

# BOOKING CONDITIONS

These Booking Conditions together with the Important Information contained within this product and price guide form the basis of your contract for all bookings of packages and accommodation only made with Travel 2 Limited, (company registration number 01594460) whose registered office is situated at Glendale House, Glendale Business Park, Sandycroft, Nr Chester, CH5 2DL. The prices contained within this product and price guide are for guidance only. The price of your arrangements will be confirmed at the time of booking by your travel agent and may be different to the price appearing in this product and price guide. For training and quality purposes telephone calls may be recorded. If you are booking a package containing a cruise element or a flight only booking different booking conditions will apply. Please ask your travel agent for a copy.

## 1. The meaning of the words used in these booking conditions

In these Booking Conditions, the following words have the following meanings (except where the context otherwise requires):-  
"you" and "your" means all persons named on the booking (including anyone who is added or substituted at a later date).  
"party leader" means the person who makes the booking  
"Travel 2", "we", "us" and "our" means Travel 2 Limited  
"package" is within the meaning of The Package Travel, Package Holidays and Package Tours Regulations 1992  
"accommodation only" means any accommodation (of whatever type) which is arranged by us and does not form part of a package.  
"arrangements" means a package and/or accommodation only, as applicable  
"ticket(s)" means the document which, subject to compliance with all applicable requirements, will enable you to gain access to your flight. References to a "ticket" includes an e-ticket and any equivalent document.  
"departure" means the commencement of your arrangements  
"ABTA" means ABTA Limited of which Travel 2 is a member under ABTA number V0156  
"ATOL" means the Air Travel Organisers Licence issued by the Civil Aviation Authority of which Travel 2 is a holder under licence number No 3228  
"late booking" means a booking made 10 weeks or less than the departure date;

## 2. Making your booking

All bookings must be made via one of our authorised travel agents. The party leader must be at least 18 and must be authorised to make the booking on the basis of these Booking Conditions by all persons named on the booking. In making the booking, the party leader confirms that he/she is so authorised and that all party members agree to be bound by these Booking Conditions. The party leader is responsible for making all payments due to us. The payments set under clause 5 ("Payment") below must be made at the time of booking. Subject to the availability of all component parts of your requested arrangements and receipt by your travel agent of all applicable payments, your booking will be confirmed by the issue to your travel agent of a confirmation invoice. Your contract will come into existence as set out under clause 6 "Your contract".

## 3. Your confirmation invoice/ticket/other paperwork

Please check your confirmation invoice, ticket and any other documentation you may receive in relation to your booking as soon as you receive it. You must contact your travel agent immediately if any information appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy in any documentation within 7 days of it being sent to your travel agent. In the event that we are not notified of any changes within 7 days we will endeavour to rectify or arrange for the rectification of any inaccuracies notified to your travel agent, however you will be liable for any costs involved in doing so.

## 4. Payment

In order to confirm your chosen arrangements, a minimum non-refundable deposit of £100 per person must be paid at the time of booking if your booking is not a Late Booking. A higher deposit may be payable depending on the particular arrangements booked. In addition full payment for flights may be required at the time of booking. Full details of the applicable payment will be given to you at the time of booking. Please also see clause 7 "The cost of your arrangements".

If you are not making a Late Booking the balance of the cost of your arrangements must be received by us no later than 10 weeks before departure. The balance due date will be shown on the confirmation invoice. Please note reminders are not sent. If we do not receive full payment (including any surcharge where applicable) by the deadline of 10 weeks before departure, your booking may be cancelled. In this case the cancellation charges set out in clause 11 "Cancellation by you" below will be payable.

For flight inclusive bookings, all monies paid to one of our authorised travel agents for your arrangements with us will be held on our behalf until they are paid to us or refunded to you.

If booking a Late Booking, full payment must be made at the time of booking.

## 5. Your contract

When your booking is confirmed as set out in clause 2 "Making your booking", a legally binding contract between you and Travel 2 comes into existence. We both agree that English law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us.

We both also agree that any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between us must be dealt with under the ABTA Arbitration Scheme (if the scheme is available for the claim in question – see clause 20) or by the Courts of England.

## 6. The cost of your arrangements

The prices contained within this product and price guide are for guidance only. Supplements/surcharges may be applicable for peak times including but not limited to bank holidays, special events and Christmas/New Year.

Despite our best efforts, errors in advertised prices and other details occasionally occur and hotel descriptions and facilities can change even after our brochure has been printed. We reserve the right to correct such errors and information at any time. You must check the price of your arrangements at the time of booking.

In order to guarantee the price of arrangements confirmed at the time of booking or any element of them (for example, any flight(s)), you may be required to make full payment for the arrangements/element(s) concerned at the time of booking/prior to balance due date. If you fail to meet any such request, any increase(s) in the price will be passed on to you. However, we would like to draw your attention to the fact that it may not always be possible to guarantee the price by making payment as set out above in which case any increase(s) will be passed on as set out below.

Once the price of your arrangement(s) has been confirmed at the time of booking, then subject to the correction of errors we will only increase or decrease the price in the following circumstances. Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, in the event of any change in our transportation costs or in dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at airports or in the exchange rates which have been used to calculate the cost of your holiday. Even in the above cases, only if any increase in our costs exceeds 2% of the total cost of your arrangements (excluding any amendment charges) will we levy a surcharge.

In the event that any surcharge is greater than 10% of the total cost of your arrangements (excluding any amendment charges), you will be entitled to cancel your booking and receive a full refund of all monies you have paid to us (except for any amendment charges) or alternatively purchase other arrangements from us as referred to in clause 12 "Changes and Cancellation by us".

You have 14 days from the surcharge invoice issue date to tell us if you want to cancel or purchase other arrangements. If we do not hear from you within this time, we are entitled to assume that you will pay the surcharge. Any surcharge must be paid with the balance of the cost of your arrangements or within 14 days of the surcharge invoice issue date, whichever is the later. No surcharge will be levied within 30 days of your departure. No refunds will be payable if any decrease in our costs occurs within this period either.

A refund will only be payable if any decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay you the full amount of such decrease.

## 7. Special requests, disabilities and medical conditions

If you have any special request, you must advise your travel agent at the time of booking. We regret we cannot guarantee any request will be met unless we have specifically confirmed it in writing. Confirmation that a special request has been noted is not confirmation that it will be provided. All special requests are subject to availability. Failure to meet any special request will not constitute a breach of contract.

If you or any member of your party has any disability or medical condition which may affect your arrangements, please provide your travel agent with full details at the time of booking so that we can advise as to the suitability of the chosen arrangements. If we/the airline/other supplier reasonably feel unable to properly accommodate the particular needs of the person concerned, we reserve the right to decline the booking. In the event that full details are not given at the time of booking, we reserve the right to cancel the booking when we become aware of these details. Cancellation charges in accordance with clause 11 will apply.

## 8. Insurance

Adequate travel insurance is essential. Your travel agent should have a policy available for you to purchase. Please read your policy details carefully. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.

## 9. Changes by you

Should you wish to make any changes to your confirmed arrangements, the party leader should notify the travel agent in writing as soon as possible. Whilst we will endeavour to assist, we cannot guarantee any such requests will be met. Where they can be met, a non refundable amendment fee of £50 per person will be payable together with any costs or charges incurred by ourselves or incurred or imposed by any airline or supplier. Some suppliers/airlines and hotels, special fares/costs are in some cases non-refundable as soon as they are booked. In addition some suppliers/airlines may consider a name change or other change to an existing booking as a cancellation and rebooking with up to 100% cancellation charges payable by you. Please check at the time of booking.

If any member of your party is prevented from travelling, the person(s) concerned may be able to transfer their place to someone else (introduced by you) providing we are notified not less than two weeks before departure. The request must be made in writing by the party leader and sent to your travel agent.

Where a transfer to a person of your choice can be made, all costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result together with an amendment fee of £50 per person must be paid before the transfer can be effected.

For flight inclusive packages, you must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, you will have to pay the full cost of an alternative flight (if available) if you wish to transfer after tickets have been issued. If you require an alternative flight then we must be notified in writing not less than two days before departure upon which we shall endeavour to secure an alternative flight.

## 10. Cancellation by you

Should you or any member of your party need to cancel your confirmed arrangements, the party leader must immediately notify your travel agent in writing. The following cancellation charges will be payable where you cancel or your booking is cancelled in accordance with these Booking Conditions. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost of the cancelled arrangements including any amendment charges. Amendment charges are not refundable in the event of the person(s) to whom they apply cancelling.

Please note that where an outbound portion of your flight coupon is not used, the return sector will be automatically cancelled by the airline and will be classed as void. No automatic right to any refund exists for such part-used tickets.

### (a) Package Holidays

Period before departure and cancellation charge  
56 days or more = deposit only  
55 - 29 days = the higher of 50% of the total cost or loss of deposit  
28 - 15 days = the higher of 80% of the total cost or loss of deposit  
14 days or less = the higher of 100% of the total cost or loss of deposit

### (b) Accommodation Only

Period before departure and cancellation charge  
56 days or more = deposit only  
55 - 29 days = the higher of 60% of the total cost or loss of deposit  
28 - 15 days = the higher of 80% of the total cost or loss of deposit  
14 days or less = the higher of 100% of the total cost or loss of deposit

The cancellation charges as set out in paragraphs a) and b) above apply to all bookings except where a booking includes items or services where the supplier's cancellation charges exceed those shown above. Please enquire at the time of booking as up to 100% cancellation charges may apply from the time of booking.

In the event of cancellation by some but not all party members, additional charges may be payable (for example, where a twin or double room will only be occupied by one person). Any such additional charges must be paid at the time of cancellation or with the balance of the cost of the arrangements as advised.

## (c) Other Travel Arrangements (apart from accommodation only)

If you need to cancel you must contact your travel agent. Cancellation charges vary depending upon the services booked and will be higher the later you cancel. In all cases a minimum cancellation fee of £50 will apply regardless of the value of the service cancelled. In some cases it may not be possible to offer any refunds for certain services such as air tickets once a booking has been made. Please ensure that you are certain of the fees applicable to your booking by asking your travel agent or us before proceeding to book your arrangements. Air tickets returned to us for a refund are subject to an administration fee of £50 per ticket, irrespective of the number of tickets returned. Refunds will not be paid by us until they have been received by us from the relevant airline or consolidator.

## 11. Changes and cancellation by us

(a) **Package Holidays.** Arrangements are often made many months in advance. Occasionally, we, airlines and/or suppliers have to make changes to and correct errors in published and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. However, we will only cancel your confirmed booking 10 weeks or less before departure where you have failed to comply with any requirement of these booking conditions entitling us to cancel or where we are forced to do so as a result of circumstances outside our control or because an insufficient number of people have booked your chosen arrangements and we have notified you of this not less than 10 weeks before departure.

Most changes are minor. Occasionally, we have to make a significant change. Significant changes include the following changes when made before departure;

a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away;  
a change of outward departure time resulting in the overall length of time you are away being reduced by twenty four hours or more. For the avoidance of doubt this does not include delays at the airport on the day of departure;  
or a change of UK departure point to one which is substantially more inconvenient for you (except between airports within or around the same city for example London Gatwick and Stansted Airports).

If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:-

- (a) accepting the changed arrangements; or
- (b) purchasing alternative arrangements from us, of a similar standard to those originally booked if available. If the alternative is less expensive than the original arrangements, we will refund the difference. If the alternative is more expensive and the change occurs before we have received full payment for your booking we may ask you to pay the difference; or
- (c) cancelling or accepting the cancellation in which case you will receive a full refund of all monies you have paid to us.

In the unlikely event that after departure we are unable to provide a significant proportion of the services you have booked we will make alternative arrangements for you at no extra charge and if appropriate pay you compensation

Period before departure a significant change or cancellation is notified to you	Compensation per person (excluding infants)
56 days or more	Nil
55 to 29 days	£10
28 to 14 days	£15
14 days or less	£20

(b) **Other Arrangements.** If your booking is classified as "other holiday arrangements" we will try and tell you of any changes before you go. The procedure in the event of a "significant change" is similar to that described above, however all elements of the holiday arrangements are treated separately rather than as a total, so whilst a refund would be possible for the accommodation the flight cancellation conditions apply. There is no recourse to any compensation for charges or cancellations when booking "other holiday arrangements".

Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care or where we cancel more than 10 weeks before departure because an insufficient number of people have booked your chosen arrangements. No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these Bookings Conditions entitling us to cancel (such as paying on time) or where any change is a minor one.

## 12. Force Majeure

Except where otherwise expressly stated in these Booking Conditions, Travel 2, airlines and other suppliers will not be liable for any change, compensation, cancellation, effect on your holiday, loss, damage or expense of any nature or description you suffer or incur or failure to perform or properly perform any contractual obligation(s) which is due to any event(s) or circumstance(s) which Travel 2, the airline or other supplier, as applicable, could not, even with all due care, foresee or avoid. Such events may include but are not limited to war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, flood, pandemics, systems failure and all similar events outside our control or that of the party concerned.

## 13. Flight information

The flight timings given on booking are for general guidance only and are subject to change. The latest flight times will be those shown on your tickets. You must accordingly check your tickets carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched. We advise you to contact your travel agent to reconfirm your outbound journey at least 72 hours prior to departure should there be a late flight change, and you are required to reconfirm your flights in accordance with the airline reconfirmation deadline.

We are not liable if there is any change to a departure or arrival time previously given to you or shown on your ticket. Please reconfirm your flights with the airline. Please note that a flight described as "direct" will not necessarily be non-stop. Where a sector of a flight itinerary is not utilised without contacting the carrier directly, any remaining sectors may be subject to cancellation without further notification. Where this situation arises we are unable to accept responsibility for any costs incurred.

#### 14. Flight delay

Unfortunately, delays sometimes occur. Depending on the length of the delay and surrounding circumstances, the airline concerned should provide refreshments when and where appropriate. Travel 2 is not in a position to provide any assistance in the event of flight delay and cannot accept any liability except where expressly stated in these Booking Conditions.

#### 15. Denied Boarding Regulations

If any flight you have booked is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances which would entitle you to claim compensation against the airline under EC Regulation No 261/2004 – the Denied Boarding Regulations 2004, you must pursue the airline for the compensation due to you as the full amount of your entitlement to any compensation or other payment is covered by the airlines obligations under these regulations. For further information you should contact the Air Transport Users' Council [www.auc.org.uk](http://www.auc.org.uk).

The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding.

#### 16. Our Liability to you

A. We promise to make sure that all services we have agreed to arrange, perform or provide as part of our contract with you are arranged, performed or provided with reasonable skill and care. This means, subject to these conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in arranging, performing or providing, as applicable, the contracted service in question.

We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment or any other loss of any description), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:-

- the act(s) or omission(s) of the person(s) affected or any member(s) of their party; or,
- the act(s) or omission(s) of a third party not connected with the provision of your holiday which we could have predicted or avoided; or,
- force majeure as defined in clause 13 above.

B. Please note, we cannot accept responsibility for any services which do not form part of our contract; for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you.

C. The promises we make to you about the services we have agreed to arrange, perform or provide as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question have been properly performed or provided. If the particular services which give rise to a claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK.

D. As set out in these Booking Conditions, we limit the maximum amount we may have to pay you for any claims you may make against us. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £1,000 for luggage and £300 for personal possessions (including money). For all other claims which do not involve death or personal injury, if we are found liable to you on any basis the maximum amount we will have to pay you is twice the price (excluding amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under clause 17 E below. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

E. Where any claim or part of a claim relates to any transport (including the process of getting on/off the transport) provided by any air, sea, rail or road carrier or any stay in an hotel, the maximum we will have to pay you in respect of that claim or that part of a claim if we are found liable to you on any basis is the maximum which would be payable by the carrier or hotelier concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, Athens Convention for international travel by sea, Warsaw Convention as amended or unamended the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Berne Convention for international travel by rail). Where the carrier or hotelier would not be obliged to make any payment to you under the international convention or regulation in respect of a claim or part of a claim, we are similarly not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the carrier or hotelier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available on request.

E. Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses.

#### 17. Behaviour

If we or any other person in authority is of the reasonable opinion that you or any member of your party is behaving in such a way as to cause or be likely to cause danger or upset to any other person or damage to property, we will be

entitled to terminate the holiday of the person(s) concerned. The person(s) concerned will be required to leave the accommodation or other service and we will have no further responsibility to them including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

You will be responsible for making full payment for any damage or loss caused by you or any member of your party during your time away. Payment must be paid direct at the time to the service supplier concerned failing which, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

#### 18. Complaints

In the unlikely event that you have any reason to complain about any arrangements whilst away, you must immediately inform the airline or supplier of the service(s) in question in order for them to have the opportunity to rectify the situation. Any verbal notification must be confirmed in writing to the airline/supplier as soon as possible.

If you remain dissatisfied, you must write to us, Customer Relations, Travel 2, 8 Elliot Place, Glasgow G3 8EP within 28 days of the end of your arrangements giving your booking reference and full details of your complaint. For all complaints and claims which do not involve death, personal injury or illness, we regret we cannot accept liability if you fail to notify the complaint or claim entirely in accordance with this clause.

#### 19. Arbitration

Disputes arising out of, or in connection with your contract with Travel 2 which cannot be amicably settled may be referred to arbitration if you so wish under a special scheme arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. Details can be obtained from the ABTA website [www.abta.com](http://www.abta.com)

#### 20. Passports, visas and health requirements

It is your responsibility to ensure that you are in possession of all necessary and up-to-date travel and health documents before departure. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation and/or provide personal details as may be required. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

Those passengers with a non-British passport must check passport and visa requirements with the Embassy or Consulate of the countries to or through which you are intending to travel. For European holidays you should obtain a completed and issued form EHIC prior to departure.

All passengers flying to or via the USA must have machine-readable passports. In order to comply with US regulations, airlines operating to the US are required to obtain certain information from passengers, including but not limited to country of residence, full address of your first night's accommodation in the US, full name, date of birth, gender and if applicable redress number prior to the departure of the flight from the UK. Other destinations may also require this information.

You should take up-to-date health advice about the health precautions you will need to take prior to departure. Information on health is contained in the Department of Health's leaflet (Health Advice for Travellers) which can be obtained by telephoning 0800 555 777. Further information can be obtained by visiting [www.hpa.org.uk](http://www.hpa.org.uk)

The Foreign and Commonwealth Office publishes regularly updated travel information on its website [www.fcdo.gov.uk](http://www.fcdo.gov.uk). We recommend you consult this website before booking an in good time before departure.

#### 21. Conditions of suppliers

The services which make up your arrangements are provided by independent suppliers. In the event that you book a flight only or accommodation only the suppliers own terms and conditions will apply. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions.

#### 22. Financial Security

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 3228). When you buy an ATOL protected air inclusive holiday from us you will receive a confirmation invoice via our authorised travel agent confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. The air inclusive holidays we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight or flights we arrange for you commences in the UK. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).

ABTA and ABTA members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct.

For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint (see clause 13), contact ABTA, 30 Park Street, London, SE12 9EQ Tel 0203 117 0500 or [www.abta.com](http://www.abta.com)

23. Booking Condition Amendments and Right to Refuse Travel Arrangements We reserve the right to add, withdraw and/or amend any of our bookings conditions at any time and without notice and furthermore reserve the right to refuse any booking.

## IMPORTANT INFORMATION

This important information together with the booking terms and conditions contained within this product and price guide form the basis of your contract with Travel 2 Limited. All the information which follows is correct at the time of printing, but please check with your travel agent for changes at the time of booking.

#### Additional Beds

Prices for three and four people sharing a room are available on request at most hotels; many do not charge for children who share the standard beds already in a room (usually two doublebeds). There is normally a charge if additional beds are required and these will usually be of a rollaway or camp-bed style and may make the condition of the room somewhat cramped.

#### Baggage Allowance

Many airlines now charge extra for baggage. Baggage allowance varies by airline and destination. Please ask us at the time of booking for details of the aircraft used on your itinerary and the relevant baggage allowance. Excess charges will

apply if your allowance is exceeded on any flight.

#### Brochure Accuracy

Please be aware that brochures are written and produced many months in advance, and we endeavour to check the accuracy of the prices and information at the time of printing.

However, changes and errors can sometimes occur and we ask you therefore to check for the latest holiday details at the time of booking. In addition to hotel information, please bear in mind that changes and alterations can also affect escorted tour, cruise and pre-planned self-drive itineraries. This may be due to local holidays, festivals or special events, adverse weather conditions, essential maintenance projects or other circumstances outside our control.

#### Check-in & Check-out times

Generally, check-in times range between 2pm and 4pm, and check-out between 11am and 12 noon. Subject to the availability of rooms, you may be able to check in earlier. However, early check-in is at the discretion of the hotel and cannot be guaranteed unless you book and pay for the accommodation from the night prior to arrival.

#### Climate

The climate chart and weather guide provided on the opposite page has been compiled with the aid of information supplied by various meteorological offices. This chart is for guidance only and we cannot accept responsibility for any adverse weather conditions which may impact upon your holiday enjoyment.

#### Departure Tax

All UK departure taxes (which vary according to the class of travel) and UK airport passenger facility charges (which vary by departure airport) are pre-paid and added to the cost of your air ticket and will be quoted at the time of booking. Various countries impose their own departure tax which may not be included within the cost of your air ticket. Please check with your travel agent at the time of booking. Please ensure you have sufficient local funds available upon departure.

#### Hotel Extras

Parking charges are usually made by city hotels (and occasionally elsewhere), and are not included in the prices shown. Leisure facilities featured at hotels in this brochure are not necessarily free of charge. The use of facilities such as health clubs, tennis courts, golf courses, horse-riding, motorised watersports and scuba diving are normally subject to a fee. Some facilities may also only be available seasonally. Please enquire at the time of booking about the individual charges and inclusions at each hotel.

#### Maintenance

Renovations and/or construction work may sometimes be taking place at your chosen hotel/resort during your stay. When we have been advised of such cases and consider that it may affect the enjoyment of your holiday we will notify you as quickly as possible. However, while every effort will be made, it may not always be possible to advise you of emergency repairs to facilities such as swimming pools prior to your departure from the UK.

#### Meals

When purchasing holiday arrangements on a half board, full board or all inclusive basis, please note that some hotels require that meals may only be enjoyed in the main restaurant. A supplement may be required to dine in other restaurants, or when ordering certain food or beverage items from the à la carte menu or drinks list. Please check with your travel agent at the time of booking as to what is included in your holiday arrangements.

#### Rooms

Most hotel prices are based on a standard room for up to two adults, with upgraded room types available at a supplement; meals are only included where stated. Rooms are generally allocated on a 'run of house' basis, which means you can be allocated a room in any part of the property, unless otherwise stated.

#### Smoking

Most airlines and coach companies now operate a complete non-smoking policy; as well as some hotels. Cities in some countries ban smoking in public places such as bars and restaurants. Please enquire at the time of booking if required.

#### Star Ratings

Every effort has been made to ensure that the hotels and other accommodation featured in this brochure are correctly represented and will fulfil your expectations for quality and service. It is important to note that, where used; the star classification system is our own and does not conform to any internationally recognised system. The rating, in our opinion, reflects a true representation of the merits of each property. Inevitably, standards will differ slightly between the many destinations which we feature.

**2\*** Economical and comfortable accommodation offering a simple standard of room and limited facilities.

**3\*** Comfortable accommodation with standard rooms, amenities and public areas. Most three-star properties offer a restaurant on-site and some have a swimming pool.

**4\*** Good superior accommodation offering a selection of services. Most four-star hotels feature a choice of restaurants and in addition, many also have a health club and swimming pool.

**5\*** Five-star hotels offer the highest standards of service and facilities and are acknowledged as the leading properties in the area.

**5+\*** The adjacent symbol gives recognition to hotels of exceptional quality. **+\*** Indicates a hotel falling between two categories.

#### Travel Documents

These will be despatched approximately 14 days prior to departure. Please ensure that you check all your documents carefully as flight times may have been adjusted since you received your first confirmation or final invoice. Please query anything you are unsure of with your travel agent. In the case of late bookings and/or payment, tickets may be handed to you at the airport on departure and a fee may be charged.

#### Utilities

In most of the destinations featured in this brochure, supplies of water and electricity are generally very reliable, however in some of the less developed and more remote destinations, you may experience occasional power cuts and water restrictions. Water quality can also differ from the UK, and we recommend drinking bottled water which is widely available.

#### Special offers

Special offers cannot be used in conjunction with any other offers. Special offers are subject to availability and terms and conditions will apply. Offers can be revoked at any time.