

HAYS TRAVEL LIMITED DIRECT DEBIT PAYMENT SCHEME TERMS & CONDITIONS

If you choose the Direct Debit payment option when booking your holiday, available only on selected bookings, the following conditions apply. In these terms and conditions, “we”, “us”, “our” and “HTL” means Hays Travel Ltd.

1. At the time of booking your holiday, if you have chosen the Direct Debit payment option, you must pay the required holiday deposit and you must agree to repay the balance by setting up a Direct Debit payment schedule.

2. At the time of the booking you will choose your payment date, and the first instalment will not be later than the last day of the following calendar month to the date of holiday booking. You will receive an email confirming the date set for your payments.

3. You will be asked to provide us with your email address, bank account number and sort code and these details will be processed through the secure Direct Debit mandate. The bank account details will be those of the customer who is the Lead Name on the booking (as defined in the booking conditions).

4. You will receive a notification from HTL that the Direct Debit has been set up. You will also receive a further notification to confirm your holiday repayment schedule.

5. If you agree to pay by Direct Debit instalments at the time of the booking, you may be able to pay a deposit that is lower than the standard deposit required by the tour operator (a “Direct Debit Deposit”).

6. If your Direct Debit is subsequently cancelled by you or by us (see paragraphs 7 and 8 below), before the amount you’ve paid is at least equal to the tour operator’s standard deposit, you must contact us without delay to arrange to pay by another means. Cancellation of your Direct Debit means you will no longer qualify for a Direct Debit scheme and you must immediately pay the remainder of the tour operator’s standard deposit to avoid your holiday being cancelled by us and you becoming liable to pay a cancellation charge in accordance with the tour operator’s booking conditions.

7. If you cancel your booking, or we have to cancel it due to you failing to make payments when they are due, your tour operator’s booking conditions will apply regarding cancellation charges.

8. We will attempt to collect your Direct Debit instalments on the agreed date(s). If we cannot collect payment, your Direct Debit scheme will terminate immediately and you will have to make all payments that remain due by an alternative payment method that we accept, in accordance with the new payment terms that will be notified to you.

9. If you choose to cancel your Direct Debit scheme at any time after setting it up, you must notify us promptly and tell us how you intend to pay the remaining holiday cost. Please note that if you cancel your Direct Debit, your final balance due date will be brought forward to the normal balance due date then in force. We will notify you of the new date. If you cancel your Direct Debit because you also want to cancel your holiday booking, you must let us know and follow the procedure for cancelling the holiday as set out in the tour operator’s booking conditions, and you must pay the appropriate cancellation charge.

10. If you need to change any payment instalment amount or the date of payment please contact us but a maximum of one change of payment date will be permitted. Any subsequent requests may be refused.

11. If you change your bank / current account provider, as part of the transfer you will need to ask your new bank to switch your existing Direct Debit over to your new account to ensure instalments are not missed. Please speak to your new bank/account provider in the first instance before contacting us.
12. Please note that, once your Direct Debit has been cancelled, it is not possible to reinstate it.
13. If you want to make any change to your holiday booking, the amendment fee (in accordance with the tour operator's booking conditions) must be paid at the time you make the change and this fee cannot be included in your Direct Debit payments.
14. If the tour operator has to make a change to your holiday booking or if you decide to make a change that affects the price you pay or the date of travel, please contact us and we will be happy to look at how the change affects your Direct Debit payments
15. Payments you make are covered by the Direct Debit Guarantee. If you receive a refund you are not entitled to, you must pay it back to us when we ask you to.
16. All the data collected through the Direct Debit payment processing system is mandatory to allow such processing and/or confirm such payment processing is in accordance with HTL policies and with applicable law. Without such information, the processing cannot be carried out. personal data
17. The information to be collected, stored, processed, and/or transferred for Direct Debit payments may include (as applicable): name, e-mail address, address, bank account number and sort code, joint account holders name.