

Subscribing to Travelife Travel Trade Support is subject to these terms and conditions between you and Travelife Ltd, whose registered address is 30 Park Street, London, SE1 9EQ, United Kingdom (company number 03290532). These Terms form a legally binding agreement between you and Travelife. It is important that you take the time to read them carefully.

Annual fees and services included: There are two levels of service that travel companies can subscribe to; **Travel Trade Support (TTS)** and **Travel Trade Support + (TTS+)**. TTS is best suited to those who simply want to access our updated list of Travelife Certified properties. TTS+ is best for those who are taking a more proactive approach to improving sustainability in their accommodation supply chain. Annual fees and the services included for each of the two levels are as follows:

Travel Trade Support (TTS)	Travel Trade Support+ (TTS+)								
<p>Annual subscription fee*</p> <table border="0"> <tr> <td>ABTA Members</td> <td>Free</td> </tr> <tr> <td>Non-ABTA Members</td> <td>€250</td> </tr> </table>	ABTA Members	Free	Non-ABTA Members	€250	<p>Annual subscription fee*</p> <table border="0"> <tr> <td>ABTA Members</td> <td>€250</td> </tr> <tr> <td>Non-ABTA Members</td> <td>€500</td> </tr> </table>	ABTA Members	€250	Non-ABTA Members	€500
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<p>TTS subscriber services</p> <p>Access to the dedicated online Travel Trade Support Zone. From this area Travel Trade Support subscribers can:</p> <ul style="list-style-type: none"> - Access to the latest 'World Report', an excel spreadsheet that details the certification status of accommodation providers currently subscribed to Travelife. - Download the general Travelife logos that can be used in marketing and communication materials to help demonstrate sustainability commitments. - Download the Travelife certification logos that can be used on websites and brochures to identify specific properties that are Travelife Certified. - Access the 'get started kit' that includes information about how Travelife works and ideas for how to use accommodation certification as part of a supply chain sustainability strategy. - Upload the company logo to be featured on the 'who we work with' page at www.travelifestaybetter.com. 	<p>TTS+ subscriber services</p> <p>All the services provided for TTS, together with the following additional services:</p> <ul style="list-style-type: none"> - Access to dedicated account manager who can offer support and collaboration on strategies to increase the volume of certified properties in the subscriber's portfolio. - Free Travelife trial accommodation membership and a discount off the full Travelife accommodation subscription fee that can be offered to accommodation providers in the subscriber's portfolio . - The option to be shown as a booking option in any website promotions Travelife carry out of specific accommodation providers that are in the subscriber's portfolio . - The option to have their company logo featured on the 'Travelife showcase' and 'who we work with' pages at www.travelifestaybetter.com. - Download the latest 'World Report', an excel spreadsheet that details the certification status of accommodation providers currently subscribed to Travelife. - Download the general Travelife logos that can be used in marketing and communication materials to help demonstrate sustainability commitments. - Download the Travelife certification logos that can be used on websites and brochures to identify specific properties that are Travelife Certified. - Access training and communication resources for their staff and the accommodation providers they work with. - Access the Accommodation Member Zone that contains a full suite of resources to help hotels prepare for their audits such as checklists, self-assessments, guides, templates and examples. 								

*Our annual subscription fees are subject to change so when you pay your renewal fee you will be advised of the current price for the next year.

Acceptance: An individual completing the online TTS or TTS+ registration form on behalf of their organisation will be asked to electronically check a box confirming they accept these terms and conditions. Checking this box and submitting the online registration form constitutes acceptance of these terms and conditions and confirmation that the individual has the authority and capacity to bind their organisation to these terms and conditions.

Payment and activation of subscriptions: Access to the subscriber services will be confirmed upon completion of the online registration form ([click here](#) to view) and, where applicable, payment of the annual subscription fee. TTS subscribers who are ABTA Members do not need to pay any fee so will receive access to the services as soon as they complete the registration form.

ABTA Member discounts are dependent on the ABTA Membership being current and a valid ABTA Member number must be provided on the registration form. Travelife reserves the right to cancel your subscription or request payment of the non-ABTA Member fee at any time if Travelife cannot verify with ABTA that the ABTA membership is current.

Payments made on the Travelife website using a credit or debit card will be confirmed as soon as the transaction has been processed by Travelife's online card payment service (Stripe), at which time the subscription will be activated and the subscriber will be able to access the Travel Trade Support and Support+ Zones using the login credentials they created when they completed the registration form. Travelife do not store credit or debit card information. Travelife can find out the cardholder's name, the last 4 digits of the card number and the expiry date from Stripe. Travelife do not use credit or debit cards for automated subscription renewals.

Requests for payments by bank transfer on the Travelife website will result in an electronic pro-forma invoice being emailed to the individual who has completed the registration form. Once payment has been made and the funds have cleared, a manual activation of the subscription will take place and the subscriber will be able to access the Travel Trade Support Zone using the login credentials they created when they completed the registration form. This process can take up to 28-days.

All fees paid are non-refundable however, if you upgrade from TTS to TTS+, the amount you have already paid will be applied and any balance due will be calculated based on the months left in the current subscription year.

Renewals: With the exception of TTS subscribers who are ABTA Members, all subscribers must pay an annual subscription fee to maintain their subscription and access to the services. This fee must be paid by the anniversary date of when the subscription was first activated in order to maintain access to the services.

Travelife will send a reminder that the renewal is due that will include the amount payable, the payment deadline and instructions for how to renew the subscription.

TTS subscribers who are ABTA Members do not need to pay a renewal fee and their subscription will continue automatically as long as their ABTA Membership is current.

If a TTS or TTS+ subscriber who is an ABTA Member ceases to be an ABTA Member during the subscription period, Travelife will contact the subscriber to find out if they wish to continue their subscription under the non-ABTA Member subscription structure with details of any additional payment that is due. If Travelife have not received a response within 30-days, the subscription will be cancelled.

Cancellations: TTS and TTS+ subscriptions can be cancelled at any time by sending a cancellation request by email to info@travelife.org however any annual subscription fee that has already been paid will not be refunded. The cancellation request must include the company name along with the names and email addresses of all staff who had access to the online TTS or TTS+ services at www.travelifestaybetter.com.

To cancel access to the online TTS or TTS+ services at www.travelifestaybetter.com for an individual employee, an email should be sent to info@travelife.org with a request to remove their access. The email must include their name, their email address and the company name.

Travelife reserve the right to immediately cancel a subscription if the subscriber does not follow the terms listed below under 'Use of the World Report' or 'Use of Travelife Logos', or is in breach of these terms and conditions, including failure to pay any annual subscription fees.

Travelife reserves the right to cancel a subscription with 30days notice for any reason.

Use of the World Report: The World Report is a spreadsheet containing a list of all current Travelife accommodation subscribers and their certification status. It is updated at least once per month and made available for download from both the TTS and TTS+ zones at www.travelifestaybetter.com.

It is the subscriber's responsibility to download the World Report and use it to update any online accommodation listings at least once per month. We accept no responsibility or liability if the subscriber lists an accommodation provider as Travelife Certified when their certification has expired or been withdrawn.

If the subscriber identifies Travelife Certified accommodation providers in printed materials such as brochures, these materials must contain text clearly advising that the certification status was correct at the time of printing and is subject to change at any time.

The terms and conditions Travelife have in place with accommodation providers allow for a certification to be revoked at any time if a breach of the Travelife Standard is found, and it is possible for Travelife to uncover an issue so serious that the certification is revoked immediately. Should such an instance occur, Travelife will send a notification email to the contacts we have on file for each subscriber who is expected to remove the accommodation provider from any website listings within 7-days.

It is the subscriber's responsibility to accept all risks and liability associated with promoting accommodation providers with a Travelife Certification when that certification may no longer be valid when a subscriber customer arrives at the property.

The information in the World Report is intended to assist the subscriber's staff and customers identify certified accommodation providers and must not be used for any other purpose, including sharing the information with any other companies that are not directly owned and/or operated by the subscriber who intend to use the information for commercial purposes.

Use of Travelife logos: The 'general logos' are the ones that contain either the 'Accommodation Sustainability' or 'Stay Better' straplines. The subscriber can use them in sales and marketing materials (including reports) where the subscriber wishes to communicate about how they work with Travelife and/or their sustainability strategy. They cannot be used to identify an individual accommodation provider as being Travelife Certified.

The 'certification logos' are the ones that contain the 'Certified' or 'Gold Certified' strapline. A subscriber must only use them to identify an individual accommodation provider that has a current Travelife certification. There is more information below about Travelife's requirements for when an accommodation provider can be identified as Travelife Certified. It is important to remember that Travelife do not certify entire accommodation chains or groups, so the certification logo can never be used to identify that a hotel chain or group is Travelife Certified, even if all of the individual properties in the group have a Travelife certification. Subscribers should email info@travelife.org with any questions.

The latest versions of both the general and certification logos are available to download from the TTS and TTS+ pages at www.travelifestaybetter.com. The subscriber should always be using the latest version of the Travelife logos. If Travelife change a logo, an email notification will be sent to the subscriber contacts we have on file. Travelife understands that it can take time and resources to update logos on marketing and communication materials, and therefore ask that online and electronic materials are updated within 6-months of a logo change. In the case of printed materials, subscribers are responsible for ensuring they are using the latest logo/s before the final copy is signed off for printing.

All Intellectual Property Rights and all other rights (including, but not limited to, the website, software and any trademarks, graphics, images and text) and the services shall be owned by or licensed to Travelife. The subscriber acknowledges that no rights or licences are granted in respect of any Intellectual Property Rights under these terms and conditions, including the Travelife Logos. Travelife's use of a subscriber's logo

If a subscriber sends Travelife their logo to use, Travelife warrants that it will only be used to identify the subscriber as a travel company Travelife works with and, in the case of TTS+ subscribers, as a means of consumer being able to identify the subscriber as an option for booking Travelife Certified accommodation.

Should a subscription be cancelled for any reason, Travelife will remove any logo the subscriber has provided from the Travelife websites within 30-days.

Any subscriber can request that their logo is removed from the Travelife websites by sending an email request to info@travelife.org and Travelife warrant that the logo will be removed within 30-days of receiving this email notification from the subscriber.

Service disruptions and changes: Travelife will make all reasonable efforts to deliver the services however it is always possible that disruptions will happen that are beyond Travelife's control such as website outages.

Occasionally we may change the services offered or the way you can access these due to changes in technology, legislative requirements, industry codes and/or regulations, or to respond to the changing needs of the travel industry.

If you experience a service disruption, please email info@travelife.org with full details of the problem immediately.

If your access to the services is disrupted for more than 30-days, you can request a refund of any Annual Fee you have paid in the current year based on a monthly calculation from the date you were unable to use the services.

General terms and conditions

Data protection: The personal data (name, email address and business contact number) given to Travelife by each individual completing the online registration form on behalf of their organisation will be used by Travelife to process the registration and to provide the subscriber with the services associated with their subscription, including sending update emails that an individual can unsubscribe from at any time by emailing info@travelife.org or by following the unsubscribe instructions given in an email communication. For further information, refer to the Travelife Privacy Notice which can be found [here](#).

Force Majeure and Liability: Travelife shall have no liability to the subscribers under these terms and conditions if the services cannot be provided because of acts, omissions or accidents beyond its reasonable control including, without limitation, industrial disputes, default of sub-contractors, act of God, war or such act, or any other force majeure event.

In no event will Travelife's total liability in contract, tort (including negligence) or otherwise, however arising, out of or in connection with the performance of services under these terms and conditions exceed a sum equal to the amount of the annual subscription fee received by Travelife.

Changes to Terms: 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 will assume the subscriber has accepted the change to the Terms, unless the subscriber notifies Travelife to the contrary within seven (7) days of such amendments.

Governing law: 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.