

### Bookings

A deposit of £125 is required with each completed booking form plus the travel insurance premium. Bookings made 8 weeks or less prior to the commencement date of the holiday require full payment made at the time of booking. We do accept late bookings. Any fax or phone charges will be at the client's expense, even if it is impossible, finally, to confirm the arrangements.

### Special Requests

Should you have any special requests, such as specific rooms, seats, or meals on flights, please ensure that details of these are passed on at the time of booking. Please note that whilst all requests are passed on to the supplier, these are subject to availability and cannot be guaranteed.

### Unused Services/Refunds

There are no refunds on unused hotel accommodation nor on partly used escorted tours. Refunds should be reclaimed within 4 weeks of returning to the UK. A £25 administration fee will be levied on unused hotel vouchers. Passengers who cancel hotel reservations while travelling will incur a £25 processing fee in addition to any hotel cancellation fees which may apply. This processing fee will be deducted from any refunds of which you are entitled.

### Hotel Reservations

For clients who are purchasing only hotel accommodation from us for a duration of less than five nights. An administration charge of £25 per package will be made (this does not apply if you are also purchasing flights or tour packages).

### Hotel Ratings

All the hotels featured in the brochure have been specially selected to provide quality and good value for money.

### Hotel Rooms

Except where stated, the hotels and resorts shown in this brochure hold rooms on a 'run of house' basis. This means you may be allocated a room in any part of the property. Please check with reservations for check-in/check-out time for your chosen hotel.

### Double & Twin Accommodation

These are based on sharing twin-bedded accommodation, with an extra roll-away bed. Some luxury hotels do not provide triple or quad accommodation.

### Children

Discounts for children differ for airlines, hotels and tours. Quotations are available on request, if not stated in the brochure.

### Security Deposits

Please note that there may be instances that a security deposit is payable by credit card or in cash locally on some types of accommodation shown within this brochure.

### Travel By Air

All holidays in this brochure, unless otherwise stated, are based upon scheduled flights operated by airlines who are members of IATA, the International Air Transport Association. All passengers travel under the conditions of carriage of the airline concerned, details of which are printed on their ticket. As an alternative you may be offered a Charter. The airline schedules shown here are those known at the time of going to press and therefore subject to change. Where we show a fare for a flight from one point to another this does not indicate that this is a direct or non stop service. We are not always in a position to confirm the airline(s), aircraft type(s) and airport(s) of destination which will be used in connection with your chosen holiday arrangements. Where this information is provided at any stage, it is subject to change. Any such change will not be a 'significant' change entitling you to cancel or change to other holiday arrangements without paying our normal charges. The flight timings given in this brochure and on booking are for guidance only and are

subject to change. Up-to-date flight times (which are also subject to change) will be shown on your ticket. Please ensure you check them immediately upon receipt for this information. This brochure is our responsibility and in no way commits any of the airlines mentioned in it.

### Driving Times & Distances

All driving times and distances are approximate and subject to road conditions.

### Tipping

Service charges are not normally included in restaurant bar bills. Luggage carrying, room service, bar bills and drivers also requires a small tip at your discretion.

### Passports, Visas, Health

Please refer to Booking Conditions.

### Free Luggage Allowance

On scheduled Airlines, 20Kgs (economy), 30Kgs. Height, plus length, plus width of the cases together must not exceed 106 inches. A small bag is allowed as hand luggage but you should check with the individual airline. On charter flights and sea plane transfers these vary please contact us for details.

### Validity Of Tickets

Return tickets are valid only for the dates and routings specified thereon unless authorised in writing by the Company or an air carrier. No liability can be accepted by the Company for missed connections due to weather, mechanical failure or otherwise. Should you miss your outward or homeward flight you may be asked to purchase a ticket for the first available date. The carrier may, however, entirely at their discretion, carry you on the next available flight without extra charge.

### Complimentary Features

All complimentary bonus features provided by hotels are subject to change without notice. Complimentary features are nonrefundable in the event the hotel fails to provide any features published which are not used.

### Travel Documents

Tickets and travel documents are normally issued 10 to 14 days prior to departure. Please check timings very carefully. We use the 24-hour clock system. It is possible that some timings have been changed since publication of the brochure and the issue of the confirmation/invoice. Where late bookings/payments are involved (i.e. within two weeks of travel) a fee may be charged where special methods of despatch are required to guarantee document delivery.

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### Airport/Government Taxes

If you are purchasing flight only or a flight plus other ground arrangements, the taxes will be quoted separately and added to your invoice. Please note that some airport taxes cannot be paid with your ticket but are paid locally at the point of onward or return travel. Such as the Tourism Development Fee, subject to change. All Airport/ Government taxes are subject to change and unfortunately we will have to invoice you for any increases.

### Local Environment

The development of a country must continue around the tourist trade. This means that in some resorts or cities there

can be continual building work. We can not anticipate when construction work is likely to happen. Noise may be generated by traffic, wildlife or any local events. Please remember that your holiday destination is the home of a community for whom working and living must continue. Please note that Dubai is currently undergoing extensive growth and development, whilst we do not believe that this will inconvenience any of our customers, we would like to ensure that all customers take this into account prior to booking.

### Complaints

Complaints must be brought to the attention of the relevant supplier and our local representative at the time. It is not reasonable to pursue a complaint without giving the supplier the opportunity to rectify the problem when it occurs. If you still remain dissatisfied you must notify us in writing within 28 days of return. We regret we cannot accept liability in respect of any complaint or claims which are not notified to us in accordance with this clause.

### Proposed Consumer Levy

At time of printing, we have been advised of the possibility that a consumer levy may be introduced in order to provide additional financial protection for holiday and travel arrangements. Any such levy is likely to be in the region of £1.00 or £2.00 per person. If a levy is introduced, we reserve the right to pass it on in full in respect of all bookings. The surcharge provisions set out in clause 2 'Your Holiday Price' will not apply in this situation.

### Security Surcharge

Most airlines are now imposing a charge for extra security at airports and on flights. This surcharge will be around £2.50 but is subject to change.

### Data Protection

Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers for your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us, such as details of disabilities or dietary/religious requirements. If we cannot pass on this information to the relevant suppliers, whether within the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed onto the relevant persons. Full details of our data protection policy are available upon request.

The Foreign & Commonwealth office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad.

For further information please visit [www.fco.gov.uk/knowbeforeyougo](http://www.fco.gov.uk/knowbeforeyougo) or telephone 0870 606 0290. Alternatively you can contact ABTA's Travel Information line on 0901 201 5050 (calls are charged at 50 pence per minute).