shall confirm that you are duly registered to transact business in the country where you operate; have a formal right to use the land on which you operate; and you comply with all local and national laws applicable to your operation, including all applicable environmental regulations;
- 7.1.4. shall not share data provided to you by Travelife about the status of Travelife Accommodation Members with any companies not owned by you, except your own direct consumers, without the express written permission of Travelife;
- 7.1.5. shall inform Travelife within ten (10) days of it becoming known to you that you are no longer compliant with the requirements of Membership of Travelife;
- 7.1.6. shall stop displaying/using the Certification and Travelife logos within seven (7) days of receiving notification from Travelife that a Travelife Accommodation Member you feature in any of your materials is no longer Travelife Certified;
- 7.1.7. shall not use Travelife Logos incorrectly or misuse them but will use them in accordance with the Brand Guidelines and these Terms;
- 7.1.8. shall indemnify Travelife against any losses, claims, costs, expenses, damages and fees (including legal fees) without limitation; and
- 7.1.9. shall warrant that you are legally capable of entering into this Contract in accordance with the Terms.

- 7.2. Travelife does not tolerate practices of corruption or bribery from any persons that it contracts with, including (without limitation) you, agents, suppliers, customers/users. Travelife is operated in accordance with the principles of anti-corruption and anti-bribery ("the Principles") and all Members agree to abide by and operate within the Principles. If Travelife discovers that you have acted in contravention of the Principles in any way, then Travelife has the right to terminate this contract and take any further action as Travelife may decide, in its entire discretion.

## **8. MEMBERSHIP FEES AND PAYMENT**

- 8.1. The Membership Fee, as laid out in the current Travelife Benefits and Pricing for Travel Trade, is payable by you for a one (1)-year Membership Period upon initially becoming a Travel Trade Member and then annually on the anniversary of the date of becoming a Travel Trade Member.
- 8.2. The annual Membership Fee (as detailed in the current Travelife Benefits and Pricing Guide) excludes any applicable VAT or other taxes, which Travelife shall be entitled to charge at the appropriate rate, and shall be payable in GB pounds sterling or Euros. You shall also be required to pay all relevant bank charges for international transfers.
- 8.3. Travelife shall issue a notice to you six (6) weeks prior to the end of each Membership Period, notifying you of the date that the next Membership Fee is payable. If you have not sent notification to Travelife that you wish to terminate the Agreement with Travelife then payment will be due for the Membership Fee.

- 8.4. If you provide written notice to Travelife that you wish to cancel your Travelife Membership at any time, then no refund shall be given for any Membership Fees already paid. Likewise, you shall not be entitled to a refund of any Membership Fees paid or payable by you in the event that access to Travelife is suspended or restricted for any reason in accordance with these Terms.
- 8.5. Without prejudice to any other right or remedy that Travelife may have, if you fail to pay the Membership Fee to Travelife, Travelife shall be entitled to suspend all Services until payment has been made in full and you will immediately stop displaying/using all Travelife logos and brand elements.

## 9. INTELLECTUAL PROPERTY RIGHTS

- 9.1. All Intellectual Property Rights and all other rights (including, but not limited to, the website, software and any trademarks, graphics, images, text and content of the Website, Travelife Logos and any rights in Travelife, other than the content supplied by you for the description on the Website) and the Services shall be owned by or licensed to Travelife.
- 9.2. You acknowledge that no rights or licences are granted to you in respect of any Intellectual Property Rights under the Contract (including the Travelife Logos), unless specified in these Terms.

## 10. CONFIDENTIALITY

- 10.1. You shall keep in strict confidence all technical or commercial know-how, specifications, inventions, processes or initiatives that are of a confidential nature, and any Intellectual Property Rights, that have been disclosed to you by Travelife or its agents, or discovered by you, and any other confidential information concerning Travelife's business or Services which you may obtain. You shall restrict disclosure of such confidential material to such employees, agents or sub-contractors as need to know it for the purpose of discharging your obligations to Travelife, and shall ensure that such employees, agents or sub-contractors are subject to obligations of confidentiality corresponding to those that bind you.
- 10.2. This Clause shall survive termination of the Agreement, however arising.

## 11. DATA PROTECTION

- 11.1. In this clause the following definitions apply:

**Agreed Purposes:** means the agreed purposes to enable the parties to fulfil their respective obligations under the terms of this Agreement and all connected activities relating to the same;

**Controller, data controller, processor, data processor, data subject, personal data, processing and appropriate technical and organisational measures:** have the same meaning as set out in the Data Protection Legislation in force at the time;

**Data Protection Legislation:** means the Data Protection Act 1998 (until the effective date of its repeal), the General Data Protection Regulation ((EU) 2016/679) (GDPR) and any national implementing laws, regulations and secondary legislation, in particular the Data Protection Act 2018;

**Permitted Recipients:** means the parties to this agreement, the employees of each party and any third parties engaged to perform obligations in connection with this Agreement;

**Shared Personal Data:** means the personal data to be shared between the parties under Clause 11.2 of this Agreement to enable the parties to fulfil their obligations under the terms of this Agreement.

- 11.2. This clause sets out the framework for the sharing of personal data between the parties as data controllers. Each party acknowledges that one party (the Data Discloser) will regularly disclose to the other party (the Data Recipient) Shared Personal Data collected by the Data Discloser for the Agreed Purposes.
- 11.3. Each party shall comply with all the obligations imposed on a controller under the Data Protection Legislation and, not by any act or omission, put the other party in breach of them in connection with this Agreement.
- 11.4. Each party shall:
- 11.4.1. ensure that it has all necessary notices and consents in place to enable lawful transfer of the Shared Personal Data to the Permitted Recipients for the Agreed Purposes;
- 11.4.2. give full information of the nature of such processing to any data subject whose personal data may be processed under this Agreement. This includes giving notice that, on the termination of this Agreement,

- personal data relating to them may be retained by or, as the case may be, transferred to one or more of the Permitted Recipients, their successors and assignees;
- 11.4.3. process the Shared Personal Data only for the Agreed Purposes and shall not retain or process the Shared Personal Data for longer than is necessary to carry out the Agreed Purposes;
  - 11.4.4. not disclose or allow access to the Shared Personal Data to anyone other than the Permitted Recipients;
  - 11.4.5. ensure that all Permitted Recipients are subject to written contractual obligations concerning the Shared Personal Data (including obligations of confidentiality) which are no less onerous than those imposed by this Agreement;
  - 11.4.6. ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the other party, to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data;
  - 11.4.7. not transfer any personal data received from the Data Discloser outside the EEA unless the transferor:
    - 11.4.7.1. complies with the provisions of Articles 26 of the GDPR (in the event the third party is a joint controller); and
    - 11.4.7.2. ensures that (i) the transfer is to a country approved by the European Commission as providing adequate protection pursuant to Article 45 GDPR; or (ii) there are appropriate safeguards in place pursuant to Article 46 GDPR; or (iii) one of the derogations for specific situations in Article 49 GDPR applies to the transfer.
- 11.5.** Each party shall assist the other in complying with all applicable requirements of the Data Protection Legislation. In particular, each party shall:
- 11.5.1. consult with the other party about any notices given to data subjects in relation to the Shared Personal Data;
  - 11.5.2. promptly (and at the latest within seven (7) days of receipt) inform the other party about the receipt of any data subject access request;
  - 11.5.3. provide the other party with reasonable assistance in complying with any data subject access request, but not disclose or release any Shared Personal Data in response to a data subject access request without first consulting the other party wherever possible;
  - 11.5.4. assist the other party, at the cost of the other party, in responding to any request from a data subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
  - 11.5.5. notify the other party without undue delay on becoming aware of any breach of the Data Protection Legislation, and provide assistance in relation to managing/dealing with the breach;
  - 11.5.6. at the written direction of the Data Discloser, delete or return Shared Personal Data and copies thereof to the Data Discloser on termination of this Agreement unless required by law to store the personal data;
  - 11.5.7. use compatible technology for the processing of Shared Personal Data to ensure that there is no lack of accuracy resulting from personal data transfers;
  - 11.5.8. maintain complete and accurate records of all processing and information to demonstrate its compliance with this clause and allow for audits by the other party or the other party's designated auditor; and
  - 11.5.9. provide the other party with contact details of at least one employee as point of contact and responsible manager for all issues arising out of the Data Protection Legislation, including the joint training of relevant staff, the procedures to be followed in the event of a data security breach and the regular review of the parties' compliance with the Data Protection Legislation.
- 11.6.** Each party shall indemnify the other against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs and all other reasonable professional costs and expenses) suffered or incurred by the indemnified party arising out of or in connection with the other party's breach of this Data Protection clause.

## **12. LIMITATION OF LIABILITY**

- 12.1.** The following provisions set out the entire financial liability of Travelife (including any liability for the acts or omissions of its employees, agents and sub-contractors) to you in respect of:
- 12.1.1. any breach of the Agreement;

- 12.1.2. any use made by you of the Services or any part of them;
- 12.1.3. any representation, statement or tortious act or omission (including negligence) arising under or in connection with the Agreement.
- 12.2.** All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Agreement.
- 12.3.** Nothing in these Terms excludes or limits the liability of either party:
  - 12.3.1. for death or personal injury caused by that party's negligence; or
  - 12.3.2. for fraud or fraudulent misrepresentation.
- 12.4.** Subject to Clause 12.2 and Clause 12.3:
  - 12.4.1. Travelife shall not be liable, whether in tort (including for negligence or breach of statutory duty), contract, misrepresentation or otherwise for:
    - 12.4.1.1. loss of profits; or
    - 12.4.1.2. loss of business; or
    - 12.4.1.3. depletion of goodwill or similar losses; or
    - 12.4.1.4. loss of anticipated savings; or
    - 12.4.1.5. loss of goods; or
    - 12.4.1.6. loss of contract; or
    - 12.4.1.7. loss of use; or
    - 12.4.1.8. loss or corruption of data, information and/or description; or
    - 12.4.1.9. any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses; or
    - 12.4.1.10. any dissatisfaction in connection with the Website and/or the Services.
  - 12.4.2. Travelife's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of the Contract shall be limited to the amount of Membership Fees paid by the Member to Travelife in the twelve (12) months prior to the date of any such breach of the Agreement by Travelife.

### **13. TERMINATION**

- 13.1.** The Agreement between the parties shall commence on the date you receive confirmation of Membership and shall continue unless terminated in accordance with this Clause 13
- 13.2.** Either party may terminate this Contract on no less than one (1) month's written notice to the other at any time during the Membership Period, such termination to take effect at the end of the notice period, at which time the Agreement will terminate and you will no longer be a Member of Travelife.
- 13.3.** Without prejudice to any other rights or remedies to which the parties may be entitled, either party may terminate the Agreement immediately without liability
- 13.4.** to the other if:
  - 13.4.1. the other party commits a material breach of the Contract and (if such a breach is remediable) fails to remedy that breach within thirty (30) days of that party being notified in writing of the breach; or
  - 13.4.2. an order is made or a resolution is passed for the winding-up of the other party; an order is made for the appointment of an administrator to manage the business of the other party; a receiver is appointed of any of the other party's assets or undertaking; or the other party makes any arrangement or composition with its creditors, or makes an application to a court of competent jurisdiction for the protection of its creditors in any way, or becomes bankrupt; or
  - 13.4.3. the other party ceases, or threatens to cease, to trade; or
  - 13.4.4. the other party takes or suffers any similar or analogous action in any jurisdiction in consequence of debt.
- 13.5.** Termination of the Agreement, however arising:
  - 13.5.1. shall not affect or prejudice the accrued rights of the parties as at termination or the continuation of any provision expressly stated to survive, or implicitly surviving, termination;
  - 13.5.2. any rights or licences granted under these Terms shall cease at the point of termination as determined in accordance with these Terms;

- 13.5.3. without prejudice to Clause 13.5.2, you shall no longer be entitled to use the Travelife Logos and brand elements and shall be required to remove all such references from your website, literature and brochures, as well as any representations of your Membership of Travelife and/or Website from its premises or other physical locations;
- 13.5.4. you shall return to Travelife any confidential information relating to Travelife, and/or the Website, in your possession and/or control, and all copies thereof (in whatever format), securely delete any such confidential information from your electronic systems and certify to Travelife that this has been done.

#### **14. FORCE MAJEURE**

Travelife shall have no liability to you under the Contract if it is prevented from, or delayed in, performing its obligations under the Contract or from carrying on its business by acts, events, omissions or accidents beyond its reasonable control, including, without limitation, strikes, lock-outs or other industrial disputes, failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of Travelife or sub-contractors.

#### **15. GENERAL**

- 15.1. This Agreement, together with any documents, policies or other terms referred to in it, constitutes the whole agreement between the parties relating to its subject matter and supersedes any prior drafts, agreements, undertakings, representations, warranties and arrangements of any nature, whether in writing or oral, relating to such subject matter.
- 15.2. Any waiver of this Agreement shall not be binding on the parties unless set out in writing.
- 15.3. Travelife has the right to revise and amend these Terms from time to time to reflect changes in market conditions affecting its business, changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements, changes in its system's capabilities or obligations to other third parties, or for any other reason. Travelife has the right to assume that the Member has accepted the change to the Terms, unless the Member notifies Travelife to the contrary within seven (7) working days of such amendments.
- 15.4. If any provision of this Agreement is held to be illegal, void, invalid or unenforceable under the laws of any jurisdiction, the legality, validity and enforceability of the remainder of this Agreement in that jurisdiction shall not be affected and the legality, validity and enforceability of the whole of this Agreement shall not be affected in any other jurisdiction.
- 15.5. No term of this Agreement shall be enforceable under the Contracts (Rights of Third Parties) Act 1999 by a third party, but this does not affect any right or remedy of a third party which exists or is available apart from under that Act.
- 15.6. No failure to exercise, nor any delay in the exercise, by either party to this Agreement of any right, power, privilege or remedy under this Agreement shall impair, or operate as a waiver of, such right, power, privilege or remedy.
- 15.7. Nothing in this Agreement shall constitute, or be deemed to constitute, a partnership between the parties nor, except as expressly provided, shall it constitute, or be deemed to constitute, any party as the agent of any other party for any purpose.
- 15.8. Notice given under this Agreement shall be in writing, sent for the attention of the person, and to the address given in this Agreement and shall be delivered by pre-paid, first-class post or recorded delivery. A notice is deemed to have been received, if delivered personally, at the time of delivery, in the case of pre-paid first-class post or recorded delivery, 72 hours from the date of posting and, if deemed receipt is not within business hours (meaning 9.00 am to 5.30 pm Monday to Friday on a day that is a business day), at 9.00 am on the first business day following delivery. To prove service, it is sufficient to prove that, in the case of post, the envelope containing the notice was properly addressed and posted.
- 15.9. This Agreement shall be governed by, and construed in accordance with, English law and each of the parties irrevocably submits to the exclusive jurisdiction of the English courts.

## **SCHEDULE A: TRAVELIFE COMPLAINTS POLICY AND PROCEDURES**

### **TRAVELIFE COMPLAINTS POLICY**

Travelife is committed to providing high levels of service and professionalism, whether from our staff members, our Approved Auditors or our contractors. We are also committed to the integrity of our accommodation sustainability certification programme. We take complaints about any aspect of our business seriously and are committed to following our Complaints Procedure that outlines how to complain and how we will respond.

### **TRAVELIFE COMPLAINTS PROCEDURE**

#### **1. Submitting a Complaint**

- a. We recommend that you gather any relevant evidence (documents, videos etc.) and send this to Travelife with details of your complaint.
- b. You can make your complaint by email, letter or telephone using the following details:  
By post: Commercial Director, Travelife Ltd, 30 Park Street, London SE1 9EQ, United Kingdom  
By email: [info@travelife.org](mailto:info@travelife.org)  
By telephone: +44 (0)203 693 0160

#### **2. Acknowledgement and Initial Review**

- a. Once you have made the complaint, we will send you written acknowledgement that we have received it within three (3) days, enclosing a copy of this procedure and the details of the Travelife department that will be dealing with the complaint.
- b. We will review the complaint to confirm that the complaint is relevant to the Travelife certification scheme and our general business operations, and advise if the complaint is outside this scope, in which case the complaint will be closed.
- c. If the complaint falls within the scope of our certification scheme and/or general business operations, we will pass it to the relevant Travelife department who will gather the evidence and information needed to make a full investigation of your complaint and an objective assessment.
- d. We will investigate the complaint in a timely manner and will contact you by telephone to discuss your complaint and the findings of the investigation within fourteen (14) days of our acknowledgement letter.
- e. We will contact you by email or letter within three (3) days of the telephone call to confirm the details of our discussion and the actions that may have been discussed with you.
- f. If you do not want to discuss your complaint by telephone or it is not possible, your contact will send you a detailed written reply to your complaint, including their suggestions for resolving the matter. You will receive this correspondence either by email or by letter within thirty (30) days of Travelife Ltd sending you the acknowledgement message.

#### **3. Appealing Travelife's Decision**

- a. At this stage, if you are still not satisfied you should reply and request that a senior manager review the complaint. The commercial director will then review the complaint, unless they have already been involved, in which case the managing director will review the complaint.
- b. The commercial director or managing director will write to you within fourteen (14) days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

#### **4. Service Improvement**

Travelife will regard all feedback as an opportunity to review and improve our processes, including contacting any Member, Auditor or contractor with feedback.

#### **5. Confidentiality**

All complaints received will be dealt with confidentially and in accordance with Travelife's General Privacy Notice that you can request by e-mailing [info@travelife.org](mailto:info@travelife.org).