

Terms and Conditions

Summary

Set out below are important points for you to note when using our website. These are summary points for your reference only, and do not form part of our Terms and Conditions.

- We recommend you read all of our Terms and Conditions to ensure you are happy with them.
- Use of our website is subject to all of our Terms and Conditions and Privacy Policy. If you do not, or cannot, agree to them, please stop using the website immediately.
- You may only use our website if you are a UK resident and for your own personal use or, if you are a business user, for legitimate business price comparison purposes.
- Our comparison services and quotation tools are free to use. Any purchase of a product or service advertised on our website must be arranged directly with our partners/service providers. We may receive a referral fee or commission from the provider for successful transactions.
- You are solely responsible for answering all questions honestly, completely and to the best of your knowledge, and also for ensuring that any assumptions are correct. Failure to do so may lead to your service or product being declared invalid or increase in its cost. You may also be liable for any third-party costs in the event of misrepresentation.
- You are solely responsible to ensure that any product or service you purchase meets your needs.
- If you purchase a product or service using details advertised on our website, you should carefully read the providers Terms and Conditions and Privacy Policy as it will differ from ours.

Introduction

Who are we?

In these Terms and Conditions, “we”, “us” or “our” refers to Pinoy Booking UK, a trading name of Rise Research Ltd., a company registered in England and Wales (Registration No. 08566464) at 172 Longbridge Lane, Birmingham, West Midlands B31 4JT, United Kingdom.

Definitions

“product or service provider” means the owner, retailer, supplier, agent, sub-agent, distributor or provider of any service or product that is advertised on our website.

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“website” means any mobile applications or similar devices, channels or applications operated by or on behalf of Pinoy Booking.

“you” and “your” means the person who accesses and uses our website.

Acceptance of these Terms and Conditions

If you access and use our website you agree to be bound by and act in accordance with these Terms and Conditions and our Privacy Policy. If you do not, or cannot, agree to these Terms and Conditions or our Privacy Policy, you are not permitted to access and use the website and you should immediately stop using or accessing the content. If you are in breach of these Terms and Conditions, your right to access and use the website will cease immediately.

Our services

Pinoy Booking is not a broker or sub-agent - we are a price comparison service that can be used to find out whether you could save money on a range of travel services, remittance services or other relevant products and services popular to Filipinos in United Kingdom. We currently compare FX rates of remittance companies, facilitate issuance of travel quotes, advertise property sale/rental opportunities, and provide online directory of companies regularly used by Filipinos in the UK. We will be adding many more products as the need arises.

Our website and price comparison technology has been designed to allow private individuals or businesses seeking products on their own behalf to find the most competitive prices from the leading Filipino product and service providers. Therefore, you may only use our service if you are:

- A private individual wanting to use our website and price comparison technology to find competitive prices for a product or service on your own behalf and/or on behalf of a close family member; or
- Acting on behalf of a company wanting to use our website and price comparison technology to find competitive prices a product or service on behalf of the company; and
- Not involved in any way in searching for remittance and/or travel deals, property sale/rental opportunity or any other products and services listed on our website, as a business.

Your responsibility

In order to get a quote through our price comparison service, you will need to answer a number of questions on our site needed by all the different product or service providers and any intermediaries they may use. The answers you give will determine the products or services available to you and amount you will pay. You must

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get permission from any other people whose details you propose to use in requesting a quote, before you provide us with any of their information. This applies to all information that you provide, but especially sensitive data like age group, travel preference and financial limits. In submitting any other person's details, you are confirming to us that you have their permission to do so, and that they understand how their information will be used.

You are solely responsible to ensure that all information you enter onto Pinoy Booking is true, accurate and complete and that you disclose all relevant and material facts. If you do not provide accurate information and disclose all material facts this could lead to your selected product/service being invalid and quotes/offers/discounts may not be honoured. We cannot be held responsible if your selected product is invalid as a result of your error in providing correct information, or from a failure to disclose all material facts to us or your selected provider.

As we work with a large number of providers it is important that you read the provider's terms and conditions, and that you agree with them before purchasing your product or service as they will differ to ours. Once you have purchased a product, it is important that you read all documents issued to you by your selected provider and ensure that you are aware of any levels of cover, financial limits and any other terms that apply. If any information is not correct, it is your responsibility to identify the mistake and correct this with the provider directly.

Price delivery

Companies change their prices and amend their rates on a regular basis. When you receive your quotes, it will tell you how long each provider guarantees their price. The price quoted to you will be accurate at the time of issue and may change if your quote is resubmitted. Remember, you will receive the same guarantee from the product or services provider as you would have received from them by going direct.

Once you have received your prices, we or our partners may call you to discuss your quote. Please note, Pinoy Booking operate on a non-advisory basis, so we are unable to provide financial, investment or other advice in relation to any product or service, nor will we provide a recommendation or endorsement of a product or service provider. With your permission and subject to availability, we may refer you to a range of specialist product or service providers which are not currently available on-line.

Our liability to you

Please read the following information carefully as we include some limits and exclusions of our liability to you.

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These terms do not exclude our liability to you in any way for: personal injury or death caused by our negligence; fraud or fraudulent statements made by one of our employees or agents for or any matter for which it would be illegal for us to exclude or to attempt to exclude our liability. In addition, we are only liable for losses which are a foreseeable consequence of us breaking this contract. Losses are foreseeable where they could be contemplated by you and us at the time your information is inputted onto our website. We will not be held responsible for any indirect losses which happen as a side effect of the main loss or damage which you suffer and which are not foreseeable by you and us at the time we enter into this contract, including, but not limited to: loss of income or revenue; loss of business; loss of data; loss of profits or contracts; loss of anticipated savings or waste of management or office time however arising, provided that this provision will not prevent you from bringing claims against us for loss of or damage to your physical property or any other claims for direct financial loss that are not excluded by any of the categories set out above.

In no circumstance will we be responsible for any losses which arise in connection with an event or series of events which is/are outside of our reasonable control.

If our standards fall short

Our aim is at all times to provide a first-class standard of service. However, there may be occasions when you feel we may have not achieved this. If we fall short of our own high standards, then we will appreciate if you tell us!

At Pinoy Booking we take all complaints seriously and in such an event please read our complaint procedure. If your complaint is regarding a provider that you have purchased a product through and with whom we put you in touch, then you should address your complaint direct to that company. If you wish to raise a formal dispute you can do so through the [Alternative Dispute Resolutions](#) (ADR) procedure. This procedure will help you to access the appropriate dispute resolution body. Pinoy Booking cannot accept liability for errors made by the selected provider or answer complaints on their behalf. In such an event we recommend you follow the guidelines provided in their complaints procedure.

Third party links

You can link to other websites by means of hyperlinks published on this website or emailed to you as part of our service. These websites are owned and operated by third parties. We accept no liability for any statements, information, products or services that are published on or may be accessible through third party websites, as this is outside our control.

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Website content

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We are not responsible for any commentary, opinions, ratings or other postings on our website by any third party.

Contacting us

If at any time you would like to contact us, the details are available on our Contact us page.

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These Terms and Conditions were last updated on 30th December 2020.