



# MARATHON TOURS & TRAVEL

## Twin Share Explanation

For solo travellers (aged 18 years and over) who would like to share a twin room (two separate beds) with another participant who has selected the same gender category for room-sharing purposes.

Marathon Tours & Travel will match room share bookers based on gender category provided. We do not guarantee matching based on age, interests, lifestyle preferences, sleeping habits or other personal characteristics.

### Before You Book

Twin Share is designed for travellers who are comfortable sharing accommodation with another participant.

By selecting Twin Share, you agree to share accommodation with another traveller of the same gender category and acknowledge that roommate matching is subject to availability.

If you are aware of any personal habits, behaviours or requirements that may significantly affect another person's comfort, sleep or enjoyment of the trip, we strongly recommend booking single occupancy accommodation instead.

### Examples may include:

- Loud or frequent snoring.
- Regular overnight phone or video calls.
- Significant sleep disruption or unusual sleeping patterns.
- Use of equipment that may create noise during the night.
- Personal habits that are likely to disturb a roommate.
- A strong preference for privacy or sole occupancy.

By selecting Twin Share during your booking process, you acknowledge that you will be sharing accommodation and agree to be considerate and respectful of your roommate throughout the trip.

If you later request single occupancy accommodation, or if we reasonably require you to move to alternative accommodation for reasons other than welfare, safeguarding or conduct concerns, any additional accommodation costs will be your responsibility.



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Marathon Tours & Travel is unable to mediate routine lifestyle or personality differences that do not involve welfare, safeguarding, conduct or safety concerns.

For the comfort and wellbeing of all travellers, Marathon Tours & Travel reserves the right to recommend or require single occupancy accommodation where we reasonably believe Twin Share may not be suitable.

## **If We Cannot Find a Roommate**

If we are unable to match you with another traveller:

- We may offer single occupancy accommodation where available.
- If a roommate cannot be found and single occupancy accommodation is accepted by the traveller, the applicable single room supplement stated within the event package or booking terms will apply.
- We will advise you as soon as reasonably practicable once matching outcomes are known.

## **Accommodation Standards**

Twin Share accommodation is intended to be provided in a room configured with two separate beds.

In exceptional circumstances, including hotel operational requirements, accommodation provider changes, event-related disruptions or other unforeseen circumstances, room configurations may differ from those originally planned.

## **Roommate Changes**

We reserve the right to amend roommate allocations before or during travel where required for operational, accommodation, welfare or safeguarding reasons.

## **Traveller Conduct**

All participants are expected to behave respectfully towards roommates, fellow travellers, hotel staff and local communities.

You must not engage in behaviour that may cause discomfort, harassment, intimidation, distress or risk to others.



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We reserve the right to remove a participant from a Twin Share arrangement where behaviour is considered inappropriate, disruptive or detrimental to the experience of other travellers.

## **Welfare, Safety and Safeguarding**

The welfare of our travellers is our priority.

If a participant raises a genuine welfare, safeguarding, conduct or personal safety concern regarding a roommate, we will investigate the matter promptly and fairly.

## **Compatibility Issues**

Whilst we aim to create a positive room-sharing experience, we cannot guarantee compatibility between roommates.

Differences in personal habits, sleep schedules, snoring, room temperature preferences or personality are not normally considered welfare concerns.

Where alternative accommodation is requested for compatibility reasons, additional charges may apply and will be subject to availability.

## **Medical, Accessibility and Welfare Requirements**

Travellers should inform us at the time of booking of any medical, accessibility or welfare requirements that may affect room sharing.

This information will be managed in accordance with our Privacy Policy and used only for the purpose of delivering travel services and supporting traveller welfare.

## **Privacy**

We will only use and share the information necessary to arrange your accommodation and travel services, in accordance with our Privacy Policy and applicable data protection laws.

## **Our Commitment**

Twin Share is designed to provide solo travellers with an affordable and sociable way to experience the world's greatest sporting events.



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We are committed to matching travellers fairly, communicating clearly, and supporting our customers before, during, and after their trip. While many travellers enjoy a positive Twin Share experience, shared accommodation is not suitable for everyone. If you prefer private accommodation, or if you believe your personal circumstances, habits, or requirements may make room sharing challenging for either you or another traveller, we encourage you to select single occupancy accommodation instead.

By choosing the option that best suits your needs, you help us create a comfortable, enjoyable, and respectful experience for all participants.