

BOOKING CONDITIONS : Your contract is with TRAVELPACK MARKETING & LEISURE SERVICES LTD, a member of ABTA.

Our Booking Conditions sets out clearly and simply the responsibilities, which we at TravelPack have to you and which in turn, you have to us when a contract is made between us. In these Booking Conditions, "you" means all persons named on the booking (including anyone who is added or substituted at a later date). "We" means TravelPack Marketing and Leisure Services Ltd. When signing the booking form for your holiday you will sign on behalf of yourself and others named in your party that you have read, understood and accepted these Booking Conditions and the holiday information provided in our brochures. Our specification of that holiday and our terms are clearly stated in our brochures. Your contract is entered into with TravelPack Marketing and Leisure Services Ltd. These Booking Conditions apply to all holidays sold.

PLEASE ENSURE YOU HAVE READ, UNDERSTOOD AND ACCEPTED THESE BOOKING CONDITIONS PRIOR TO BOOKING AND MAKING PAYMENT FOR YOUR HOLIDAY.

YOUR CONTRACT WITH US

1. You Pay A Deposit When you make your booking you must complete and sign a booking form accepting and understanding that all bookings are accepted subject to booking conditions and pay a deposit of £125 per person or any supplier specified deposit. Accommodation only bookings command one nights accommodation or £50 whichever is the greater per person, whichever the greater. You must also pay applicable insurance premiums if you wish to purchase the insurance we offer. If you book your holiday through an authorised travel agent of TravelPack, any monies you pay to that agent for your holiday will be held by the agent on our behalf until they are paid to us or refunded to you.

2. Holiday Insurance We strongly advise that you should take out insurance to cover you in the event of illness, personal injury or death during the course of your holiday and for cancellation. We recommend that you take out insurance, details of which are contained elsewhere in this brochure, that you may elect to insure elsewhere provided you write the name and contact number of your insurance company and policy number (if applicable) on your booking form. We do not check alternative policies. It is your responsibility to ensure you and all members of your party take out insurance which is sufficient for your particular needs and to arrange additional cover if necessary. Please read your policy before departure and take it with you on holiday.

3. You Pay The Balance The balance of your holiday cost must be received by us at least 8 weeks prior to your departure via the office at which you made your booking. If you make you're booking 8 weeks or less before departure you must pay the full cost at the time of booking. If the balance is not paid in full and on time we will write to you or telephone you to remind you that payment is due. If you have not paid within 7 working days of receiving our reminder, we reserve the right to treat the holiday as cancelled by you, retain your deposit and apply cancellation charges as set out in paragraph 5. "You Cancel Your Holiday".

4. If You Change Your Booking If, after your confirmation has been issued you wish to change your holiday booking we will do our best to help, although changes cannot be guaranteed, provided written notification is received at our offices from the person who signed the Booking Form or their Travel Agent. This must be accompanied by payment of £25 per person to cover administration costs plus any additional costs incurred by us or imposed by any suppliers. These costs can be up to the full value of the booking.

Note: Certain travel arrangements (e.g. Apex Tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

5. If You Cancel Your Holiday You or any member of your party may cancel your holiday at any time provided that the person who signed the Booking Form makes the cancellation to us in writing via the office at which you made your booking. Please note we impose different cancellation charges from those stated below depending on the particular package in question and/or method of transport and/or type of ticket booked (for example Apex tickets) These may be higher than those set out below. Where different cancellation charges apply to your chosen arrangements, we will advise you of these at the time of booking. Depending on the reason for your provided cover cancellation you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned. These charges are calculated on the date we receive your written notification

IF YOU CANCEL YOUR HOLIDAY

Period before departure within which notice of Cancellation or major change is received by us	Amount of cancellation charge
More than 56 days	Deposit Only
Between 31 - 56 days	50% per person
Between 0 - 30 days	100% per person

IF YOU CANCEL HOLIDAYS WITH CHARTER FLIGHTS

Period before departure within which notice of Cancellation or major change is received by us	Amount of cancellation charge
More than 56 days	Deposit Only
Between 45 - 56 days	50% per person
Between 0 - 44 days	100% per person

NOTES IN ADDITION TO THE ABOVE

- (1) We reserve the right to charge any supplier levied cancellation charges if greater than those above or below.
- (2) Only bookings which are subject to the airlines cancellation charges plus an administration fee of £25 per person.
- (3) Hotel Accommodation Only of up to 7 days prior to departure a cancellation fee of £50 or two night's accommodation whichever is greater. Some hotels require higher cancellation charges; please check at the time of booking.

Note: There is no refund on used or partially used Hotel Accommodation or other services booked.

6. If You Have A Complaint If you have a problem during your holiday, please inform our resort representative immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow up within 28 days of your return home completion of your holiday by writing to our Customer Services Department at 73771 Lowlands Road, Harrow, Middlesex HA1 3AW giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you.

It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as to our representative without delay and complete a report form whilst in resort.

If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract and your right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result.

7. Other Items (a) You are responsible for ensuring that you are at the correct departure point at the correct time and we cannot be liable for any loss or expense suffered if you are not. As soon as you receive your confirmation invoice and tickets, please check the details carefully and inform us immediately if any information which appears on the confirmation or any other document appears to be incorrect, as it may not be possible to make changes later. We regret that we cannot accept liability if we are notified of any inaccuracies in any document within fourteen days of our sending it out (five days for tickets). We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so. The only exception to this requirement to meet any costs is where we made the mistake and there is good reason why you did not tell us about it within these time limits.

(b) We reserve the right to refuse a booking or terminate your holiday in the event of unreasonable conduct in the opinion of ourselves or some other person in authority causing or likely to cause damage, distress, danger or annoyance to other clients, employees or any third party or damage to property. In the event of such termination our responsibilities toward the person concerned and their holiday arrangements will immediately cease. Full cancellation charges will apply and we will be under no obligation to make any refund, pay any compensation or meet any expenses or losses you or that person incur as a result. When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct at the time to the accommodation owner or manager or other supplier. If you fail to do so, you will be responsible for any damage or loss subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

(c) PASSPORTS & VISAS British Citizens require a full 10 year British passport with at least 6 months validity after return. A Visitor's passport is NOT accepted. For passports issued after the 5th October 1998 Persons under 16 years cannot travel on their parent's passports and are required to have their own individual passport. If you or any member of your party is not a British citizen or holds a non-British passport, you must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending to travel. It is your responsibility to ensure that you and any in the possession of the correct travel documents. Please check the requirements at the time of booking and in good time before departure. As from 1st October 2003, all visitors intending to travel to or via the USA will be required to present a Machine Readable Passport (MRP). Those travelling without a MRP will need to apply for a valid USA entry visa. From the 27th October 2005 all passports must have a digital photo. This applies to both adults and children. From the 30th of September 2004, under the US VISIT programme all travellers will be digitally photographed and have their index finger digitally scanned on arrival at the passport control.

(d) HEALTH - Requirements are subject to change and passengers are reminded that they are responsible for complying with entry and health requirements in all countries they intend to visit. A Department of Health leaflet (Ref -13) 'A Traveller's Guide to Health' is available on request or may be obtained free from your Doctor, Travel Agent or by phoning 0870 155 5455. Requirements may of course change and all clients must check the up to date position in good time before departure. We regret we cannot accept liability if you are refused entry onto any transport or into any country due to failure on your part to carry the correct documentation. If failure to have any necessary travel or other documents results in such charges, such charges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

OUR PROMISE TO YOU

1. We Reserve Your Holiday A binding contract between us comes into existence when your travel agent confirms your booking to us by telephone, via a website or the internet or in all other cases when we despatch our confirmation invoice. We both agree that any dispute, claim or other matter which arises out of or in connection with your contract or holiday will be dealt with by the Courts of England and Wales only (unless you opt for arbitration under Clause 6 of "Our Promise to You") except if you live in Scotland or Northern Ireland in which case proceedings may be brought in the Courts of your home country. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract governed by the law of Scotland/Northern Ireland as applicable.

2. Your Holiday Price Includes return economy class air travel, overseas transfers, accommodation and meals as specified in the holiday description, plus VAT where applicable. Unless specifically indicated in the holiday itinerary or description contained in this brochure, entrance fees, guide fees, city sightseeing tours and optional excursions are not included in the holiday cost.

CHANGES TO PRICES

We reserve the right to increase or decrease the prices of unused holiday arrangements and correct errors at any time.

PACKAGES ONLY

Once the price of your chosen holiday has been confirmed at the time of booking then, subject to the correction of errors, we will only increase or decrease the price in the following circumstances. Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, if transportation costs or dues, taxes or fees payable for services such as increases/decreases to fuel prices, government imposed fees, landing taxes or embarkation or disembarkation fees at ports or airports increase or decrease. Or our costs increase or decrease as a result of any adverse or favourable exchange rates, which have been used to calculate the cost of your holiday. Even in the above cases we will absorb increases up to a total amount equivalent to 2% of the holiday price, which excludes insurance premiums, and any amendment charges. Only amounts in excess of this 2% will be surcharged. If this means paying more than 10% of the holiday price (excluding insurance premiums and amendment charges) you will be entitled to cancel your holiday and receive a full refund of all money paid to us except for any premium for holiday insurance and amendment charges or altering or purchasing an alternative holiday from us as referred to in clause 3 below ("If we change or cancel your holiday"). We will also pay you compensation as detailed in and in accordance with the conditions set out in clause 3 below. Should you decide to cancel or purchase another holiday from us because of this you must exercise your right to do so within 14 days from the issue date printed on the invoice. Please note a refund will only be payable if the decrease in our cost exceeds 20% as set out below. Where a refund will pay you the full amount of the decrease in our costs. We promise not to levy a surcharge within 30 days of departure. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

FLIGHT ONLY BOOKINGS

Flight only bookings are subject to the terms and conditions of the airline that you are travelling with, please familiarise yourself with these prior to booking. We reserve the right at any time before departure to pass on any increase in cost levied by the airlines. This may increase taxes, fuel cost, government imposed fees, any adverse or favourable changes in the exchange rates.

ALL HOLIDAYS

All prices printed in our brochures are based on the exchange rates at the time of their publication.

We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error. Please note changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking. E & O.E.

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