



Try Break Tours – Booking Process Guide

Booking Guide for Clubs & Families

This guide explains the step-by-step booking process used by Try Break Tours for organising sports tours and group travel.

Our process is designed to make bookings simple, secure, and easy to manage for clubs, organisers, and families.

Step 1 – Expression of Interest from Club Contact

The process begins when a club representative, coach, organiser, or group contact submits an expression of interest to Try Break Tours.

This may include:

- * Club name
- * Tour destination or event
- * Estimated number of travellers
- * Preferred dates
- * Age groups attending
- * Any special requirements

Once received, Try Break Tours will:

- * Discuss available options
- * Prepare provisional pricing
- * Confirm availability where applicable
- * Provide initial tour information

Step 2 – Club Contact Communicates Numbers

The designated club contact is responsible for communicating estimated and confirmed traveller numbers to Try Break Tours.

This includes:

- * Players
- * Coaches and staff
- * Parents or guardians
- * Supporters attending

The club contact should also:

- * Share booking deadlines with families
- * Communicate payment schedules
- * Ensure participant information is accurate

Try Break Tours will use these numbers to:

- * Secure accommodation
- * Allocate tickets and tour places
- * Finalise pricing and availability

Step 3 – Families Pay Deposit Through Universe Platform

Once the tour is confirmed, families will receive a secure booking link via the Universe booking platform.

Families must:

- * Complete their booking online
- * Provide required traveller details
- * Pay the non-refundable deposit

Payments are securely processed through the Universe platform.

After payment:

- * Families will receive a booking confirmation email
- * Try Break Tours will track all deposits received
- * The club contact may receive booking progress updates where appropriate

Please note:

- * Places are not guaranteed until deposits are paid
- * Deposit deadlines must be followed to secure bookings

Step 4 – Families Pay Remaining Balance

Families will be notified of the remaining balance payment deadline.

Final balances must be paid before the stated due date.

Balance payments will be made through a personal secure payment link distributed directly by Try Break Tours.

Once final payment is received:

- * Bookings will be confirmed in full
- * Final travel information will be issued
- * Tour itineraries and important updates will be shared closer to departure

Failure to pay balances by the deadline may result in:

- * Cancellation of the booking
- * Loss of deposits paid
- * Removal from the tour allocation

Important Information

All participants, families, and club representatives are expected to:

- * Comply with all Try Break Tours policies
- * Follow payment deadlines and booking instructions
- * Provide accurate traveller information
- * Maintain respectful communication throughout the process

Relevant policies include:

- * Code of Conduct
- * Payment Handling Policy
- * Complaints Policy
- * Equality and Inclusion Policy

Contact Information

Try Break Tours

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