

# Gold Medal Travel Group – Essential Information

## TRAVEL DOCUMENTATION

When you receive your travel documentation, please check it carefully and notify us or your travel agent immediately if you think any of the details are inaccurate. The names on your itinerary must match those on your passports otherwise you will have to travel and will incur amendment or cancellation charges. It is essential that you check your documentation and ensure that your first names and surnames are spelt exactly as they appear in your passports. We are not liable to you for any problems or complaints you may have as a result of holiday details having been noted incorrectly if you do not advise us of these prior to travel.

## SECTION 1 – HOLIDAY PRICES

### Travel & Stay Options & Prices

Holiday prices are influenced by a variety of factors particularly depending on the type of travel option you book. It is not possible to show the supplements and fares for all our different travel arrangements due the range of options available, and the prices displayed online are for guidance only. We can usually offer you a choice of travel options and dates/times of travel. You will also find our transport providers may offer a choice of seat classes or upgrade options – your travel agent will be able to confirm the current prices. Please note that our prices are based on bookings made by UK residents only. If you are not a UK Resident, you may be liable upon check-in/ check-out for additional charges. We will not be liable for such additional charges.

**Scheduled Flights:** the prices we show for scheduled flights are based upon the lowest fare available. The airlines will limit the number of seats available at these prices by flight and date of travel. If the price shown online is not available when you book, we will offer you the next best seat price. The price includes current taxes (such as air passenger duty), aircraft insurance, security, fuel and other associated costs known at the time of booking. Our prices are affected by changes in these costs (see section 'Extra Charges - before booking').

**Airline Services:** A number of airlines that we offer no longer include meals or luggage allowance within the basic price offered. Please ask us for specific details at the time of booking.

**Airline Failure Protection:** a charge made by us on all our holidays that include a flight so that in the event the Airline on which you are due to travel ceases to trade, we are able to arrange alternative flights (if available) or issue you with a refund, as appropriate.

### Extra Charges - Before Booking

The prices shown are based on current airfares including fuel surcharges. Airlines reserve the right to change prices prior to ticketing and we must reserve the right to increase prices due to changes in fuel costs or taxes. We will advise you of the current price at the time of booking. If costs rise of more than 8% you may choose to cancel and receive a full refund. For further information please refer to the booking conditions.

**Departure Airport Taxes:** Where applicable, all UK and overseas taxes have been included in your holiday price. The only overseas taxes we have not included are those that must be paid in the respective countries and cannot be collected prior to your UK departure. This will include tourism enhancement fees or some passenger service taxes.

### Accommodation Supplements & Restrictions

Hotel prices are shown per person (based on two people sharing) in a standard twin or double room for the number of nights as stated in the accommodation description. The lowest available rates are displayed but please allow for supplements depending on the dates you stay. Prices will vary depending on, for example, peak periods, weekend/midweek stays, local holidays, special events and the room type you select. Hoteliers may also require a minimum length of stay at certain times of the year. Please ask your travel agent for prices and any minimum stay restrictions applying on the day you book. We reserve the right to change prices. Prices can go up or down.

### Local Charges

At some accommodation certain amenities may carry a local charge. Unless we have stated that a service or facility is 'free' in our accommodation descriptions, you may be asked to pay a charge. Here are a few examples of what you might expect to pay for locally, but always check first as there may be others.

- A daily resort fee or an additional charge for sun loungers may be applicable.
- Daily car parking charge at some hotels/apartments.
- Local taxes payable on checkout.
- Entertainment and activities away from your accommodation.
- Highchairs, cots, hotel run children's clubs and meals for infants.
- Meals and beverages from restaurants and bars at your accommodation.
- Safety deposit facilities, room service, mini bar, TV/satellite TV, telephone calls, air conditioning and sea views.
- Facilities and equipment such as pool towels, spas, whirlpools, indoor pools, sauna, table tennis, billiards and darts and other sporting equipment.

**Frequent Flyer Schemes:** Not all airline tickets sold by Gold Medal Travel Group are eligible for mileage/points accrual. We strongly advise that you check with the airline(s) concerned regarding the use of frequent flyer membership(s) with your booking.

## SECTION 2 – BEFORE YOU TRAVEL

### Scheduled Flights

Flights may be booked in conjunction with hotel and ground arrangements and flight times at the time of booking will be provisional. Final times will be advised with your travel documents shortly before the departure date.

### Special Offers

Unless otherwise stated, special offers will only apply for certain periods of stay and at certain hotels. Conditions may apply to these offers and you will be advised at the time of booking. All offers are subject to availability and can be withdrawn at any time without notice. The offer validity period generally applies to completed stays within the date banding, but this may vary according to the individual hotel.

### Honeymoons and other special events

Where you advise and pay for a honeymoon offer as noted on your invoice this should be guaranteed by the hotel. For other special offers such as anniversaries and birthdays we will pass this information on to the relevant hotel, however no guarantees can be given.

### Complimentary Room Upgrades

Where applicable and unless otherwise stated, offers of room upgrades shown online will be determined by availability when you travel and your room will be allocated on arrival at the accommodation. If your room is upgraded, please note that this will not necessarily be to the next highest category, as we do not sell all room types at all hotels. Room upgrades are subject to availability on arrival.

### Passports & Visa Checklist

- British Citizens holding a 10-year UK passport (5 years for children), issued in the UK should note that some overseas countries have an immigration requirement for a passport to remain valid for a minimum period after the date of entry to that country (typically 6 months).
- Non-British Citizen passport holders or British Citizens holding a UK Passport issued abroad or holders of British Subject Passports should contact the appropriate consulate or embassy for advice.
- Passport and visa regulations can change - check with your Travel Advisor or the relevant embassy well in advance of travel.

- Apply early: If you need to apply for a passport or renew an expired passport, you should do so well in advance of travel.
- If you are 16 or over and have never had a passport in your own name, you should apply for one in good time before booking your holiday. The UK passport service has to confirm your identity before issuing your first passport and will ask you to attend an interview in order to protect your identity.
- If a visa is required, allow plenty of time to apply. Your passport may need a minimum number of blank pages - check with the FCDO.
- You may not be able to travel and insurance may be invalid if the names on your passport and travel documents do not match. If any member of your party changes their name, we must be notified immediately so that we can change booking documentation.
- All passengers must ensure they have valid, acceptable passports, any required visa, any other documentation for both the final destination and any stop-off points en-route.
- Ensure advanced passenger information is submitted in advance of travel for all destinations.
- Failure to hold correct documentation or submitting incorrect details with advanced passenger information or visa applications may result in refusal of carriage or entry to a country. If you do not have the correct documentation you may be refused travel by the airline.
- You may be liable to pay fines, surcharges, other financial penalty, costs (including the cost of an immediate return flight) and any other sums of any description, which are incurred or imposed by the airline or incurred by us.

**How to contact the Passport Office:** General passport enquiries should be directed to the Passport Office. Visit: [www.direct.gov.uk/passports](http://www.direct.gov.uk/passports) or telephone: 0300 222 0000.

**How to find out about visa requirements:** The Foreign Commonwealth and Development Office provides information about visa requirements and also provides contact details for relevant Embassies. Visit: [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice), telephone the Foreign Office Travel Advice Unit on 0845 850 2829 or ask your Travel Advisor.

### Advanced Passenger Information

Airlines are required to collect biographical information contained in the section of your passport that can be read by machine (such as name, passport number). We refer to this as your advance passenger information, which Airlines will pass onto the e-Borders programme both prior to your departure from a UK Airport to an overseas destination, and on any journey to the UK. Airlines are legally required to collect your advance passenger information – for details visit the UK Border Agency website: [www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk) or your airlines website. For some destinations this will be obtained at the airport but for others we will ask you to provide the information to us or your airline at time of booking or at least 72 hours before you travel. Please also carefully note any instructions about Advanced Passenger Information on your confirmation invoice or tickets.

**USA Visitors/In Transit- Entry Requirements:** Checklist for all passengers. Passengers travelling to or via the USA must comply with the following entry requirements. For full details on all these, please visit [www.usembassy.org.uk](http://www.usembassy.org.uk). See our USA brochure for more information.

- You must have a valid machine readable or biometric passport
- You must be eligible for the Visa Waiver Programme or apply for a visa
- Ensure you have provided to us and/or your airline your Advance Passenger Information (also referred to as US Secure Flight Passenger Data)
- Log onto the US official website 'ESTA' at <https://esta.cbp.dhs.gov>.
- Apply for authorisation to travel.

## SECTION 3 - GROUND ARRANGEMENTS

### Accommodation

Every effort has been made to describe each hotel and standard room accommodation we feature as fairly and accurately as possible. We expect hoteliers to inform us of any major changes without delay and, where possible, we will inform you prior to departure. Meals as specified are included only where stated; all other arrangements are on a room only basis. Accommodation is priced per person based on twin share occupancy unless otherwise stated. Please ask our reservations staff at the time of booking for exact details. When we mention room types, in most cases you can expect to receive a room similar to that described below. Please note however that whilst room categories in different hotels may have the same or similar names, the criteria for their classification is likely to differ, as these are the names the hotels use and they do not have standard definitions.

Every effort has been made to ensure that the hotels and other accommodation featured online 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.

### Shared Accommodation

On most escorted and independent tours featured, a single room costs more. However, on selected tours we can sometimes offer shared accommodation in a twin room with another single person, giving you the benefit of not having to pay a single supplement. This is subject to someone suitable being willing to share. Otherwise, a normal supplement will be charged on your confirmation invoice. If you are willing to share, please indicate this when booking.

### Single Supplements

If a single person occupies a double room they will usually be asked to pay extra (a single supplement). Hotels price their rooms as doubles and they do not reduce the rates if they are occupied by a single person. The costs to the hotel of providing the room – heating, lighting, cleaning etc. are the same regardless of how many people occupy that room. The prices we charge reflect the costs of under occupancy of the rooms contracted to us by the hotel, we do not mark up these supplements.

### Room Types Information

In all types of accommodation described below, if there are less than the maximum number of persons in your own party, the room type may contain less than the maximum number of beds indicated.

### Hotel Rooms

A 'double' is a room with a double bed. A 'twin' is a room with two single beds. A 'single' or 'twin for sole use' is a room with one or two single beds. A double bed may be two single beds with double bedding. Single rooms are often smaller, may not have a balcony and may not be of the same general standard as normal twin rooms. Some hotels have rooms, which sleep up to 4 persons. Room layout may consist of up to 4 separate beds or a combination of double, twin, camp beds, sofa beds or rollaway beds. In some hotels 3rd and 4th beds may be only suitable for a child, but in other hotels there may be a reduction available if 4 adults share the room. Rooms for up to 4 persons may not be any larger than standard twin or double rooms so space is likely to be limited and the room may be cramped. Where rooms do accept extra beds, some hotels may require an additional local charge to be paid which can vary by destination, e.g. rollaway bed in USA – please ask for details when you book. Though we will do our best to help, please note that we cannot guarantee the room configuration or type of beds that you will be provided with. Please note, for accommodation in some parts of the USA, especially Las Vegas, there must be at least one person aged 21 years old or above travelling on the booking and present when checking in. Please check requirements before booking.

### Suites/Junior Suites/Villas

A Suite and Junior Suite usually contain a lounge/living area. A Suite is likely to contain a separate sleeping area whereas a Junior Suite the sleeping area may not be completely separate. Room layouts can vary by destination. Our descriptions of Suites/Junior Suites and Villas usually state the number of persons who can occupy the room type (e.g. 2-4 persons). Children paying less than the full cost do not count towards occupancy of the Suites/Junior Suites or Villas.

**Child Reductions:** Child reductions are generally available for children who are under the age of 12 on the date of travel. To obtain this reduction in cost, children must share a room with two full paying adults and use existing bed within the room type booked. Where an additional bed is required, our reservations staff will be pleased to advise you of the additional cost. Rooms shared by adults and children are requested through our system and are therefore subject to availability.

### Tour Itinerary

All our tours are, by their very nature, complex and include services from many different airlines, hotels and ground transportation companies. Due to the demand for these services, it is not always possible to guarantee particular airlines, flights, aircraft, ferries, trains and/or the hotels featured on a particular itinerary or departure date. It is with this in mind that we reserve the right to change any of the listed services and, if necessary, even modify the itinerary itself without prior notice. Where any alteration significantly changes your tour itinerary or tour dates, we will always make every effort to give as much advance notification as possible. Changes to tours may also be necessary once the tour has commenced, changes may include the sequence of visits being altered according to local conditions.

### Meal Service

Meals as specified are included only where stated; all other arrangements are on a room only basis. Many properties are not necessarily used to catering for special diets and therefore if you have particular or specific requirements, you may find that the choice is limited. As a matter of courtesy to fellow guests, property owners may require diners adhere to a dress code whilst dining in their restaurants.

### Hotel Check-In

Your room will normally be available for check-in from 2pm onwards. If you intend to arrive late due to a pre-arranged flight schedule or transfers, your hotel will need to be advised of your late check-in. On the day of departure you will be asked to check out before 12 noon. Should you wish to request a late check out as you have a late afternoon or evening departure, the hotel may decide to apply additional charges. If you wish to pre-book and guarantee an additional half-day's occupancy, please ask our reservations staff for details and prices. Customers may be required to leave a credit card deposit at hotel check in. If a credit card is not available then sometimes a cash deposit may be needed instead.

### Air Conditioning

Some properties have individual air-conditioners located in either the bedroom or the living area, allowing you to adjust the atmosphere to your own liking. In some descriptions we have indicated that there is centrally controlled air conditioning. This means it is operated at the discretion of the management, both in bedrooms and public areas. In such cases air conditioning may be restricted to particular times of the day and to the hottest months of the summer. It may be that only cool air is provided, not necessarily warm air as well. There may be a local charge for air conditioning in some rooms.

### Accommodation Maintenance

Certain accommodation we offer is operational all year round. From time to time it will be necessary for certain facilities to be withdrawn for general maintenance purposes. Water and electricity supplies may be interrupted whilst this essential maintenance is undertaken.

### Other Guests

We do not have exclusive use of all properties we offer. It is possible therefore, that there may be guests from other countries and of mixed age groups at your accommodation. Many hotels we feature do operate corporate conference facilities and there may be occasions where business meetings are taking place during your stay.

### Hotel-Run Children's Clubs

Standards and facilities at kids' clubs we offer may vary. We are unable to accept responsibility for or give any guarantee for the standard of the facilities and qualifications of personnel at hotel run clubs. Kids' club(s) may not meet standards of similar facilities in the UK and guests are strongly advised to remember that local standards and requirements in respect of such clubs may differ overseas and so you must ensure that you are completely satisfied with the facilities and staff providing this service before you entrust your child or children into the club and into the clubs' care.

### Gala Dinners

Many hotels require the compulsory purchase of gala dinners over the Christmas and New Year period. Please enquire when booking as to whether this requirement is applicable to your hotel.

### Building Works

Building works and noise are sometimes unavoidable in certain developing areas, resorts and cities. Unfortunately, such development is not directly under our control, nor do we necessarily receive advance notice of when they begin. Should we be aware of any building works that may be considered to be a seriously detriment to your enjoyment, we will notify you as soon as possible. If necessary, we will offer you the opportunity to transfer to an alternative hotel. Some public facilities at hotels, such as restaurants, bars and swimming pools, may only be available during mid-week or high season. We will, wherever possible, inform you if this is the case at the time of booking. In some destinations work is carried out by local/national authorities of which we have no control and cannot be held responsible.

### All Inclusive

To help you choose your all inclusive holiday we have highlighted what activities and facilities are included with each accommodation. This is based on information we have received from the hotel management, often dictated by the properties current seasons all inclusive package. Please allow for some facilities or activities to be altered or substituted when you travel though, as hotels do regularly review and update what they offer as all inclusive.

**Identification:** When you arrive at your hotel you are likely to be provided with some form of identification (a card, necklace, bracelet etc), which will have to be shown when ordering drinks, meals and other included facilities. Ensure you take care of this as a penalty charge is likely to be imposed if lost.

**Behaviour:** Both ourselves and each of the all inclusive hotels reserve the right to withdraw the identification facility of any guest(s) whose behaviour, or whose child/children's behaviour is such that it is, in the opinion of the management, detrimental to the enjoyment of the other guests.

**Alcohol:** Having drinks freely available throughout the day can be a temptation to over-indulge. Please therefore consider your fellow guests (and your own health) while bearing in mind that hotel management have every right to refuse service to guests they believe to be intoxicated or under age (in accordance with local law).

**Bottled Mineral Water:** In some all inclusive hotels bottled mineral water does not form part of the 'unlimited soft drinks service'.

**Locally Sourced Drinks/Snacks:** Drinks included are generally only locally produced brands; cocktails, international and premium brands and fruit juices are not available unless stated. The type and variety

of snacks served (between meal times) will vary between hotels and resorts, and may be of a more traditional / local variety.

**What's Not Included:** Any additional facilities or services available may incur a charge. Consequently, not all bars/restaurants are available free of charge.

**Coming Home:** Most hotels remove access to all inclusive facilities, including food and drink at the time of checkout, which is generally 12 noon on the day of departure.

**Safety & Hygiene**

Your health and safety is of paramount concern to us, especially if children are involved. In addition to monitoring the hygiene and safety standards in all the hotel and apartments that we use, it is appropriate that we bring to your attention the need for you to be careful and to take necessary precautions whilst overseas and we need your help and cooperation with this. We would ask you to pay close attention to the following information, together with any other information we, our agents or suppliers, provide to you before you go, during your flight and when you arrive in your destination and at your hotel. It is most important that you familiarise yourself with this information and any other information you are given or on display.

**Swimming Pools & Water Features**

Please make use of the pool shower facilities before swimming – this helps to prevent any potential infections and helps to keep the pool clean. Every pool is different and most hotels / apartments do not employ lifeguards, so you are strongly recommended to familiarise yourself with the pool layout, identifying the deep and shallow ends before using. Do not use the pool after dark or when the pool is closed, even if the pool has underwater lights. You should never swim when you have been drinking alcohol. Whilst some of our hotels and apartments have water features, such as slides or flumes, which may appear in our photography, generally we do not recommend these are used. It is possible such features may have been replaced or removed since the photography was taken.

**Overseas Safety Standards**

Regrettably the safety standards and regulations overseas may not be of the same level that we enjoy in the UK. For instance, the design and height of balconies may differ. The setting and enforcement of local regulations is a matter for the Authorities of the country and the foreign supplier of the services concerned. We are working with hoteliers to improve standards wherever possible. You should familiarise yourself with fire procedures, including emergency exits in your accommodation, the swimming pool(s) area and any unfamiliar cooking appliances. If in doubt, ask your representative or an appropriate member of staff.

**Children**

Children must be supervised by you at all times, especially near water, on balconies or in unfamiliar buildings and surroundings.

**Stomach Upsets**

It is still a relatively common occurrence to suffer gastric illness when travelling abroad and being exposed to a different environment. There are many ways you can reduce the possibility of being affected, such as, not eating undercooked food, avoiding ice in drinks, ensuring you drink plenty of bottled water and avoid over exposure to the sun.

**Out & About**

Due to rough terrain and uneven surfaces, we recommend that you are extra careful and vigilant when visiting temples and other sites of interest and when crossing roads. Crimes against people and property are a fact of life throughout the world and you have the same responsibility for your own safety as you do at home. In some places the local police may not be very cooperative or interested when you report a theft or need insurance confirmation so always take care of your property. It is recommended not to approach cats and dogs and other animals as these may carry the rabies disease which can be passed on through bites and scratches. Please exercise caution before entering the sea, as the seabed is not even and changes in depth. The sea is capable of springing surprises and we have not inspected the beach or seabed for its safety.

**SECTION 4 – YOUR JOURNEY**

**Luggage Allowance**

Please ensure that luggage taken with you is in good condition. We will advise you of the luggage allowance applicable to your flight at the time of booking, this will be confirmed on your e-ticket. Many

airlines charge extra for baggage. Hand luggage can normally be carried, however please check with your carrier prior to travel. For further information regarding your allowances you can contact the airline with which you are travelling. Due to increase security at airports please ensure you are familiar with what is allowed in your luggage please check [www.caa.co.uk](http://www.caa.co.uk).

**Flight Routing**

A direct flight may touch down en-route for re-fuelling, or to pick up and/or drop off passengers. In these instances you are not normally required to disembark and the flight is still considered to be a direct flight - with the exception of the USA where you will disembark and clear customs at your first point of entry. A non-direct flight may require a change of aircraft en-route while a non-stop flight will take you directly to your final destination airport without stopping.

**Non-Smoking Policies**

**Airlines:** All of the airlines featured do not permit smoking on their aircraft.

**Airports:** Some airports also have non-smoking policies; however some do provide designated smoking areas.

**Hotels:** Many of the hotels featured have non-smoking rooms. If you require a non-smoking room, please make your request at the time of booking. These requests cannot be guaranteed.

**SECTION 5 – DRIVING**

**Car Hire Info**

Driving standards in some countries may not be as high as you experience in the UK and rental policies can differ. If you do hire a car during your holiday we recommend that you select reputable companies, preferably those who provide assistance cover in case of breakdown or emergency. Gold Medal Travel Group offers car hire services in many countries, please ask for information.

**Unused Services:** We do not provide refunds for any unused pre-booked services. Any changes you may need to make to your arrangements during your holiday may incur additional charges. If car hire is booked subsequently to booking your package holiday this will not form part of your package and therefore will not be covered under the package rules and regulations.

**SECTION 6 – MEDICAL AND HEALTH REQUIREMENTS**

**Health Precautions**

Health facilities, hygiene and disease risks vary worldwide. You should take health advice about your specific needs as early as possible. Sources of information include the following websites: [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice), [www.hpa.org.uk](http://www.hpa.org.uk) and [www.nathnac.org](http://www.nathnac.org) or your General Practitioner or a specialist clinic.

**Travellers with Reduced Mobility**

**Overseas Accommodation and Overseas Transport Arrangements:** Some overseas accommodation, overseas transport (including transfers) and other holiday services provided overseas are not equipped to cater for the needs of persons with reduced mobility. Furthermore the natural terrain and the layout of some resorts can sometimes make life difficult for wheelchair users. It is therefore important, if you have any disability, that the appropriate enquiries are made about the suitability of particular accommodation, resorts, transport and services, and that you are fully satisfied you have made the correct choice before you book and confirm your holiday. Please contact our Reduced Mobility team on 0800 916 0658 who will be happy to assist. We cannot be held responsible if you fail to tell us about special needs/requirements that will affect your holiday experience and this means we will not compensate you.

**At the Airport & Onboard Your Flight:** If you have a disability, reduced mobility or special need that you require assistance with, either at the airport or onboard the aircraft please let us know as soon as possible. We would like to know if you have a pre-existing medical condition or recent injury, so that we can answer any questions and ensure there are no concerns about your fitness to fly.

**Travelling when Pregnant:** Most airlines enforce strict regulations for expectant mothers. Airlines generally allow expectant mothers to travel anytime up to 24 to 36 weeks into their pregnancy with a covering note from their GP. We strongly advise you to consult your local GP and airline concerned if you plan to travel whilst pregnant.

To contact the Reduced Mobility Team please call 0800 916 0658. (This is a dedicated number for special assistance enquiries and cannot transfer calls to other departments.)

**SECTION 7 – TRAVEL TIPS**

**Maps/Climate Charts**

Maps are to be used as a guide only and are not to scale. Climate information is based on averages.

**Money**

We recommend the purchase of a Cash Passport for the bulk of your holiday money, with a small amount of local currency for initial sundry items. Major credit cards are also widely accepted in all destinations. In some cases local currencies may have to be purchased after arrival or there may be restrictions on the amount you are permitted to buy in advance. We suggest you contact your Travel Agent for details.

**Power & Water Supplies**

In most destinations you will find the supplies of water and power to be extremely reliable; however, in some countries this is not the case and these places may frequently suffer from power cuts and restrictions on the water used.

**Public Holidays**

In Muslim countries, dates of religious festivals are fixed by local sightings of the moon. Ramadan, is a period of fasting and there may be restrictions on drinking alcohol and eating in public. During this period some shops and restaurants may close. Chinese New Year is a major celebration throughout Asia so flights and hotels may be extremely busy during this time. Most ethnic Chinese businesses, including shops and restaurants (but not hotels), may be closed. Please check dates of religious festivals or public holidays before booking your holiday. If you would like to know more about international public holidays and impact of events, please contact the appropriate tourist board or speak to your travel agent.

**FCDO Advice**

The Foreign Commonwealth and Development Office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad. For further information please visit [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice).

**ABTA - The Travel Association**

Gold Medal Travel Group Limited is a member of ABTA with membership number V6805. 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, contact ABTA, 30 Park Street London SE1 9EQ Tel: 0203 117 0500 or look at the website: [www.abta.com](http://www.abta.com)

**Telephone Calls**

To ensure excellent customer service is consistently delivered, telephone calls to UK offices are recorded. Calls to 0871 costs 10p per minute at all times and 0844 cost 5p per minute at all times, from BT fixed lines (mobile and other providers' charges may vary).



# Gold Medal Travel Group – Booking Conditions

We are Gold Medal Travel Group Limited (company registration number 01376076)) (“We”, “us” and “our”) of Lancaster House, Centurion Way, Leyland, Lancashire, PR26 6TX. In these Booking Conditions references to “you” and “your” include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is transferred. A ‘package’, ‘organiser’ and ‘lack of conformity’ have the same meaning as in the Package Travel and Linked Travel Arrangements Regulations 2018 and ‘arrangements’ are all the holiday, tour and other arrangements detailed on your confirmation (including any additions or amendments).

Our obligations to you will vary depending upon whether we package arrangements for you, or act as an agent for another travel supplier. References to packages in these Booking Conditions are to packages for which We are the organiser, and if we sell you arrangements on behalf of another travel supplier as an agent, your contract will be with that supplier, and we shall only have responsibility to you in accordance with section 12(A)(ii) of these Booking Conditions.

### Accuracy of information

We endeavour to ensure the accuracy of all the information and prices in our advertising material. However, occasionally changes and errors do arise and we reserve the right to correct them in such circumstances. You must check the current price and all other information relating to the arrangements that you wish to book before your booking is confirmed. Furthermore, we will not be liable for booking errors which are attributable to you or which are caused by unavoidable and extraordinary circumstances as defined in clause 9.

### 1. Our agreement

You will receive information about the main characteristics of your arrangements before a binding agreement between you and us comes into existence. That information, these conditions together with our Privacy Notice and any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with us. Please read them carefully as they set out our respective rights and obligations. By making a booking, you agree to be bound by all of them. The key terms of our agreement are:-

### Key terms

1. You will enter into a binding contract with us when we issue our confirmation. If you then cancel your arrangements, you will be required to pay cancellation charges up to 100% of the cost of your arrangement, depending on how long before travel you cancel, and/ or the terms and conditions of the suppliers whose services make up your arrangements
2. You can make changes to your confirmed arrangements in certain circumstances. We will make a charge for processing these changes;
3. We may make changes to and cancel your confirmed arrangements but we will provide suitable alternatives and pay you compensation in certain circumstances if we do so;
4. We are responsible for making sure your confirmed arrangements are not performed negligently but there are some limits on and exceptions to this.

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. Subject to the availability of all component parts of your requested arrangements and receipt by your travel agent of all applicable payments, Our agreement becomes binding when we issue a confirmation, either directly to you or via any agent we have authorised to act on our behalf. Please check all details on the confirmation (or any other document issued) immediately on receipt. It may not be possible to make changes to your arrangements later so you should notify us of any inaccuracies in any documentation as soon as reasonably possible after you receive them. It may harm your rights and ability to travel if you don't.

The suppliers whose services make up your arrangements make those supplies in accordance with their own terms and conditions which will also form part of your agreement with us. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

### 2. Payment

You must make payment for your arrangements in accordance with the instructions given by our agent. If we do not receive any payment due in full and on time, we reserve the right to treat your booking as cancelled by you in which case the cancellation charges set out in clause 7 below will become payable.

Any money paid to an authorised agent of ours in respect of a booking including flights is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for as long as we do not fail financially. If we do fail financially, any money held at that time by the agent or subsequently accepted from the consumer by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

### 3. Insurance

It is a condition of our agreement that you are covered by adequate travel insurance for your arrangements. Such insurance as a minimum must cover your losses sustained as a result of cancellation, medical issues, and repatriation in the event of accident or illness. Details of a policy suitable to cover your arrangements are available by contacting your travel agent. If you choose to travel without adequate insurance cover, we will not be liable for any of your losses howsoever arising, in respect of which insurance cover would otherwise have been available.

### 4. Special requests

Special requests relating to your arrangements must be advised to your travel agent at the time of booking. Whilst we will try meet or arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. If we are able to specifically confirm a special request or requirement, we will do so on our confirmation but where requests or requirements have not been so confirmed in writing on our confirmation, a failure to meet them will not be a breach of contract on our part.

### 5. Disabilities and medical problems

Many of the arrangements which we sell are generally suitable for persons with reduced mobility, but if you or any member of your party has any precise medical problem or disability which may affect your chosen arrangements, please provide us with full details before we issue our confirmation. We will only provide precise information on the suitability of the trip or holiday taking into account your needs if you specifically request us to do so. Acting reasonably, if we are unable to properly accommodate your needs, we will not confirm your booking and/or if you did not give us full details at the time of booking, we will treat it as cancelled by you when we become aware of these details.

### 6. The price you pay

We reserve the right to amend the price of unsold holiday arrangements at any time and correct errors in the prices of confirmed arrangements.

The price of your confirmed arrangements is subject to variations which occur solely as a direct consequence of changes in:-

(a) the price of the carriage of passengers resulting from the cost of fuel or other power sources; or

(b) the level of taxes or fees on your confirmed arrangements imposed by third parties not directly involved in the performance of the package, including, but not limited to, tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports. Price variations will be calculated by applying the cost differential we experience as a result of the above factors. Prices may go up or down and we will notify you about any variation by sending you a calculation explaining the variation no less than 20 days before you are due to depart.

If your arrangements are a package, and if that means that you have to pay an increase of more than 8% of the price of your arrangements (excluding any insurance premiums, amendment charges and/or additional services), we will offer you the options in clause 8.

If prices go down as a result of the above factors, we will make a reflective refund, but we will also deduct our administrative expenses from what is offered to you and this may extinguish the value of the refund due.

Also, note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on price due to contractual protections in place.

### 7. Changes and cancellations by you

If you wish to make any changes to your arrangements after they have been confirmed, including if you wish to cancel all or some of them, you must inform us as soon as possible. Your notice requesting a change or cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. We can't guarantee that changes can be met, although we will do our best to assist. Since we incur costs in cancelling or changing your arrangements, all such changes and cancellations will be subject to the charges below. Where we are unable to assist with making a requested change and you do not wish to proceed with the original booking, we will treat this as a cancellation by you.

You may cancel any package arrangements prior to their commencement (following the process outlined above) in the event that i) circumstances amounting to unavoidable and extraordinary circumstances (as set out in clause 9) are occurring at the place where your arrangements are due to be performed or its immediate vicinity; ii) those circumstances make it impossible to travel safely to the travel destination, and; iii) the performance of your arrangements will be significantly affected by those unavoidable and extraordinary circumstances. We will refer to and take into consideration Foreign Commonwealth and Development Office guidance when determining whether your booking is affected. In this event, you will receive a refund without undue delay of any payments made but this the maximum extent of our liability and we regret we cannot meet any other expenses or losses you may incur as a result.

You acknowledge and agree that if the circumstances in question existed at the time you placed the booking, they will not be considered unavoidable nor extraordinary, and accordingly you may not rely upon them should you choose to cancel your booked arrangements between the time you made the booking and the time of travel. All bookings cancelled in such circumstances will be subject to our standard cancellation charges (set out below).

If any member of your party is prevented from travelling, that person(s) may transfer their place to someone else (introduced by you and satisfying all the conditions applicable to the arrangements, including an agreement to these booking conditions) providing we are notified in writing not less than seven days before departure and you pay an amendment fee and meet all costs and charges incurred by us and/or incurred or imposed by us or any of our suppliers. Both you and the person to whom you would like to transfer your arrangements shall be jointly and severally liable for the payment of any balance due and for any additional fees, charges or other costs arising from the transfer. If you are unable to find a replacement, cancellation charges as set out below will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services. For flight inclusive bookings, 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.

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.

### Charges in the event of a cancellation

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim the charges below. We will deduct the cancellation charge(s) from any monies you have already paid to us.

### a. Packages and Accommodation-only

In order to cover our expected losses from the cancellation of the booking there is a set scale of charges which must be paid by you if you or anyone travelling with you cancels. Please ensure you are certain of the fees applicable to your booking by asking us before proceeding to book your arrangements.

### Bookings confirmed from 01 April 2024 onwards

Note: These cancellation charges apply to all bookings, except in circumstances where a booking includes items or services where our suppliers own cancellation charges exceed those shown below. In these circumstances any additional cancellation charges will be advised at the time of booking.

Time we receive your notice to cancel before departure	Cancellation charge (Package Holidays)	Cancellation charge (Accommodation Only)
More than 70 days before departure	Loss of deposit	Loss of deposit*
70 days to 29 days before departure	50% cost of holiday (or loss of deposit if greater)	50% cost of holiday (or loss of deposit if greater) *
28 to 15 days before departure	75% cost of the holiday (or loss of deposit if greater)	75% cost of the holiday (or loss of deposit if greater) *
14 to 0 days before departure	100% cost of the holiday	100% cost of the holiday

\* Accommodation Only: Accommodation booked to coincide with peak periods or special events or when we negotiate special offer rates with our accommodation providers may be non-refundable once booked. Where this applies, you will be advised at 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.

### b. Other Travel Arrangements including Flight-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. Except as described below in respect of car rental, 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. The cancellation charge of flight only bookings will be 100% of the cost of the booking. 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. Refunds will not be paid by us until they have been received by us from the relevant airline or consolidator.

**Car Rental:** There is no charge to change/cancel car hire-only bookings more than 48 hours before departure. Cancellations 48 hours or less before departure will incur 100% cancellation charge. If you fail to cancel your reservation prior to the pick-up time and do not collect the vehicle on the pick-up date, or if you fail to comply with the pick-up terms (please see car suppliers website for full terms and conditions), we reserve the right to make a 'no-show' charge of 100% of the total car rental booking value and un-used or part-used car hire rental will be non-refundable.

### CHARGES IN THE EVENT OF A CHANGE

In the event we can meet your requested change, you will have to pay £50 per person per change as well as any applicable rate changes or extra costs incurred as well as any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers.

**Note:** Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a charge of up to 100% of that part of the arrangements in addition to the charges above.

### 8. Changes and cancellation by us

Where we refer to a 'price reduction' in this clause, we mean that we will give you an appropriate reduction in the price you paid for the arrangements affected for any period during which there was lack of conformity, (unless that lack of conformity is attributable to you). Where we refer to 'compensation', we will pay you appropriate compensation without undue delay for any damage which you sustain as a result of any lack of conformity subject to the limitations and exclusions in section 8 of clause 12.

### CHANGES AND CANCELLATIONS TO PACKAGE ARRANGEMENTS BEFORE DEPARTURE

Most changes will be insignificant and we reserve the right to make them. We will have no other responsibilities to you in respect of any insignificant changes.

Examples of "insignificant changes" made before departure include the following:

- A change of outward departure time or overall length of your arrangements of twelve hours or less.
- A change of accommodation to another of the same standard or classification.

Occasionally we may have to make a significant change to your confirmed arrangements and we reserve the right to do so. A significant change is one where we significantly alter any essential element of your arrangements (other than the price) owing to circumstances beyond our control. Examples of "significant changes" made before departure include, but are not limited to, the following:

- A change of accommodation resort for the whole or a significant part of your time away.
- A change of accommodation to that of a lower standard or classification for the whole or a significant part of your time away.
- A change of outward departure time or overall length of your arrangements of twelve hours or more.
- A significant change to your itinerary, missing out one or more destination entirely.

- Where we or our supplier can no longer fulfil any special requirements that we have accepted and confirmed on our confirmation invoice and this will have a significant impact on your arrangements.
- Where we increase the price of your arrangements by more than 8% of the price of your arrangements (excluding any insurance premiums, amendment charges and/or additional services).

If we have to make a significant change or cancel before departure, we will inform you without undue delay and if there is time to do so before departure, we will offer you the choice of the following options:-

- (i) (for significant changes) agreeing to the changed arrangements,
  - (ii) accepting the cancellation or terminating the contract for the arrangements and receiving a refund (without undue delay) of all monies paid; or
  - (iii) accepting an offer of alternative arrangements of comparable standard from us, if available.
- (In the event that any proposed change or alternative offered results in a reduction or increase in the price you have agreed to pay or an increase or decrease in the quality of arrangements we have agreed to provide, we will also notify you of any price reduction or additional amount due).

You must notify us of your choice within 7 days of our offer. If you fail to do so, we will contact you again, re-iterating the above choices and sums payable or refundable and if you again fail to respond within 7 days, we may terminate the contract and refund all payments made by you without undue delay.

Subject to the exceptions detailed below and where your arrangements are a package, we will where appropriate, pay you reasonable compensation,



subject to the limitations and exclusions in section B of clause 12.

**We will not pay you compensation where:-**

**(i)** we make a significant change or cancel before you have paid the final balance of the cost of your arrangements;

**(ii)** we make a significant change or cancel as a result of unavoidable and extraordinary circumstances as set out in clause 9;

**(iii)** we cancel your arrangements no later than 20 days before they are due to start because the minimum number of participants to run them has not been reached.

**We will not make a price reduction or pay you compensation; and the above options will not be available where:-**

**(i)** we make an insignificant change;

**(ii)** we cancel as a result of any failure by you (including a failure to make payment in accordance with these terms);

**(iii)** where the change(s) or cancellation by us arises out of alterations to the confirmed booking requested by you.

**CHANGES AND CANCELLATIONS TO PACKAGE ARRANGEMENTS AFTER DEPARTURE**

If we become unable to provide a significant proportion of your package arrangements after you have departed, we will try to offer you suitable alternative arrangements of, where possible, equivalent or higher quality than those specified in the contract. If the alternative arrangements we make are of a lower quality than those you originally booked, we will make a price reduction. Where our original agreement included return transport we will also provide you with equivalent transport back to your place of departure without undue delay or additional cost. You may reject the proposed alternative arrangements only if they are not comparable to what we originally promised to provide or if the price reduction we offer is inadequate. Where we are unable to make suitable alternative arrangements or you reject the proposed alternative arrangements in accordance with this clause, where appropriate and only where your arrangements are a package, we will pay you compensation subject to section B of clause 12.

Where we are unable to ensure your return from a package as agreed because of unavoidable and extraordinary circumstances defined in clause 9, we will bear the cost of necessary accommodation if possible of equivalent category for a period not exceeding (a) 3 nights per traveller (exceptions apply in respect of persons with reduced mobility and people travelling with them, pregnant women and unaccompanied minors, as well as persons in need of specific medical assistance, provided that we have been notified of their particular needs at least 48 hours before the start of the package); or (b) where a different period is specified in any passenger rights legislation applicable to the relevant means of transport for your return, for the period specified in that legislation.

The above sets out the maximum extent of our liability for changes and cancellations and we regret we cannot meet any other expenses or losses you may incur as a result of any change or cancellation.

**CHANGES AND CANCELLATIONS TO ALL OTHER BOOKINGS BY THE SUPPLIER**

We will inform you of any changes or cancellations to arrangements we have sold you as agent for other suppliers as soon as reasonably possible. If the supplier offers alternative arrangements or refund, you will need to let us know your choice within the time frame stipulated by the supplier. If you fail to do so the supplier is entitled to assume you wish to receive a full refund. We accept no liability for any changes or cancellations made to your arrangements by the supplier under your contract with them.

**9. Unavoidable and extraordinary circumstances**

Except where otherwise expressly stated in these booking conditions we will not be liable to pay you a price reduction or compensation if our contractual obligations to you are affected by unavoidable and extraordinary circumstances beyond the control of the party who seeks to rely on them which we or the supplier(s) of the service(s) in question could not avoid even if all reasonable measures had been taken. These events can include, but are not limited to war, threat of war, civil strife, terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather, sea, ice and river conditions and all similar events outside our or the supplier(s) concerned control. Advice from the Foreign Office to avoid or leave a particular country may constitute unavoidable and extraordinary circumstances.

Assistance to those travelling on a package in the event of difficulty or unavoidable and extraordinary circumstances

Where you have booked a package, we will provide appropriate assistance without undue delay in the event that you experience difficulty including where you are unable to return to your agreed point of departure because of unavoidable and extraordinary circumstances as set out in this clause 9. Such assistance will extend to providing appropriate information on health services, local authorities and consular assistance; and helping you to make distance communications and to find alternative travel arrangements. We will charge a reasonable fee for such assistance if the difficulty is caused by you intentionally or as a result of your act or omission. In the event such assistance is needed please contact [posttravelcustomerrelations@goldmedal.co.uk](mailto:posttravelcustomerrelations@goldmedal.co.uk) or call 0800 054 6824 or 01772 550 185 (out of hours emergencies-only).

**10. Complaints**

If you experience difficulty or lack of conformity during your holiday, you must inform us without undue delay so that we can take steps to assist you or put things right, if you fail to do so we will be unable to consider any claim for refund or compensation. You should also contact us by emailing [posttravelcustomerrelations@goldmedal.co.uk](mailto:posttravelcustomerrelations@goldmedal.co.uk) or calling 0800 054 6824. If your complaint remains unresolved and you wish to complain further, please send formal written notice of your complaint to us within 28 days of the end of your arrangements, giving your booking reference and all other relevant information. Failure to follow the procedure set out in this clause may affect ours and the applicable supplier's ability to investigate your complaint, and could affect your rights under our agreement.

**11. Your behaviour**

If in our reasonable belief or opinion or in the reasonable belief or opinion of any person in authority, your behaviour is jeopardising the safety of aircraft, people or property therein or good order and discipline on board; or is causing or is likely to cause distress, danger, damage or annoyance to any third party or property, or to cause a delay or diversion to transportation, we reserve the right to terminate your arrangements immediately. In the event of such termination our responsibilities to you will cease and you will be required to leave your accommodation or other service immediately. We will have no further obligations to you and will not meet any expenses, costs or losses incurred as a result. You may also be required to pay for loss and/or damage caused by your actions directly to the applicable supplier prior to departure from the service. If you fail to do so, you will be responsible for meeting any claims and costs subsequently made against us as a result.

**12. Our Responsibility**

Where we refer to a 'price reduction' in this clause, we mean that we will give you an appropriate reduction in the price you paid for the arrangements affected for any period during which there was lack of conformity, (unless that lack of conformity is attributable to you). Where we refer to 'compensation', we will pay you appropriate compensation without undue delay for any damage which you sustain as a result of any lack of conformity subject to the limitations and exclusions in section B of this clause 12.

**A. Our responsibilities differ according to what you have booked:**

**(i) In relation to bookings of Packages**

We accept responsibility as an "organiser" under the Package Travel and Linked Travel Arrangements Regulations 2018. Subject to these booking conditions, if we fail to arrange or perform your package arrangements in accordance with our agreement, we will remedy any resulting lack of conformity. If that is impossible or entails disproportionate costs (taking into account the extent of the lack of conformity and the value of the arrangements affected), we will instead pay you compensation subject to clause B of this clause.

**(ii) In relation to all other bookings**

In respect of all other bookings, we act as agent for other suppliers. We have a duty to select the suppliers and the services making up your booking with us using reasonable skill and care. Except as stated otherwise in these terms, we have no liability to you for the actual provision of the services,

except in cases where it is proved that we have breached that duty and damage to you has been caused. Therefore, providing we have selected the suppliers using reasonable care and skill, we will have no liability to you for anything that happens during the service in question or any acts or omissions of the supplier, its employees or agents.

**Please note in relation to all bookings:**

● It is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

● It is a condition of our acceptance of the responsibility above that you inform us and the supplier(s) concerned without undue delay of the lack of conformity you perceive; and allow us a reasonable period in which to remedy it. Please contact [posttravelcustomerrelations@goldmedal.co.uk](mailto:posttravelcustomerrelations@goldmedal.co.uk) or calling 0800 054 6824.

**B. Limitations and exclusions of responsibilities**

In these terms and conditions, our responsibilities are limited, and our duty to pay compensation is limited and excluded as follows:-

**(i)** We will not be responsible, make a price reduction or pay you compensation for any lack of conformity, injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:-

**(a)** the act(s) and/or omission(s) of the person(s) affected;

**(b)** the act(s) and/or omission(s) of a third party unconnected with the provision of your arrangements and which were unforeseeable or unavoidable; or

**(c)** Unavoidable and extraordinary circumstances as set out in clause 9.

**(ii)** We will not be responsible, make a price reduction or pay compensation:-

**(a)** for services or facilities which do not form part of our agreement or where they are not advertised by us. For example any excursion you book while away, or any service or facility which your hotel or any other supplier agrees to provide for you.

**(b)** for any damage, loss or expense or other sum(s) of any description which on the basis of the information given to us by you concerning your arrangements prior to them being confirmed, we could not have foreseen you would suffer or incur if we breached our contract with you; or that relate to any business.

**(iii)** Any price reduction or compensation that is payable will be calculated taking into consideration all relevant factors for example (but not limited to):-

**(a)** whether or not you have followed the complaints and notifications procedure as described in these conditions. It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaints procedure set out in these conditions.

**(b)** the extent to which ours or our employees' or suppliers' negligence affected the overall enjoyment of your arrangements.

**(c)** deduction that we must make to take account of any money which you have received or are entitled to receive from any transport provider or hotelier for the complaint or claim in question.

(Please also note that where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.)

**Luggage or personal possessions and money**

The maximum amount we will have to pay you in respect of any claim for loss of and/or damage to any luggage or personal possessions or money is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are assumed to have adequate insurance in place to cover any losses of this kind.

**Claims covered by an International Convention**

When arranging transportation for you, we rely on the terms and conditions contained within any applicable International Conventions. The extent of or the conditions under which compensation is to be paid or liability accepted will in all cases be limited as if we were carriers under the appropriate Conventions, which include The Paris Convention (with respect to hotel arrangements). You can ask us for copies of these Conventions.

**Any other claims which don't involve injury, illness, death or damage caused by us or our suppliers intentionally or negligently; or other liability that can't be limited by law**

The maximum amount we will have to pay you in respect of all such claims is three times (twice in the case of arrangements which aren't packages) the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from your arrangements.

**13. Jurisdiction and applicable law**

This contract and all matters arising out of it are governed by English law. We both agree that any dispute, claim or other matter which arises out of or in connection with this contract or your holiday will be dealt with under the ABTA Arbitration Scheme (if the scheme is available for the claim in question - see clause 14) or by the Courts of England and Wales only. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

**14. ABTA**

We are a Member of ABTA, membership number V6805. 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](http://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](http://www.abta.com).

**15. Financial security for our packages**

We provide security for our flight inclusive packages by way of a bond held by the Civil Aviation Authority under ATOL number 2916. In the event of our insolvency, you can contact the Civil Aviation Authority at Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone 0333 103 6350, email [claims@caa.co.uk](mailto:claims@caa.co.uk). When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL certificate. This lists the flight, accommodation, car hire and/or other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. Please check your ATOL Certificate or ask us to confirm what protection may apply to your booking.

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 (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.

We provide protection for our non-flight inclusive package arrangements by way of our membership of ABTA, The Travel Association (ABTA number V6805). If your holiday does not include flights, ABTA will financially protect your package holiday in the same way. In the event of our insolvency, you can contact ABTA at 30 Park Street, London, SE1 9EQ, email [www.abta.co.uk](http://www.abta.co.uk)

If you book arrangements other than a package for which we are the organiser, your monies will not be financially protected by us. Please ask us for further details.

**16. Passport, Visa and Immigration Requirements and Health Formalities**

It is your responsibility to check and fulfil the passport, visa, health and immigration requirements applicable to your itinerary. We can only provide general information about this. You must check requirements for your own specific circumstances with the relevant Embassies and/or Consulates and your own doctor as applicable. Requirements do change and you must check the up to date position in good time before departure.

Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting. For further information contact the Passport Office on 0870 5210410 or visit [www.passport.gov.uk](http://www.passport.gov.uk)

Up to date travel advice can be obtained from the Foreign Commonwealth and Development Office, visit [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

Non British passport holders, including EU nationals, should obtain up to date advice on passport and visa requirements from the Embassy, High Commission or Consulate of your destination or country(ies) through which you are travelling.

We do not accept any responsibility if you cannot travel, or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities.

**17. Flights**

In accordance with Regulation (EC) No 2111/2005 Article 9, we are required to bring to your attention the existence of a "Community list" which contains details of air carriers that are subject to an operating ban with the EU Community. The Community list is available for inspection at [https://ec.europa.eu/transport/modes/air/safety/air-ban\\_en](https://ec.europa.eu/transport/modes/air/safety/air-ban_en)

In accordance with EU Regulations we are required to advise you of the carrier(s) (or, if the carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. We are not always in a position at the time of booking to confirm the aircraft type and flight timings which will be used in connection with your flight. The flight timings and types of aircraft shown on our website, in this brochure and detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your tickets. You must accordingly check your tickets very 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 dispatched - we will contact you as soon as possible if this occurs, but in any event we advise you to check flight times with the airline 24 hours prior to departure. Please reconfirm your flight times for your return journey in case of any change after you have made your outbound journey. Any change in the identity of the carrier, flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions. If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/ the carrier are unable to offer you a suitable alternative the provisions of clause 8 (Changes and cancellation by us) will apply.

Where applicable, under the Denied Boarding Regulation (EU 261/2004), if you have been denied boarding, your flight has been cancelled or it has been significantly delayed, it is the airline's duty to look after you. This means providing food, drinks, and some communications. If you are delayed overnight, this also means a hotel and travel to and from it. Full details of these rights will be published at EU airports and will also be available from airlines. We have no liability to you in these circumstances whatsoever and your claim for this assistance and any compensation must be made directly to the airline. Liability of an airline under EU 261/2004 will not automatically entitle you to a refund of your holiday price from us. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment.

**18. Delay**

We cannot accept liability for any delay which is due to unavoidable and extraordinary circumstances as set out in clause 9. A delay to or cancellation of your transport service does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your transport. However, you may be entitled to claim under the delay section of your travel insurance policy.

**19. Booking Condition Amendments and Right to Refuse Travel Arrangements**

We reserve the right to add, withdraw and/or amend any of our Booking Conditions at any time and without notice and furthermore reserve the right to refuse any booking.