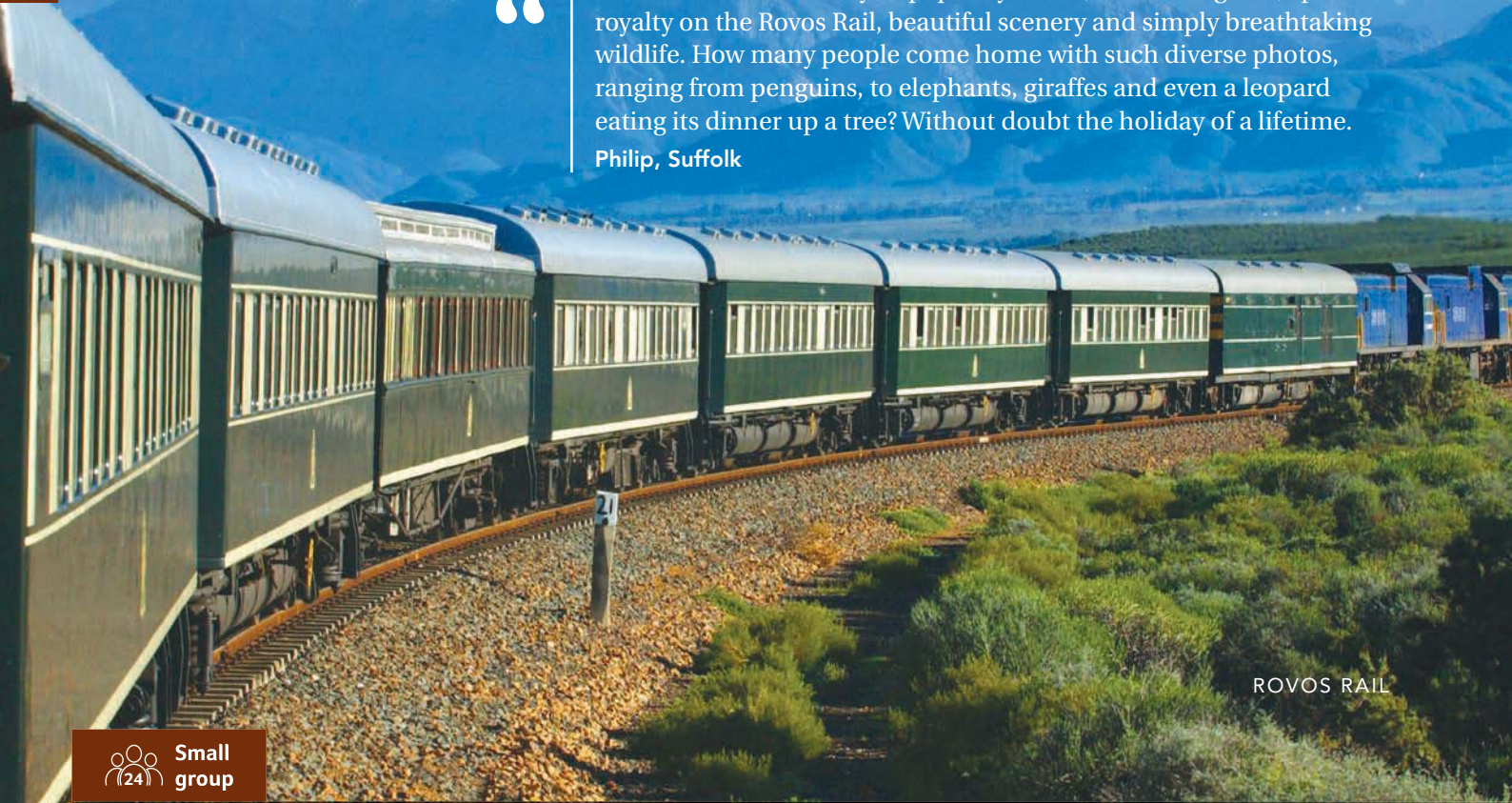




What a fantastic holiday. Top quality hotels, a brilliant guide, spoilt like royalty on the Rovos Rail, beautiful scenery and simply breathtaking wildlife. How many people come home with such diverse photos, ranging from penguins, to elephants, giraffes and even a leopard eating its dinner up a tree? Without doubt the holiday of a lifetime.

Philip, Suffolk



ROVOS RAIL

Small group

Tracks of Africa | 17 DAYS FROM £4,499

- Take in the views from the top of Table Mountain
- Experience the elegance and splendour of Rovos Rail
- Look out for rainbows in Victoria Falls' spray

No-one includes more

- 12 nights in hotels, 2 nights aboard Rovos Rail and 2 in flight
- 26 meals: 14 breakfasts (days 3-16)
4 lunches (days 3, 6, 9-10)
7 dinners (days 3-5, 9-10 and 12-13)
1 high tea (day 7)

11 included excursions and visits

- Visits to Tsitsikamma National Park and Storms River; Cape Agulhas; Matjiesfontein; Kimberley (including Diamond Mining Museum and the 'Big Hole'); Victoria Falls National Park
- Cruise on Knysna Lagoon
- City tour of Cape Town including Table Mountain cable car (weather permitting)
- Game drive in Chobe National Park
- Sunset cruises along the Chobe River and the Zambezi River
- Talk on David Livingstone by local expert

Plus all these benefits

- Titan's VIP door-to-door travel service
- Services of a local Titan tour manager and guide
- International and regional flights as detailed (prices are based on return flights with South African Airways from London Heathrow - inbound via Johannesburg. Supplements may apply from other airports)
- Best available coaches with experienced drivers
- Porterage
- All airport taxes, duties and surcharges

With breathtaking natural wonders, beautiful coastal towns and cities, and abundant wildlife, Southern Africa is bountiful in its treasures. On this 17-day adventure, we'll photograph spectacular scenery along the Garden Route, take high tea in Cape Town (with Table Mountain as a backdrop), and travel in sumptuous style on board a restored vintage train, taking in views of winelands, mountains and plateaux along the way. Journeying north, we'll spot hippos wallowing in Botswana's Chobe River and feel nature's full force at Victoria Falls.

Day 1 UK - In flight. Titan's VIP door-to-door travel service collects you from home for your flight to Johannesburg.

Day 2 Johannesburg - Port Elizabeth. We arrive into Johannesburg and connect with our onward flight to Port Elizabeth. Located next to the Nelson Mandela Bay beachfront, our hotel is the perfect place to relax before embarking on this incredible journey.

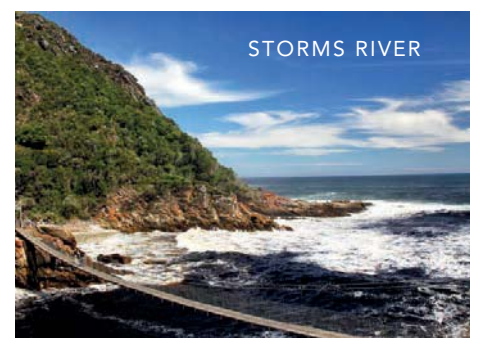
Day 3 Knysna. This morning we head west to Tsitsikamma National Park, a protected area and coastal reserve known for its indigenous forests. We stop at Storms River for an included lunch. Later we continue to Knysna, located in the heart of the Garden Route.

Day 4 Knysna. Today we take a cruise across the lagoon, home to many varieties of fish and birds. You'll enjoy a buffet lunch on board. We return to Knysna later, where you can relax and enjoy our hotel for the rest of the day.

Day 5 Knysna - Arniston. We drive west to Arniston, a pretty fishing and holiday village close to Cape Agulhas. The area, characterised by its lime-washed, thatched houses, remains unspoilt. You can look forward to wonderful views of the Indian Ocean from our hotel.

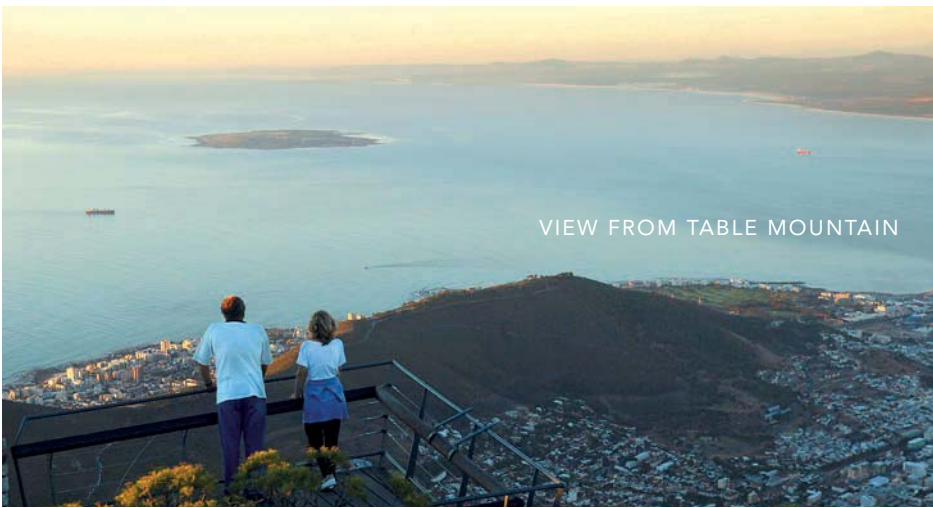
Day 6 Arniston - Cape Town. We continue to Cape Agulhas; the southernmost point of Africa and official dividing point between the Atlantic and Indian Oceans. Next stop is Hermanus, where you may see whales from the shore (July-November). After lunch, we drive along the dramatically rugged coastal road to Cape Town.

Day 7 Cape Town. Today we set out for a tour of this exceptionally picturesque city. We take an exhilarating cable car trip up Table Mountain (weather permitting), then enjoy high tea at the prestigious Mount Nelson hotel.



STORMS RIVER

Call Luxury Trains on 0333 405 0192 to book



VIEW FROM TABLE MOUNTAIN



VICTORIA FALLS



Photographed on tour
by Lindsay, West Yorkshire

Day 8 Cape Town. Explore Cape Town or the surrounding area for a full day. Take an optional excursion to view dramatic Cape Point. Or walk around the famous Kirstenbosch botanical gardens, nestled at the foot of Table Mountain.

Day 9 Rovos Rail (Matjiesfontein). This morning we board Rovos Rail's Pride of Africa, the 'most luxurious train in the world'. Rediscover the golden age of travel as we meander through scenic winelands and spectacular mountain ranges to the grasslands of the gold-rich Highveld plateau. Enjoy fine cuisine with wine pairings in the elegant dining car and high tea in the Observation Car, before taking a walk around the well-preserved Victorian village of Matjiesfontein.

Day 10 Rovos Rail (Kimberley). After a delicious breakfast and lunch, we continue through stunning scenery to Kimberley. Here we disembark to tour this famous gold mining city and the extraordinary Big Hole.

Day 11 Pretoria - Sandton. After breakfast, we travel through the Witwatersrand goldfields to the lovely colonial-style Rovos Rail Station at Capital Park, Pretoria. We then head to our hotel in Sandton, close to Johannesburg's premier shopping area.

Day 12 Livingstone - Chobe National Park. Today we transfer to Johannesburg Airport for our flight to Livingstone. We then travel by road to the Zambezi River. We cross into Botswana by boat to Kasane, gateway to Chobe National Park.

Day 13 Chobe National Park. Our morning starts with a game drive in open-sided 4WD vehicles. Late afternoon we embark on a sunset cruise along the Chobe River to spot all the wonderful wildlife that comes to the river at sundown. You may see rare and endemic birds, migratory species and water birds, including the majestic fish eagle.

Day 14 Chobe - Livingstone (Victoria Falls). Transfer by road to Livingstone. This afternoon we enjoy a cruise on the mighty Zambezi River,

sipping a drink in the warm African sun as we watch the Zambezi's wildlife.

Day 15 Livingstone. Following an introductory talk on David Livingstone, today we visit the awe-inspiring Victoria Falls, a wonderful finale to the tour. Nothing can prepare you for the excitement of seeing the beautiful sight that so entranced Livingstone all those years ago.

Day 16 Livingstone - In flight. Transfer to the airport for your return flight to the UK.

Day 17 UK. Upon arrival your Titan vehicle will be waiting for the journey home.

Rovos Rail Experience



Step aboard Rovos Rail's Pride of Africa and you're immediately transported to another era - a world of colonial style and charm. This is next-level comfort and elegance, recalling a bygone era when travel was always this sophisticated and relaxed. Dress code is smart casual during the day; in the evening, it's jacket and tie for gentlemen and cocktail/evening dress for ladies. Suites sleep two in either double or twin beds, and feature en suite shower rooms. Pullman suites have a sofa-seat which converts to a bed; deluxe suites are larger with a lounge area. Breakfast, lunch, high tea, dinner and drinks are all included in the price.

Dates and prices

Spaces are limited at these prices. Prices are per person are subject to change and will be confirmed upon enquiry. Please see page 9 for pricing details.

| 2018 | Deluxe Pullman | | 2019 | |
|-----------|----------------|---------|---------------|---------------|
| | Deluxe | Pullman | Deluxe | Pullman |
| September | | | January | |
| 2 | £5,599 | £5,299 | 6, 27 | £5,199 £4,899 |
| 9 | £4,999 | £4,699 | February | |
| 16 | £5,549 | £5,249 | 10, 24 | £4,999 £4,699 |
| 23 | £5,399 | £5,099 | March | |
| October | | | 10 | £5,049 £4,749 |
| 7 | £5,699 | £5,399 | 24 NEW | £4,999 £4,499 |
| 14 | £5,049 | £4,749 | April | |
| | | | 21 | £5,099 £4,799 |
| | | | August | |
| | | | 18 | £5,099 £4,799 |
| | | | September | |
| | | | 22 | £5,099 £4,799 |
| | | | October | |
| | | | 13 | £5,249 £4,949 |
| | | | November | |
| | | | 3 | £5,149 £4,849 |

Single supplement:
from £1,299 (Deluxe) £1,149 (Pullman)

Visa is not included, please see pages 288-289

Please note: The river levels of the Zambezi are dependent upon rains further north and can fluctuate between seasons. From April to October the flow of water is generally lower than at other times, yet this in turn generates less spray, giving you a clearer view of Victoria Falls.

Where you'll stay

1 night Boardwalk Hotel and Spa, Port Elizabeth (4T) • 2 nights Rex Hotel, Knysna (4T) • 1 night The Arniston (4T) • 3 nights Table Bay Hotel (5T) or Southern Sun The Cullinan Hotel (5T), Cape Town • 2 nights Rovos Rail (5T) • 1 night The Maslow Hotel, Sandton (5T) • 2 nights Chobe Bush Lodge (4T) • 2 nights Royal Livingstone Hotel (5T) or David Livingstone Safari Lodge and Spa (5T)

Please note, accommodation is subject to change, but will always be of a similar standard.

Call Luxury Trains on 0333 405 0192 to book

Important information

Updated Booking Conditions will come into force on 1 July 2018 in accordance with The Package Travel and Linked Travel Arrangements Regulations 2018 which will apply to all bookings made from that date onwards. Customers should visit www.titantravel.co.uk for the latest version of the Booking Conditions.

Passports

The following information is for British Citizens only.

A standard ten-year British passport is required for all holidays, which must be valid for at least six months beyond your planned date of return travel; however, exceptions may apply. If your passport expires earlier, it may still be acceptable but you should contact your local passport office or the consulate or embassy of the country to be visited for detailed advice.

Clients applying for a new passport should allow a minimum of six weeks for the application to be processed and to renew an expired one, three weeks. Lost, stolen and new passports will take a minimum of one week to replace. It is essential that you check whether you are in possession of a valid passport before you make your holiday booking.

If your passport is endorsed in any way, you should check immigration requirements with the relevant embassy or consulate of the country to be visited.

Passport stamps - You should be aware that if your passport contains previous entry or visa stamps of certain countries you may encounter problems when visiting other countries - e.g. a passport indicating you have previously travelled to Israel may not be accepted by a number of Arab countries.

For holders of British Subject Passports and Non-British Citizens, we can only advise on immigration requirements and offer the Titan CIBTVisas Service, if your passport was issued in the UK and endorsed 'British Citizen'. Holders of a British Subject passport and Non-British Citizens should check immigration requirements with the relevant embassy or consulate of the country to be visited, as should clients with Dual Nationality/Renounced Citizenship.

All consular fees are correct at the time of going to print and are subject to change. Where appropriate, visa forms and guidelines for the relevant country, will be sent with confirmation invoices.

NOTE: Some travellers including those with certain serious communicable illnesses, criminal records, previous deportations, visa overstays and other problems may not be eligible by law to enter certain countries. Such travellers must check with the embassy or consulate of the country to be visited in order to ascertain if they are eligible to apply for a special restricted visa.

Entry Requirements

Your specific passport/entry/immigration requirements, for the destination to which you are travelling, are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We are unable to accept any responsibility if you cannot travel because you have not complied with any passport/entry/immigration requirements.

For all tours where a passport is required to be sent to an embassy, it should be noted that once your passport has been lodged with the embassies, you will be unable to retrieve it until the visa has been issued. It is therefore important that you do not require your passport during this period. Titan Travel will not be liable if any delay occurs within the embassies. If you have already made other travel arrangements, please contact us prior to making your reservation.

CIBTVisas

Australia, Burma, Canada, China, India, Kenya, Laos, Mongolia, Russia, Sri Lanka, Tanzania, Uganda, USA, Uzbekistan and Vietnam - A visa is required for travel to these destinations and can be arranged through CIBTVisas, our recommended visa procurement provider. Application forms can be downloaded from the internet - please see www.cibtvisas.co.uk/titantravel

Please note you will be dealing with CIBTVisas direct and, whilst we recommend CIBTVisas, we will not be held responsible for any delays or problems which may occur. In the event of cancellations or alterations to your holiday, our Booking Conditions apply and we will not be held liable for any costs you may incur as a result. You will also be responsible for advising CIBTVisas of any changes or cancellations.

Alternatively, for some destinations listed above, it is possible for you to apply for a visa directly without the assistance of a visa procurement provider - details are given in the specific destination sections shown.

Australia - A visa is required and there are two options available for securing this - an eVisitor visa can be applied for online free of charge - please visit www.border.gov.au/Trav/Visa-1/651. If you do not wish to apply online, please refer to the information shown for CIBTVisas, for details on how to obtain an Electronic Travel Authority (ETA), (charges will be higher).

Botswana - An entry visa for Botswana is not required in advance for British citizens, however a Tourism Development Levy (TDL) is applicable to visitors entering Botswana. This fee of US\$30 is payable on entry (cash, debit or credit card) in exchange for a stamped receipt, valid for 30 days. Please also note: Visitors to South Africa are required to have at

least two unused pages in their passport to enable the entry/exit stamps to be issued in the country. Because our holidays to Botswana fly internationally via Johannesburg you are required to have an additional blank page for your South Africa transit visa stamps.

Canada - A visa is required for visitors who arrive into Canada by air (visas are not required for entry by land or sea). To obtain an Electronic Tourist Authorisation (eTA), applications for the eTA can be completed online at the current cost of CAD \$7 per person - please visit www.cic.gc.ca/english/visit/eta.asp. If you do not wish to apply online directly, please refer to the information shown for CIBTVisas, for details on how to obtain an eTA via CIBTVisas (charges will be higher).

Cambodia - A visa is required and can be obtained on arrival at a cost of US\$35, dependent upon the point of entry. Two passport-sized photographs will be required. If you are travelling on the Uniworld 'Timeless Wonders of Vietnam, Cambodia and the Mekong' cruise, your cruise manager will obtain a Cambodia visa on your behalf. You will be asked to provide your passport, 1 passport photo and US\$40 in cash, per person. Regardless of how your visa is obtained, all visitors are required to have at least two blank pages side by side in their passport to enable the entry visa to be issued.

Cuba - A Tourist card (visa) is required for Cuba at a current cost of £39 per person. Applications should be made by completing an application form and applying by post directly to the Cuban Embassy - please visit their website for more details and access to the application form - <http://misiones.mirex.gob.cu/en/united-kingdom>

Egypt - Single-entry tourist visas for Egypt are included for holders of British and European Union passports. These will be issued on arrival in Egypt. Holders of British Subject or non-European Union passports, please check with the Egyptian Embassy.

Ethiopia - A visa is required and can be obtained on arrival at a cost of US\$50 per person. Please also note that all visitors are required to have two completely blank pages in their passport for the entry stamps.

India - A visa is required and there are two options available: a Tourist Electronic Visa (e-visa) or a standard tourist visa (obtained through CIBTVisas). The e-visa is valid for dual entry and for up to 60 days from the date of arrival into India. Applications for the e-visa can be made no earlier than 120 days prior to the UK date of departure and to apply, you must complete the standard application form online - www.indianvisaonline.gov.in. The cost is currently US\$60 per person, plus 2.5% processing fee. If you do not wish to apply online, please refer to the information shown for CIBTVisas, for details on how to obtain a standard visa (charges will be higher).

Israel - A tourist visa is provided on entry and is free of charge. It takes the format of a scanned copy of your passport details, which serves as an acceptable identification document whilst in Israel and must be presented to hotel receptions on arrival in addition to your passport.

Jordan - Visas for Jordan are arranged as a group and are free of charge if travelling with the group on all sectors of the trip. Clients with extended stays or holiday additions therefore have to pay JD40 or approximately US\$58 per person, for visas issued on arrival.

Kenya - A visa is required and can be applied for online at the current cost of US\$51 per person (including handling fee) - please visit <http://evisa.go.ke/evisa.html> - Online applications for the visa can be made no earlier than 90 days prior to the UK date of departure. If you do not wish to apply online directly, information will be sent with your Confirmation Invoice, detailing how it can be arranged through CIBTVisas, our recommended visa procurement provider (charges will be higher).

Laos - A visa is required and please refer to the information shown for CIBTVisas, for details on how to obtain this. If you are travelling on our 'Images of Vietnam, Cambodia and Laos' holiday, it is possible to obtain at the border for a cost of US\$40-50 (two passport-sized photographs will be required). However, if you are travelling on our 'Hidden Treasures of the Mekong' holiday, your border crossing into Laos is early morning and you must obtain a visa prior to departure.

Madagascar - A visa is required and can be obtained on arrival at a cost of Euro 31 per person (payable in cash in Malagasy Ariary, US\$ or Euros). Please also note that all visitors are required to have two completely blank pages in their passport for the entry stamps.

Namibia - A visa is not required for entry, however please note that all visitors to Namibia are required to have one completely blank page in their passport, for the entry stamps. Additionally, because our Namibian Discovery tour flies internationally via Johannesburg, you are also required to have an additional blank page for your South Africa transit-visa stamps. Therefore it is recommended that you have at least two blank pages in your passport.

Nepal - A visa is required and can be obtained on arrival at a cost of US\$25 per person (valid for 15 days) two passport-sized photos are required. If you wish to obtain a visa before you travel, please refer to the information shown for CIBTVisas on how to do this (charges will be higher). Please note: If you are flying to Kathmandu via Delhi, an India transit visa is not required, as long as your transit time is less than 12 hours.

Oman - A visa is required for visitors and can be obtained on arrival, at a cost of OMR20 or US\$53 per person.

Russia - A visa is required and please refer to the information shown for CIBTVisas, for details on how to obtain this. Please also note that the Russian Embassy requires all nationals of the United Kingdom to provide fingerprints to the Embassy in order to obtain a visa. The current locations where this can be arranged are Edinburgh, London or Manchester. You will receive documentation detailing the necessary requirements, with your Confirmation Invoice.

South Africa - A visa is not required for entry, however please note that all visitors are required to have two completely blank pages in their passport for the entry stamps.

Sri Lanka - A visa is required and to obtain an Electronic Travel Authorisation (ETA), applications can be completed online at the current cost of US\$35 per person - please visit <http://www.eta.gov.lk/>. If you do not wish to apply online directly, please refer to the information shown for CIBTVisas, for details on how to obtain an ETA via CIBTVisas (charges will be higher).

Tibet - A permit is required for entry to Tibet which Titan Travel can arrange and issue on your behalf, however we require a copy of your passport data page and Chinese visa at least 45 days before departure. When applying for your Chinese visa it is imperative that you enclose a copy of the 'Notice of Travelling to Tibet' form (signed and dated) as without this your Chinese visa will be declined. A copy of the 'Notice of Travelling to Tibet' form will be enclosed within your confirmation pack. Please be aware that you may be requested to attend an interview with the Chinese embassy in London as part of your visa application process.

Turkey - An entry visa is required for British Citizens and must be purchased online prior to travel, via the Republic of Turkey e-Visa website - www.evisa.gov.tr/en/. The current cost of the e-visa is US\$20 and it will be valid for 180 days from the date of application. You can apply any time up to 48-hours before you depart (your passport should be valid for at least 6 months from the date you enter Turkey). E-visas are not required for cruise ship passengers with 'British Citizen' passports, who arrive at sea ports for tourist visits to the port city or nearby cities, provided that the visit doesn't exceed 72 hours.

Uganda - A visa is required and must be applied for before travel. Approval will be sent in the form of a letter attachment/link, which must be printed and presented on arrival in Uganda - at which time a charge of US\$50 per person will be payable. Applications can be completed online - please visit <https://visas.immigration.go.ug/>. If you do not wish to apply online directly, please refer to the information shown for CIBTVisas, for details on how to obtain the visa via CIBTVisas (charges will be higher).

USA - The USA Visa Waiver Programme (WVP) allows most British Citizen passport holders to enter and visit the US without the need to gain a visa by applying online using Electronic System for Travel Authorisation (ESTA) in advance. We recommend you apply for this yourself; however for clients without online facilities we recommend arranging this through CIBTVisas (please refer to the information shown for CIBTVisas, for details). Please note that once applied, the cost of the ESTA is non-refundable, as it is valid for a period of two years or the validity of the traveller's passport (whichever is shorter). If you do not require CIBTVisas to obtain an ESTA on your behalf, you must make your own arrangements, as you will not be able to travel without one. Further information on how to complete your ESTA application will be sent with your confirmation invoice.

You must also ensure that you adhere to the passport rules under the WVP. Your passport must contain a machine-readable zone (MRZ) - identified as the two lines of text as letters, numbers and chevrons (>>>) found at the foot of the photo page. You will also need to hold an electronic passport (with an integrated chip, indicated by the biometric symbol on the front). If your passport currently doesn't have an integrated chip then it will need to be renewed, as it will no longer be accepted for travel. This information has been issued for general guidance only; if you have any doubt about travel to the USA or require any further information, we strongly recommend that you visit the US Embassy website - <https://uk.usembassy.gov/> for further information.

Vietnam - A visa is required for entry into Vietnam, however until 30 June 2021, all British passport holders travelling for tourism or business purposes can enter Vietnam for up to a maximum of 15 days without a visa. This is applicable to our 'Images of Vietnam with Cambodia and Laos', 'Vietnamese Discovery' and 'essential Vietnam and Cambodia' tours. If your date of arrival into Vietnam is after 01 July 2021, you will need to apply for a visa.

Zambia - Visitors are required to obtain a visa upon entry - for British Citizens this currently costs US\$50 per person for a single-entry visa (subject to change). Payments must be made at the point of entry with the exact amount in cash only. Please note travellers on our 'Tracks of Africa' tour, will require a double-entry visa.

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Health

Immunisation requirements can change without notice and inoculations/precautions can be specified as a condition of entry, or just as an advisable precaution only. We will advise you of any destinations that stipulate compulsory inoculations as a condition of entry. For other immunisations, local conditions are subject to change and we strongly suggest that you consult your GP or one of the specialist vaccination centres for more detailed and current information at your time of travel. The Department of Health also offers travellers health advice on www.nathnac.org/travel/index.htm, www.fitfortravel.scot.nhs.uk or www.dh.gov.uk/travellers. We strongly recommend that if you are concerned about DVT or any other health issue you should consult your GP. It is essential that you have comprehensive insurance that covers you for any medical treatment or repatriation costs whilst on tour.

Travelling with children

Unless otherwise specified on the tour page, we regret we cannot accept bookings for children younger than 12 years on the date of departure as the holidays in this brochure are not suitable for children. Single parents or other adults travelling with children (under 18 years) should be aware that some countries require documentary evidence of parental responsibility before allowing lone parents to enter the country or, in some cases, before permitting the children to leave the country. Further information on exact requirements can be obtained from the relevant embassy of the country/countries to be visited. Children must have their own individual British Citizen passport.

Tour Managers

Where we state 'Local Tour Manager' this means that your tour manager lives or works in the region and will therefore meet you on arrival. We may use tour managers in this way in destinations where specialist local knowledge can really enhance your experience. We may substitute a UK based tour manager for a local tour manager, or vice versa, at any time.

VIP door-to-door travel service

If included in your holiday, you will be advised of your pick up time with your Final Itinerary. On rare occasions, for operational reasons, we may have to amend these times and reserve the right to do so. However we will always endeavour to provide at least five days' notice.

Baggage

Please note: If your holiday includes **Titan's VIP door-to-door travel service**, only one suitcase and one standard piece of hand luggage per person will be allowed. However more luggage space is made available if you are travelling on a cruise holiday, where your cruise vessel sails from a UK port. This is not applicable if you have a UK domestic flight as part of your itinerary, due to airline restrictions. Your suitcase should conform to the following approximate dimensions: Height 58cm (23"), Length 73cm (29"), Width 25cm (10"). Safety requirements dictate that suitcases may only be stored in the luggage compartment of our vehicles. We are unable to accommodate any oversized pieces of luggage. Titan Travel reserves the right to decline carriage and must advise clients travelling with excess baggage that, should separate or additional transport arrangements be necessary, these will be at the client's own expense. To avoid any problems with our transport arrangements, possible delay to your journey and inconvenience to your fellow travellers, please ensure that these baggage allowance conditions are adhered to. If your holiday does not entail using **Titan's VIP door-to-door travel service** then the applicable airline baggage allowances apply as stated on your Final Itinerary. Please refer to your Final Itinerary as certain tours may have luggage restrictions.

Flights

Seating - Although every effort is made to secure seating on the aircraft to satisfy requests, we cannot guarantee that your choice of seats will be available or that seats together can always be obtained.

Onboard meals - On short haul flights, airlines offer minimal or no complimentary snacks or refreshments.

Direct flights - Where the term 'direct flight' is applied, this refers to a flight involving no change of aircraft; however the aircraft may make stops en-route. Where a flight is indirect this will be advised to you, although airlines do change their schedules from time to time.

Flights from an airport near you - On a number of our tours, where flight schedules allow, we offer the option to fly internationally from your local airport (subject to availability). When taking this option, your flight may not arrive at the same time as the main group, in which case it will be necessary for us to arrange a private transfer from the airport to your first hotel (and from your last hotel to the airport).

Making your own flight arrangements - Please note that if you make your own international flight arrangements and join one of our tours in the destination, **Titan's VIP door-to-door travel service** does not apply.

Special requests - These should be advised at the time of booking. Although we endeavour to meet special requests, this is dependent upon our suppliers and we cannot guarantee that your requirements will be met. We cannot accept any booking that is conditional upon a special request being met. Requests for extra legroom on aircraft are so frequently requested that it is unlikely to be available. Special meal requests are rarely available on short haul flights.

Meals

Where meals are included, please note that there may be a set or table d'hôte menu and as part of a group booking included meals are generally eaten together at a designated time. When a choice of menu is offered, it is possible that you will have to make your meal selection in advance.

Please note that when requesting vegetarian meals or special dietary requirements, it should be appreciated that the choice is likely to be limited. The standard of breakfast in various countries will differ to the standard set in the UK. An additional charge may be made for fruit juice or hot dishes one may expect in a UK hotel. Continental breakfast usually consists of tea/coffee, rolls and jam. A buffet breakfast usually consists of tea/coffee, a choice of breads, rolls or croissants, cereals, fruit, cheeses and cold meats.

Fitness requirements/disabilities and medical conditions

You must let us know if you or anyone in your party suffers from a serious medical condition or disability before a booking is made. Titan Travel cannot provide individual assistance with boarding coaches or other forms of transport, baggage handling, walking or other personal requirements, etc. and clients should be confident that they can do these tasks unaided. We are happy to give advice and assistance with the choice of your holiday, which will be dependent upon the nature of any disability. In order to ensure your enjoyment of the holiday, we ask all clients to provide full details of any disability or special requirements at the time of booking. Some suppliers such as airlines and cruise lines may request certification from your GP to confirm that you are fit to travel. We regret that we cannot be held liable for any costs you may incur as a result. Clients must have their own collapsible wheelchair to fit through hotel/cabin doors and must be accompanied by a travelling companion who is able to assist them. Measurements of wheelchairs and mobility aids must be given at the time of booking. Regrettably we cannot accept motorised wheelchairs or mobility aids. You are urged to contact our Sales department for further information if you have any difficulty in walking or mobility problems and they will be pleased to advise you on the suitability of any particular holiday. Should your travel needs change from the time of making your booking you must advise us as soon as possible.

Walking

Walking: Due to the historic nature and layout of some towns together with current transport regulations, access to places visited and hotels by coach may be limited particularly in Europe. Hotels may also be located in hilly terrain. **Clients are advised that a significant amount of walking at a steady pace may be involved.** Many of the places visited are extremely old and there are often cobbled streets, uneven steps and terraces. It is important that you take extra care when walking and wear appropriate footwear.

Rail travel

Please note that our holidays featuring rail travel are not suitable for wheelchair users, those with walking difficulties or significant health problems. Luggage handling at train stations is generally not included and, unfortunately, porters and trolleys may not always be readily available. You should, therefore, be aware that you are responsible for your own luggage and will be required to carry your own luggage to and from the station entrance to the trains. We therefore recommend trolley suitcases with a retractable handle and built in wheels. We cannot guarantee that your choice of seat will be available or that seats together can always be obtained. Clients on overnight services should note that accommodation is compact; twin berths are usually bunk beds.

Coaches

Although we do try to provide coaches with toilets on board wherever possible, we regret that this facility cannot be guaranteed. It is also possible that, in certain parts of the world, the toilet may have to remain locked at the discretion of the driver where disposal points are not easily accessible. Regular stops are made on every tour for the comfort of all on board. Please note single travellers are likely to be seated alongside another single traveller.

Legal requirements regarding the use of seat belts on coaches vary from country to country. We believe Health and Safety is paramount and so we will not use any seat that does not have another directly in front of it, unless a seat belt is fitted. The Tour Manager will continue to implement the system of seat rotation however; this may exclude certain seats where seatbelts are not fitted.

Wi-Fi - Wi-Fi on board coaches is only suitable for light internet browsing, may have a restriction on the total number of users at one time, and availability may vary as connections are dependent upon the local signal strength of mobile networks. The service may also not be fitted to transfer coaches or those used for local services.

Accommodation and facilities

Accommodation in hotels is in twin/double bedded rooms, the majority of which have private bath/shower and toilet although occasionally this will be shower and toilet only. On cruise ships, accommodation is in cabins with shower and toilet only. Please note that in rainforest, safari and desert locations, accommodation may be in lodges or campsites where standards may vary and toilet facilities may not be en suite. Please note that where we provide details of guest room facilities at hotels in our brochures, we cannot guarantee that all rooms will be equipped with all of these.

Upgraded rooms - Please note that all upgraded rooms are subject to the hotel's availability at the time of the request and is only guaranteed once we have confirmed this to you. The room facilities and upgrade descriptions are correct at the time of going to print.

Quality rating - Titan 'T' ratings provide a reliable standardised rating system for hotels and ships that reflects our interpretation of quality in line with the expectations of a British clientele, and will therefore not necessarily match local ratings or indeed the hotel's own rating. Ratings ascend up to 5T with T+ denoting a half-grade increase (3T, 3T+, 4T, 4T+, 5T).

Single Rooms - Despite the fact that single rooms carry a supplement, single accommodation is sometimes not of the same size as twin/double accommodation, particularly in Europe due to the age and character of many hotels. Single rooms may not always be in the same area of the hotel as a twin/double, and the single supplement does not necessarily mean a twin/double room will be provided for single occupancy unless specifically stated.

Triple Rooms - When booking triple rooms, it should be recognised that a third person is required to either share existing beds or an extra bed is placed in the room which can be a camp-style bed or a sofa bed. The addition of an extra bed can sometimes make accommodation slightly cramped. Rooms with 3 beds may not be available at all hotels. If a bed share is not appropriate and an additional single room has to be booked, this will be charged as an extra.

Swimming Pools - Where a hotel has a swimming pool, the period when the pool is available is at the hotelier's discretion and is often seasonal. This may be affected by weather or essential maintenance. These situations are beyond our control.

Pre-bookable excursions

For your convenience, our most popular optional excursions are available for you to pre-book and pre-pay prior to your departure. Please note that the operation of the excursions is subject to minimum numbers and the operation of some excursions is subject to favourable weather conditions. If your pre-booked excursion is cancelled for operational reasons you will receive a full refund on your return home.

Noise, development and local functions

There may be redevelopment, expansion, building or road works taking place in the vicinity of your hotel during your holiday, and associated noise can be unavoidable. This may occur without warning to us. If we know in advance of any impending work that could cause you disturbance, we will make every effort to inform you as soon as possible. If you do have a complaint at your hotel or indeed for any other service, you must tell your tour manager or the hotelier who will try and solve the problem on the spot.

Weather conditions & routings

Local weather conditions can have an impact on our tours in all countries. Likewise, local conditions or road closures may require us to take alternative routes. In both circumstances, this may result in us being unable to visit a region or sight normally included in the itinerary.

Holiday duration

The duration of holidays is described in the number of days and in all cases includes the day of departure from the UK and the day of arrival back in the UK.

National and local holidays

During local and national holidays, certain facilities and museums may not be available.

Safety

Your safety and security is our first consideration. In the event of the Foreign Office advising against travel to a certain country, we would act on this advice. However, we do recommend that you check Foreign Office Travel Advice before you make a booking, this can be found on the Internet at www.fco.gov.uk/travel. Although we take every precaution in looking after you on tour, the responsibility for your personal safety and welfare and the care of your possessions is obviously the same as that which you exercise whilst at home. Extra care should be taken when walking around cities, especially at night, and we recommend you stay in well lit, populated areas. It is also wise to avoid carrying valuables or wearing expensive jewellery.

Overseas standards

It is important to remember that, in certain countries, standards are often quite different from those we are accustomed to. Restaurants and hotel services are often quite different, roads are often little more than bumpy tracks and poverty is ever-present. Energy conservation measures may mean that hotels are obliged to limit services such as air conditioning, water and electricity. The legal and safety requirements of some countries are of a lower standard than the UK. These facts are readily recognised by seasoned travellers and are often well explained in good travel guides.

Privacy and data

We want all our clients to enjoy completely successful holidays. However, any client with a medical condition or disability or a dietary/religious requirement must be aware that information supplied to us will be passed to other companies and persons who supply the various parts of our travel arrangements. The suppliers may, depending upon your choice of holiday, be based outside the European Economic Area where controls on data protection may not be as stringent as in the UK. We will not, however, pass this information to any party that is not responsible for your travel arrangements.

Call Luxury Trains on 0333 405 0192 to book

Booking conditions

Your contract is with Titan Travel (Titan), a trading name of ST&H Ltd. We set out below an explanation of the conditions that apply when you book a holiday with us. It is important that you read these conditions together with the holiday information and cruise information in our brochure, as they not only define our obligations to you but also impose some important commitments upon you. If any part of these booking conditions is found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity will not affect the other provisions which shall remain in full force and effect.

Updated Booking Conditions will come into force on 1 July 2018 in accordance with The Package Travel and Linked Travel Arrangements Regulations 2018 which will apply to all bookings made from that date onwards. Customers should visit www.titantravel.co.uk for the latest version of the Booking Conditions.

1. Your holiday contract

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions.

A contract will exist as soon as we issue our confirmation invoice.

Once you have received your confirmation invoice, it is your responsibility to check that the information and booking details, including the spelling of all passenger names, as stated on your invoice are correct and match the passport details. If any of the details on the confirmation invoice are incorrect, you must notify us immediately. We will pass on any additional charges incurred as a result of these details not being correct. We reserve the right to refuse to accept and/or not proceed with any booking at any time at our sole discretion. This contract is governed by English law and the jurisdiction of the English courts. A complaint may be referred to arbitration - see section 10.

2. Your financial protection and peace of mind



Titan Travel is a trading name of ST&H Ltd, which is a member of ABTA with membership number Y174X. ABTA and ABTA members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. ST&H Ltd is 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, contact ABTA, 30 Park Street, London SE1 9EQ. Tel 020 3117 0500 or visit abta.com

ST&H Ltd also holds an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 0308). All the flights and flight-inclusive holidays are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you have booked (flights, hotels and other services) is listed on it. For more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLCertificate

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL Certificate are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Holiday organisers are required by law to state arrangements for the repatriation of customers in the event of insolvency. In the unlikely event of ST&H Ltd becoming insolvent the CAA/ABTA will ensure that you are not stranded abroad and you would be refunded any money that you have already paid us. Items not purchased through ST&H Ltd will not be protected under the ST&H Ltd ABTA or ATOL licences. ST&H Ltd is also licensed by the Irish Commission for Aviation Regulation (Licence No. T. A. 0598) to carry on business in the Republic of Ireland as a travel agent.

Delay cover: If you are delayed at point of departure, we will do our best to arrange meals plus accommodation on overnight delays.

3. Our Price Guarantees

The Titan Price Promise: It is a Titan principle that the earlier you book, the lower the price you pay. Our holiday price promise provides complete peace of mind and means that if we subsequently reduce the price of your holiday to below what you have already paid (after any discounts have been applied), we will

contact you to refund the difference. This guarantee applies to our prices only (excluding holidays which incorporate cruises with Cruise and Maritime Voyages, and any selected loyalty rewards we may offer to past travellers from time to time) and does not include optional ad hoc or optional services such as airline upgrades, holiday additions, extended stays or regional connecting flights. Occasionally we may promote selected special offer holidays which are excluded from the Titan Price Promise, but in such cases this will be made clear in the terms and conditions attached to such offers.

The Price Promise applies as long as the discounted holiday is exactly the same package offered under exactly the same terms of sale (which means the full terms that apply to your holiday contract, including your cabin grade and whether your cabin is allocated at the time of booking or at embarkation). In calculating any possible saving due, we'll take into consideration all offers and discounts that were applied at the time of booking and compare the overall price that you've been charged with the current price.

Our No Surcharge Guarantee: Holiday prices can be influenced by taxes such as air passenger duty, aircraft insurance, security, fuel and other associated costs. Our prices are affected by these, as well as exchange rates, suppliers' costs and economic trends. The prices shown are based on current charges and costs but they may go up or down. We reserve the right to alter the price of any holiday in our brochures, introduce supplements or correct pricing errors, and will notify you of the current price prior to any booking - please call us or visit our website for the most up-to-date prices. We guarantee that the price of your holiday will not be subject to any surcharges once a contract exists between us. This means that you are fully protected, no matter what happens in respect of the price of fuel or variations in the exchange rate. The price of your holiday as shown on your confirmation invoice will not be increased unless you amend your booking. However, Titan reserves the right not to be legally bound in the case of incorrect pricing and acknowledgement of such an error does not mean acceptance of it.

Optional ad-hoc services: We provide you with the option to specifically request extras which are in addition to or adaptations of our standard packages. Prices for extensions, extra accommodation, upgrades and domestic flights ('ad-hoc' services) can vary depending on when you book. Please note that adding an ad-hoc service may result in additional charges to our standard packages due to changes in flight dates, changes to our standard allocated accommodation periods and additional costs passed to us from third party suppliers. You will be notified of the total price of your holiday prior to booking and any increase to your deposit.

4. Seamless travel from door to your VIP door-to-door travel service:

The majority of Titan's VIP door-to-door transfers are not exclusive to one booking. Journeys may be undertaken via additional addresses and may involve a change of vehicle. Transfers not included on Essential Collection holidays. In the Scottish Islands and Sark where vehicle access is restricted, we invite guests to nominate a mainland address for their pick-up. At busy points of the year we supplement this service with carefully selected, private chauffeur driven vehicles which offer the same standard transfers.

Airport meet-and-greet service: Not available on Essential Collection holidays and some Uniwold River cruises.

Fly from an airport near you: Subject to schedules and availability. Applicable supplements will be quoted once flight schedules become available, which may be after your initial booking date. Additional deposits may be due for flights with low-cost airlines. Due to differing flight schedules, we may arrange a private transfer from the airport to your first hotel (and from your last hotel to the airport).

Connecting flights to London: Subject to availability at time of booking in our designated airline booking class. It is not possible to transfer customers from Scotland to London airports by road, therefore connecting flights will be provided. Free connecting flights not available on Essential Collection holidays.

5. Paying for your holiday

Unless specified otherwise - when you make your booking you are required to pay the deposit amount per person of £195 or 10% of the holiday price (after all discounts) - whichever is the greater. Please note some specialist tours and flights with low-cost airlines will require additional deposit levels. These will be advised at the time of booking. The balance of the price of your travel arrangements must be paid at least 75 days before your departure date, or as advised at the time of booking and stated on our confirmation invoice. If the deposit and/or balance are not paid in time, we reserve the right to cancel your travel arrangements. If the balance is not paid in time, we shall retain your deposit. All monies you pay to the travel agent are held by them on your behalf until we issue our confirmation invoice. After this the travel agent holds the monies on our behalf.

Low deposit offers: Occasionally we may promote low deposit offers for a specified time period, please note some specialist tours and flights with low-cost airlines will require additional deposit levels. These exceptions will be advised at the time of the booking.

Refunds: If you are entitled to any refunds relating to your booking, this will go to the lead passenger who made the booking, usually by the same payment method that was used to pay us. In the case of card payment, refund(s) will be made to the appropriate card account(s). Any fees incurred when making a payment will not be refunded unless we cause the cancellation. No refund is available after your departure date if you take part of the holiday only, or vary or extend the holiday arrangements.

6. If you change your booking

Once a contract exists between us, you may wish to change your travel arrangements. For example, your chosen dates of travel, accommodation etc. and we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be from the **person who made the booking** or your travel agent. You will be asked to pay an administration charge of £50 per booking and any further cost we may incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should therefore contact us as soon as possible.

Notes:

- (i) Certain travel arrangements (e.g. flights with low-cost airlines) cannot be changed after a reservation has been made and any alteration request will incur a 100% cancellation charge of that element of your travel arrangements.
- (ii) Transfers to the airport, seaport or any other place of departure within the UK, where included in the price of your holiday, are a free-of-charge service.

Transferring your booking: If you are genuinely prevented from taking the holiday, you may transfer your booking to another suitable person who is able to comply with these conditions, which will still apply. Both you and the person you are transferring to shall be responsible for paying all costs incurred by us in arranging the transfer, plus any charges imposed upon us.

7. If you cancel your holiday

You, or any member of your party, may cancel your travel arrangements at any time. Verbal notification from the **person who made the booking** or your travel agent on your behalf must be made and the cancellation will be **effective from the date it is received at our offices**. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown on the next page, or as advised by your sales consultant. It should be noted that any additional deposit paid for confirmation of a holiday addition, flight with a low-cost airline, flight upgrade, or certain tailor-made packages will be included in the scale of cancellation charges detailed at the foot of the following page, or as advised by your sales consultant. Should cancellation occur before your balance due date, the cancellation charge will, therefore, be loss of deposit plus this additional payment.

Notes:

- (i) If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.
- (ii) If one person sharing a twin/double or triple room or cabin should cancel, the remaining participants would then be required to pay the relevant single supplement or forfeit the triple reduction.

8. If we change or cancel your holiday

It is unlikely that we will have to make any changes to your travel arrangements. However, as we plan the arrangements many months in advance, occasionally we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor, and we will advise you or your travel agent of them at the earliest possible date.

'Minor Change' means that there has been a small change to your holiday. Examples of minor changes include but are not limited to: a change in airline carriers; closure of hotel facilities for improvement; flights becoming indirect; building works; change to advertised amenities; change to itineraries; change to included and optional excursions and entertainment.

If we make a **major change** to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. **'Major Change'** means that there has been a significant change of resort or holiday duration, where your stay is for 3 nights or more; a change of accommodation to that of a lower category for 3 nights or more; a change in departure date; and a change of departure airport (except between London airports, between Birmingham and East Midlands airports, between Sheffield, Doncaster, Manchester and Leeds Bradford airports, between Liverpool and Manchester or between airports in Scotland) or your cruise being cancelled by the cruise company or shipping line. Please note that these are examples only and there may be other changes which are considered major.

If we make a **major change** to your holiday, you will have the choice of accepting the change of arrangements, accepting an offer of alternative travel arrangements which shall be of equal or superior quality, if available, or cancelling your booked holiday and receiving a full refund of all monies paid. We will also pay compensation as detailed in the table contained within these booking conditions (except where the **major change** arises due to reasons of **force majeure**).

'Force majeure' means unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised including but not limited to: war, threat of war, riots, civil strife, terrorist activity, Government action or restraint, industrial disputes, natural or nuclear disasters, fire, low or high water levels, adverse weather conditions

including hurricanes, epidemics, health risks, unavoidable technical problems with transport, damage and accidents from machinery or engines and closed or congested airports.

We guarantee that your travel arrangements will not be cancelled due to a minimum number of customers not being reached. However, we reserve the right to cancel in any other circumstances. If there is a low number of customers booked on the holiday which you have booked, we will inform you or your travel agent in advance of your balance due date, together with details of any adjustments we consider necessary to suit a smaller group. You will have the choice of continuing with the holiday as planned, changing to an alternative date for the same holiday at no additional cost (and we will refund any price difference if the alternative date costs less) or cancelling and receiving a full refund of all monies paid.

We will not cancel your travel arrangements after the balance due date, except for reasons of **force majeure** or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a full refund of all monies paid, or accept an offer of alternative comparable travel arrangements, if available (we will refund any price difference if the alternative is of lower value). Please note that we do not have any responsibility or liability for any consequential loss you may incur from arrangements you have made with any other party or parties.

9. If you have a complaint

We are proud of our high reputation for customer satisfaction and strive to reach amicable settlement of the small number of complaints we receive.

If you have a problem or cause for dissatisfaction, please inform the relevant supplier, for example the hotel, the cruise line, the transportation company and our tour manager or local representative (if applicable). This allows us the opportunity to put things right on the spot. If we are unable to solve any issues, you must confirm your complaint in writing to the persons set out above. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Service Department at Titan Travel, Titan House, CrossOak Lane, Redhill, Surrey, RH1 5EX giving your booking reference and all other relevant information. This will assist us to quickly identify your concerns and speed up our response to you.

If you fail to follow this procedure we will have been deprived of the opportunity to investigate and rectify your complaint and this may affect your rights under this contract.

We are a Member of ABTA, membership number Y174X. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com. You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

10. Titan's Responsibility

Titan is responsible for the proper performance of the contract. We will not be liable for any failure or improper performance where reasonable care and skill has been exercised or where such failure or improper performance is:

- attributable to you or any member of your party;
- attributable to a third party unconnected with the provision of your holiday and is unforeseeable or unavoidable;
- due to an event which Titan or our suppliers, even with all due care, could not foresee or forestall

In all cases, except where death or personal injury results, the liability of Titan and any company within the Group (its employees, agents and subcontractors) is limited to twice the price of your holiday. Our liability for any damages (including in the event of death or personal injury) arising from non-performance or improper performance of the contract will also be limited to the limit imposed by;

- the company that provides transportation for your holiday; and
- any relevant international convention; which we hereby incorporate into this contract for the benefit of Titan. Copies of the transport company's terms and conditions or the international conventions can be provided on request. Under EU law, in the event of denied boarding, cancellation or delay to your flight after you have checked in, you may be entitled to compensation from your airline. If you are unhappy with your airline's response you may complain to the Civil Aviation Authority (Telephone 020 7453 6888 or visit www.caa.co.uk/ passengers). Any entitlement to compensation from Titan shall be offset by any payment made to you by your airline or third party. You agree to assign to Titan any rights that you may have against a third party or person which have caused or contributed to our legal liability to you or which result in us incurring costs on your behalf. You agree that you will provide us, or our insurers, with all reasonable assistance to pursue a claim against any third party or person.

After Departure

If, after the departure date, a significant proportion of the holiday cannot be provided, where possible we will make alternative holiday arrangements for you and, where appropriate, refund any difference in price.

If alternative arrangements are not possible, or if you immediately notify us of a good reason not to accept them, we will repatriate you to the United Kingdom as soon as reasonably possible and by means of equivalent transport, where available.

11. Your responsibilities

- Your specific passport and visa requirements, and other

immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

- You are responsible for the behaviour of yourself and your party. We reserve the right to refuse your booking or to remove you or a member of your party from any tour or holiday, if your demeanour or behaviour, or that of a member of your party, is disruptive, dangerous or annoying to other people. No refund or payment of any costs incurred by you will be made by us under these circumstances.*
- You are responsible for the carriage and care of your luggage throughout your holiday except for such times as it may be in the hands of an airline; where in such circumstances the airlines specific terms and conditions relating to the carriage of baggage will apply. Please ensure that your luggage is loaded on to all transport and be careful to take the correct luggage with you when you leave any mode of transport.*
- You must comply with the terms and conditions of the third party suppliers of any transport or accommodation element of your holiday. Failure by you to observe such terms and conditions which are incorporated into this contract and available upon request may affect any compensation or liability we may have towards you.*
- The British and Foreign Commonwealth Office Travel Advice Unit provides up-to-date advice and safety information for British nationals travelling abroad. Please visit fco.gov.uk/travel.*

12. Mobility and Assistance

Cruise ships have a limited number of cabins adapted for use by those with restricted mobility and are limited as to the number of disabled passengers or passengers with reduced mobility that they can carry. Cruise lines reserve the right to refuse the carriage of any person if carrying such a passenger would breach applicable safety requirements or law. Cruise lines also reserve the right to refuse carriage if the design of the vessel and / or the port infrastructure and equipment would make carriage unsafe or not operationally feasible. Cruise lines reserve the right to require that a disabled passenger or a passenger of reduced mobility is accompanied by another fare paying person capable of providing assistance to ensure compliance with any applicable safety requirement or law or if the design of the vessel and/or the port infrastructure and equipment means that a disabled passenger or person of reduced mobility cannot be carried in a safe or operationally feasible manner without the assistance of another person. Please note that personal daily care cannot be provided by any member of the ship's staff.

Please advise us at the time of booking if you or any member of your party has reduced mobility, requires a specially adapted cabin or would require assistance in an emergency, or as soon as possible before departure should there be a change in circumstances. This is essential for travel by sea or inland waterways, as a risk assessment may need to be carried out prior to your departure. If you do not inform us of such a condition we will not be liable if an airline or cruise line refuses to accept you or any member of your party as a passenger. In the same respect, for land based holidays we need to be made aware of any special requirements that may affect your holiday as our representatives will only be able to provide support in an emergency.

Under European law, if you are disabled or have difficulty moving around, you can receive assistance when you fly. This free service is available to anyone with mobility problems, for example, because of your disability, age or a temporary injury. To take full advantage of the service you need to book at least 48 hours in advance of your flight. Please contact us as soon as possible prior to your departure.

13. Holiday Information

Excursions or other tours that you may choose to book or pay for through an independent third party do not form part of your contract with Titan. Titan acts as a booking agent only for any optional arrangements booked overseas through its resort staff and your contract is with the supplier of the arrangements. We do not accept any liability for any loss or damage you may suffer.

Actual seat numbers booked by us cannot be guaranteed as there may be changes for airline operational, safety or security reasons. However, the airline will where possible re-accommodate your seats together and match your seating preferences. Where this is not possible then we will refund any applicable seating charges paid to us for the flights effected.

14. Medical Information

You are responsible for ensuring that any existing medical conditions or disabilities which may require assistance are declared to us before you book your holiday for you and your party or, if newly diagnosed, immediately after diagnosis but no later than 48 hours before departure. This is essential for all bookings. For travel by sea or inland waterways a risk assessment may need to be carried out to confirm if your carriage is possible prior to your departure. If you do not inform us of such a condition we will not

be liable if an airline or cruise line refuses to accept you or any member of your party as a passenger. We can only accept your booking upon the clear understanding that we cannot be liable if you do not inform us of such a condition and an airline or cruise line refuses to accept you or any member of your party as a passenger.

For cruises, women who are up to 24 weeks pregnant at the end of the holiday are required to provide a medical certificate of fitness to travel. We cannot carry passengers who will be 24 weeks or more pregnant at the end of the holiday. We reserve the right to request a medical certificate at any stage of pregnancy and to refuse travel if we and/or the Master of the ship are not satisfied that you will be safe during your holiday. The doctors aboard the ships may not be qualified to deliver babies on board, or to offer pre or postnatal treatment, and no responsibility is accepted by Titan in respect of the ability to provide such services or equipment.

For air travel, you are subject to the terms and conditions of your airline, who have their own policies. Please let us know if you are pregnant or become pregnant prior to departure.

15. Insurance

You must be adequately insured for all ocean cruises and holidays outside mainland Britain to cover all contingencies such as medical expenses, repatriation and baggage cover. We advise that you arrange adequate insurance cover as soon as possible. For your peace of mind, please ensure that your policy includes cancellation cover for the total cost of your holiday and that you are adequately insured for all your needs, including medical emergencies. Please also make sure your Insurance is valid from the time of booking until your return from holiday.

Should you while on holiday choose to take part in any activity (e.g. hang gliding, hot air ballooning, white-water rafting, etc.) which can be deemed as being of a hazardous nature, it is essential to ensure that cover is provided under the terms of your travel insurance. The organisers of some adventure activities that you may choose to take part in whilst on holiday may request you to sign a waiver of their liability for risks involved. We must draw your attention to the fact that by signing such a document you may well lose any rights to claim for damages in respect of death, injury, or loss of or damage to property even if negligence on the part of the activity organiser is proven to have occurred.

Tour managers and local representatives are instructed not to act as agents in booking any alternative activities other than those approved by us. Any assistance they may offer at your request does not imply they have acted as an agent or that these activities have been approved and are offered for sale by the company.

16. Data protection act

Any personal data that you provide will be held securely and for the purpose you have provided it, in accordance with data protection legislation. We may need to disclose personal data to a third party including countries outside the European Economic Area (EEA) for the purpose of providing your holiday. In addition, your data may be disclosed to regulatory bodies or public authorities such as customs or immigration for the purposes of monitoring and/or enforcing compliance with any regulatory rules/codes; and it may be used for marketing, offering renewals, research and statistical purposes and crime prevention.

Where Titan has obtained your permission to do so, they will also contact you by post, telephone, email or other means to tell you about offers, products and services that may be of interest to you. At any time, you can opt out of receiving such information, revise the products you would like to hear about or change the method they use to communicate with you. You can update these preferences by calling 0800 988 5811. For further information about how Titan uses your personal information, please visit www.titantravel.co.uk/more-information/privacy-statement or contact the Saga Group Data Protection Officer by email: data.protection@saga.co.uk or post: The Saga Building, Enbrook Park, Sandgate, Folkestone, Kent CT20 3SE.

Where you provide information about another person, we accept it on the basis that you have their permission to give us access to their personal data (including any sensitive personal data) and that you have told them who we are and what we will use their data for, as set out above.

EU Banned Carriers List: In accordance with Regulation (EC) No.2111/2005 we are required to draw your attention to the Community list of air carriers subject to an operating ban within the Community. The list is available at www.air-ban.europa.eu

17. Advance Registrations

You are able to secure your place on your desired holiday before the general release date with a refundable deposit of £50 per person. As soon as we are able to finalise your holiday plans we will contact you to provide all the necessary details and collect any additional deposit. Should you decide against travelling on this holiday or we are unable to confirm your chosen holiday, your deposit is fully refundable. If the confirmed departure date is more than 3 days from your requested pre-registration departure date, or the price is more than 5% higher than the previous year, you may either transfer to another tour or we will refund your pre-registration deposit in full.

Note: We are committed to the on-going training of our staff and this may involve the recording of telephone conversations.

| Period before departure within which notice of cancellation or major change is received by us or notified to you. | Compensation if we make a major change which you accept. | Compensation if we make a major change and you cancel your holiday. | If we cancel your holiday amount you will receive from us. | If you cancel your holiday amount of cancellation charge. |
|---|--|---|--|---|
| 75 days or more | £Nil | £Nil | Deposit only + any refundable prepayments | Deposit only |
| 74 - 43 days | £15 | £10 | 100% of holiday price + £15 | 50% of holiday price |
| 42 - 29 days | £30 | £15 | 100% of holiday price + £30 | 75% of holiday price |
| 28 - 15 days | £45 | £20 | 100% of holiday price + £45 | 90% of holiday price |
| 14 - day of departure or after | £50 | £20 | 100% of holiday price + £50 | 100% of holiday price |