Fair Trading Agreement

Our fair Trading Agreement 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" mean all persons named on the booking finduling anyone who is added or substituted at a later date". "We" means Travelpack Marketing and Leisure Services tud. When signing the booking form for your holdidy you will sign on behalf of yourself and others named in your party that you have read, understood and accepted this Fair Trading Agreement and the holdidy information provided in this biorchure. Our specification of that holdidy and our terms are clearly stated in this brochure, which was published in November 2006. Your contract is entered into with Travehoack Marketing and Leisure Services tud. This Fair Trading agreement series are creary stated in this brochure, which was published in November 2006. Your contract is entered into with Travelpack Marketing and Leisure Services Ltd. This Fair Trading agreement applies to all holidays sold from this brochure.

YOUR CONTRACT WITH US

Applies to an induse sour holi in its inclutie: VOIR 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 f125 per person, for booking with Celebrink, RCCL or NCL cruises f300 per person, and accommodation only bookings one nights accommodation or 50 whichever is the greater per person or any supplier specified deposit, 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 brahaf 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. Unter comment that you take our insurance, deation of which and afford and for cancellation, unmber of your insurance. Ordensy and policy number (if applicable) on your booking form. We do not check alternative policies. It is your personal policy policy and alternatives of your policy approx policy and the Baharee The baharee of your policy are needed and to arrange additional cover if necessary. Please read your policy before departure and take it with you on holiday.

cover if necessary. Please read your policy before departure and take it with you on holiday. 3. **You Ry The Eduarce:** The balance or your holiday cost must be recived by use tales 8 weeks prior to your departure via the office at which you make your booking. If you make yourre booking is week or less before departure you muy on the full cost at the time of hooking. If the balance is not paid in full and on time we will write to you or telephone you to remind you that balance is not paid in full and no time we will write to you or telephone you to remind you that harges as set out in paragraph 5) "If 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. 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 writem notification is received at our orifices from the person who signed the Booking form or their Travel Agent. This must be accompanied by payment of 225 per person to cover constants up to the full value of the booking. 5. If You Cancel Your Holiday to our any member of your party may cancel your holiday at any time

costs can be up to the full value of the booking. 5. If **Wo 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 and is communicated makes the cancellation to us in writing with bodies at which you made your hooking. Present once, we and/or our suppliers may 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 advies you of threes at the time of booking. Deepending on the reason for your for 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 the date we receive your written notification. notification.

OUR PROMISE TO YOU

OUR PROMISE TO YOU 1. We Reserve Your Holiday A binding contract between us comes into existence when your travel agent continues your booking to us over the telephone, via viewdata or the Internet or in all other cases when we despatch our continuation 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 county. 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.

your contract governed by the law of scoffardNorthern Heland as applicable. 2. Your Holiday Price Holiday prices include all coach travel, accommodation and meals as specified in the holiday discription. As of the 25th September 2006 the Federal Covernment of Canada announced the withdrawal of the Coods and Services Tax (CST) Vistor Rebate Programme. The current rate in Nova Scotta, New Brunswick, Newfoundland & Labador is 14%, in all often provinces of Canada the CST is 6%. For travel up to 31 March 2007 foreign travellers to Canada receive a discount of 100% of this axon holidays that include accommodation only. On certain packages such as Scotted truss, Bail Tours, Self/Dive Tours (excluding cars) Motor Homes and Cars a 50% rebate is applied. Up to this date ewell licknih with estable to you and when signing the booking from you waise your personal right to claim a CST rebate applicable to your holiday package and assign such entitlement to us as the truer operator. This will then enable to to reclaim the tap add by us on your behal' and no thirder refunds will be due to you. For Holiday taken from 1 April 2007 when the Visitor Rebate Programme ends this commissionable. Reservations can only be accepted on this express understanding. In the event this law is not passed then we will not have to charge this tax. Uless specifically indicated in the holiday timerary or description contained in this brochure, entrance

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

ncrease or decrease the prices of unsold holiday arrangements and correct errors

PACKAGES ONLY

at any time. PACKACS ONIX 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 is applicable) will be payable, subject to the conditions set out in this clause. If transportation costs or dues, taxes or frees payable for services such as increases/decreases to fuel prices, government imposed fees, landing taxes or embankation or disembankation fees at ports or airports increase or decrease. Or our costs increase or decrease as a result of any adverse to fuel prices, government we will absoli increases up to a total anount equivalent to 2% of the holiday price (na changes in the exchange rates, which have been used to calculate the cost of your holiday. Teven in the above cases we will absoli increases up to a total amount equivalent to 2% of the holiday price (na capitcable to the introduction CST in Canada), which excludes instance premiums, and any amendment charges. Only amounts in excess of the 2% will be sucharged. 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 alternatively pairbase an alternative holiday form us referred to in clause 3 below ("If we change or cancel your holiday"). We will also pay you compensation us referred to and clause 3 belows (Thi we change or alternatively pairbase and the holiday nou capable it the decrease in our costs exceeds 2% as set out in clause 3 belows. Should you decide to cancel or purchase another holiday from us because of this you must exercise your right to do so within anount of the decrease in our costs. We pomise not love a surcharge within 30 days of departure except in the cace of th except in the case of the introduction of GST in Canada.

Beches II our Obsetexes 2 in a exist we promise not to levy a suchage within 30 days of departure except in the case of the introduction of CST in Canada.
FLIGHT ONLY BOOKINGS
Flight only bookings are subject to the terms and conditions of the airline that you are travelling with. We reserve the right at any time before departure to pass on any increase in cost levels by the airlines. This may be increased taxes, fuel cost, government imposed fees, any adverse or favourable changes in the exchange rate. All prices printed in this brochure are based on the exchange rate and other known costs as at the 1st November 2006, in the former case as set out below.
£1 = \$1,030 LS Dolosan, 51 = \$2,1030 Canadian Dollas.
We reserve the right to correct enros in both advertised and confirmed prices. We will do so as soon as we become aware of the enror. Please note changes and enros occasionally occur. You must check the price of your chosen holiday at the time of booking. **3. If We Change Or Cancel Your Holiday** We start planning the holidays we offer many months in advance. Occasionally, we have to make changes to and occreterors in, the howeve to avoid changes and encored low of the set on the we have to make changes or low of the weight on correct encore in both advertions, we must renew the right to as observe to wate changes and encolidors. **3. If We Change Or Cancel Your Holiday** We start planning the holidays we offer many months in advance. Occasionally, we have to make changes to and correct encores in, the howeve vare force of the set booking on dimense weight of occurs holiday at the set bayas endeavoure to avoid changes and encolidoris ensult of circumsets. We have promise we will only cancel your confirmed booking 8 weeks or less before departure where you have failed to comply with any requirement of these booking onditions entiting us to cancel such as paying on time or owereallerght, we have to make other avoid to be oward advertinge. "Significan

In these is time to us to both changed annangements. (a) Accepting the changed annangements. (b) Purchasing another holiday from us. We will offer you at least one alternative holiday of equivalent price of the original holiday. If this holiday is in fact see sequences that the original one, we will refund the price of the original holiday. If this holiday is in fact see sequences that the original one, we will refund the price of the original holiday. If this holiday is in fact see sequensive than the original one, we will refund the price of the original holiday. If this holiday is not used put holiday holiday holiday holiday is the sequences of the seq

Number of days before departure written notification is received by us	Cancellation Charge per p
More than 60 days	Deposit
60-31 days	50%
30-0 days	100%
Holidays with Charter Flights Number of days before departure written notification is received by us	Cancellation Charge per p
More than 60 days	Deposit
60-45 days	50%
44-0 days	100%

NOTES IN ADDITION TO THE ABOVE We reserve the right to charge any supplier levied cancellation charges if greater than those above or below.
 Flight only bookings 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's greater. Some hotels require higher cancellation charges; check at the time of booking. Note: There is no refund on used or partially used Car Hire, Motor Homes or Hotel Accommodation. A £50 administration fee will also be levied on any unused hotel(car voucher.

A L50 administration lee will also be leved on any unused notel(car voucher. (4) Rocky Mountainer Vacations two day journey purchased on its own. More than 61 days - Redleaf C5150, Goldleaf C5350, Less than 30 days Redleaf, Goldleaf 100%, On full tours full cancellation changes apply as above. On Rocky Mountaineer Vacations Package Tours thit VIA Rail more than 31 days 40%, less than 30 days 100%. On Rocky Mountaineer Vacations Package Tours that include Crizzly Bears of Knight Inlet more than 45 days £165 less than 45 days 100%. (5) Calgary Stampede, purchased on its own, 46 days or over loss of deposit, 45 to 23 days prior to arrival £190, 22 days or less 100%.

(6) Algorquin Log Cabin Retreat and Elmhirst's Outdoor adventure purchased without flights more than 30 days deposit only, 30 days or less 100%.

30 days deposit only, 30 days or less 100%. (7) Alaska Tours, anytime after invoicing 10% of holiday price or loss of deposit whichever is greater, 60-45 days 50%, 44-31 days 60%, 30 days or less 100%. (8) Scenic Tours, if you cancel 75 days or over loss of deposit as stated on pages 24 & 25.

(9) Bear Watching, if you cancel 91 days or over loss of deposit, 90-45 days 40%, 44-30 days 60%, 29 days or less 100%.

(10) Montreal F1 Grand Prix of Canada. If you cancel more than 60 days loss of deposit, 60-46 days 50%, 45 days or less 100%.

Job, 4 Job and Job Canada Tours & FlyIDrives. If you cancel 90 days or over loss of deposit, 89-61 days E175, 60-31 days 50% or 30 days or less 100%. (12) Taliormade holidays & services booked in Atlantic Canada not featured in the brochure a deposit of 50% is required at time of booking. If you cancel anytime up to 31 days 50% or 30 days and less 100%

6. If You Have A Complaint If you have a complaint during your holiday please inform the courier/representative and the supplier of the service(s) in question immediately who will do his/her best to help you straight away. If the matter cannot be resolved to your satisfaction you

(c) In the case of cancelling or accepting the cancellation in which case you will receive a full refund of all monies you have paid to us. If we have to notify you of a significant change or cancel before departure, we will, as a minimum, where compensation is due pay you the compensation payments set unit in the table below depending on the circumstances and when the significant change or cancellation is notified to you. Compensation will not be payable and no lability beyond oriering the above mentioned choices can be accepted where (1) we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care which include but are not limited to those amounting to "force majeure" (see clause 4 bedow) or (2) we have to cancel because the multi notify you no less in a weeks before your schedule departure date. No compensation will be payable were cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time). **Period before departure in which similarest**

Period before departure in which significant

Period before departure in which significant	Compensation payab
change or cancellation is notified to you.	per person
Over 29 days	£10
28-15 days	£15
14-8 days	£20
7.0 days	£25

In all cases, our liability for significant changes and cancellations is limited to offering you the abovementioned options and, where applicable, compensation payments. We regret we cannot pay any expenses, costs or koses incurred by you as a result of any change or cancellation. No compensation is payable for minor changes. A minor change is any change which, taking account of the information you have given us at the time of booking or which we can reasonably be expected to know as a tour consent or us could not anyonable aware to have a cancillation user confined to their or booking or which we can reasonably be expected to know as a tour consent or use could not anyonable aware to have a cancillation to the consent or the constitution. You have confined to the other were supported to account of the aware to have a cancillation the super confined to the other. you have given us at the time of booking or which we can reasonably be expected to know as a tou operator, we could not reasonably expect to have a significant effect on your confirmed holday. Very rarely, we may be forced by "force majeure" (see clause 4 below) to change or terminate your holday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we reger twe will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

trom our suppliers), pay you any compensation or meet any cosis or experses you incut as a result. A. Force Majeure Except where otherwise expressly atted in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is presented or alifected by or you otherwise earlier any damage or toos (as non-fully described in clause 6(1) below as a result of force majeure". In these Booking Conditions, force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, forese or avoid. Such events may include war or threat of war, ind, civil strife, actual or all due care, forese or avoid. Such events may include war or threat of war, ind, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions fire and all similar events outside our control.

Interated terrors a during industrial displate, failural of induced instance, adveste weather continuons, fire and al similar events outside our control. 5. What Happens To Complaints We can normally agree on anicable settlement of the few complaints we receive. However disputs arising out of or in connection with, this contract which cannot be amicably settled may be referred to arbitration, if you so wish, under a special scheme arranged by the Association of Bristis TaveA legares, and administered independently by the Chartered Institute of Arbitrators. The Scheme provides for a simple and inexpensive method of arbitration on documents alone with nestrictive liability on the castomer in respect of costs. Full details will be provided on request or can be obtained from the AFIA website (wwwabla.com). This Scheme does not apply to claims for an amount greater than 55,000 per person. There is also a limit of 25,000 per booking from: Niether does tanply to claims, which include an dement of miniciping, or illness subject to a limit of 1,000 on the amount the Abittator can award per posion in respect of this element. The application for Abitration and Statement of Caim must be ceiceved by the Chartered hostitute of Abitrators within nine months of the date of return from the biblick. Outside this time limit Abitration under the Scheme may still be available if the company agres, but the AHT Acode does not require such agreement.

6. Our Liability To You Please note this clause does not apply to any bookings of one type of service only (e.g. flight only, accommodation or car hire only).

only (e.g. flight only, accommodation or car hire only). (1) We promise to make sure that all parts of the holiday we have agreed to arrange, perform or provide as part of our contract with you are performed or provided with reasonable skill and care. We will accept responsibility if any death, personal nijury, failure or deficiency of your holiday arrangements is caused by any fault of ours, or our agents or suppliers. When we tail about, "tain" above, this means failure by ourselves or our agents or suppliers (as applicable) to use reasonable skill and care in performing or providing the service in question. Please note it is your responsibility to show that reasonable skill and care han ot been used if you wish to make a claim. We will not be responsible for any injury, illness, death, loss (for example loss of eigoment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following -(a) The fault of a thing party not concreted with the provision of your holiday which we could not have

(b) The fault of a third party not connected with the provision of your holiday which we could not have predicted or avoided or

predicted of avvices on (c) An event or circumstance which we or the supplier of the service(s) in question could not have predicted or avoided even after taking all reasonable care (see clause 4 above). (d) The fault of anyone who is not carrying out work for us (generally or in particular) at the time

(d) The fault of anyone who is not carrying out work for us (generally or in particular) at the time. In addition, we will not be responsible where you do not enjoy your holiday or suffer any problems because of a reason you did not tell us about when you booked you holiday or where any problems you suffer did not result from any breach of our contract or other fault of ourselves or, where we were seponsible for them, our suppliers or garets or where any losses, expense, costs or other sum you have suffered relate to any busines. Please note we cannot accept responsible for them, our suppliers or garets or where any losses, expense, costs or other sum you have suffered relate to any busines. Please note we cannot accept responsibility for any services, which do not form part of our contract. This includes, for example, any additional services or facilities are not advertised in our borchure and we have not agreed to arrange them.
(2) The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which your claim or complaint council where the laws individe the previses in question having been properly provided. If the particular services which gave rise to the daim or complaint council having been properly provided. This will be the case even if the services here novide line thus. Knewn (benep properly provided. This will be the case even if the services here novide line thus the exception to this where the claim or complaint concerns the absence of a safety feature, which might lead a reasonable holidaymaker to refuse to take the holiday in question.

must notify us in writing giving us full details within 28 days of the completion of your holiday and this must be to Travelpack at the address shown on the Booking Form. You must quote your booking reference number, holiday number and departure date. If you fail to follow the simple complaints procedure, your right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result.

entitled to may be affected or even lost as a result. 7. **Other tems** (a) You are responsible for ensuing 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 detals carefully and inform us immediately if any information which appears on the confirmation or any other document appears to be incorrect, as in may not be possible to make changes later. We regret that we cannot accept liability if we are not notified of any inaccuracies in any document within fourteen days of our sending it out fike days for titleds. We will do ur best to recitivg any mistake notified to us our sending it out fike days for titleds. We will due our best to recitivg 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.

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 which in the opinion of cuerkees or some other person in authority causing or is likely to cause damage, distress, danger or annoyance to other clients, employees or any third party or damage to properly. In the event of such termination our responsibilities toward the person concerned and their holiday arrangements will immediately cause. 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 must be paid direct or at the time to the accommodation owner or manage or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made agains to titogether with our own and the other party's full legal costs a a result of your actions.

result of your actions. (c) PASSPORTS & VASS British Citizens require a full ten year British passport. 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 ora-ary member of your parky is not al British otizen or holds a non-British passport, your must check passport and visa requirements with the Enthasy or Consultate of the country (ics) to or through which you are intending to travel. It is your responsibility to ensure that you are in the possession of the cornect travel documents. Please check the requirements at the time to booking and good time before departure. As from October 132 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) HEAUTH – Requirements as subject to chance and passeners are reminded that they are

(d) HALTH - Requirements are people to thange and passengers are reminded that they are responsible for complying with entry and health requirements of all countries they intend to visit. A Department of Health lealth (eff (FG 13) K Tareller's Cuide to Health) is available on request or may be obtained free from your Doctor, Travel Agent or by phoning Free phone 0800 555777.

may be obtained the trom your bockor, travel agent or by pronting tree prince usu0.555///. 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 fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

(3) We limit the maximum amount we may have to pay you for any and all claims or parts of claims, which do not involve personal injury, illness or death. Except where loss of and/or damage to luggage or personal possessions is concerned or a lower limitation of liability applies to your claim, the maximum amount we will have to pay you for such non personal injury claims if we are found liable to you on any basis is twice the holiday price (excluding insurance premiums and amendment charges) 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 have not received any benefit at all from your holiday. Where we are found The gine wrong and you have not received any benefit at all mining our notably. Write we are could liable for loss of molfor damage to any loggage or personal possessions fruiduding money, the maximum amount we will have to pay you is £25 per person affected as you are assumed to have taken out adequate insurance at the time of booking. Please also see sub clause 4 below.

(4) Where any claim or part of a claim concerns or is based on any travel arrangements (including the (4) Where any claim or part of a claim concerns or is based on any travel arrangements (including the process of getting) on and off the transport concerned provided by any air say, ail or rand carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any the thermational travel by air and/or for arithmet will have to pay you for that claim or that part of a claim if we are found liable to you on any taxe to pay you for that claim or that part of a claim if we are found liable to you on any toxies is the most we will have to pay under the International Convention which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention, as a mended for international travel by air and/or for arithmets with an operating licence granted by an EU country, the EU Regulation on Air Carrier Liability for national and international travel by sea). When making any payment, we are entitled to deduct any money, which you have received or are entitled to receive from the transport provider or hoteler for the complaint or claim in question.

provider or noteiter for the comparint of caim in question. (5): No unst provide our insures and aureshes with all assistance we may reasonably require. If asked to do so, you must transfer to us or our insurers, any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with our insurers and us if our insurers or we want to enforce any rights, which are transferred.

(6). In the event of delays we will try to minimise the inconvenience to you so far as is possible, practical and appropriate in the circumstance prevailing at the time. However in the majority of cases the airline will arrange extra meals in the event of delay.

(7). Please remember that some amenities (e.g. lifts, swimming pools, etc require servicing or cleaning and we cannot therefore guarantee that they are always available. Some services may also be affected by weather conditions and their availability is entirely at the discretion of the provider of the service.

by weather conditions and their availability is entirely at the discretion of the provider of the service. Theretainment provided by hotels is frequently subject to demand and its nature and/or frequency may be varied if there is a lack of demand or insufficient number staying in the hotel. (8) If you or any member of your party suffers illness, injury or death, through misadventure, as a result of an activity which does not form part of your contracted holiday arrangements, we will provide you with all reasonable assistance. This assistance may include our making a contribution towards your initial win an reasonable assance. The assance in any incluse our making a commodion towards your million legal coasts in taking action against the person(s) responsible providing you request this within 90 days of the incident in question. All assistance (financial or otherwise) is subject to our reasonable discretion and a maximum total cost to us of £5,000 per booking form. If you are entitled to have any costs and expenses arising from such an incident met by or from any insurance policy or if you obtain a costs order against anyone in relation to the incident, you must repay to us the costs and expenses we spend in activity or the supersonable discretion and the supersonable discretion and activity or the supersonable discretion and the supersonable discretion and activity or the supersonable discretion and the supersonable discretion and activity or the supersonable discretion and the supersonable discretion and activity or the supersonable discretion and the supersonable discretion and activity or the supersonable discretion and the supersonable discretion and activity or the supersonable discretion and the supersonable discretion and activity or the supersonable discretion and the supersonable discretion and activity or the supersonable discretion activity or the supersonable discretion and activity or the supersonable discretion activity oreas activity or the sup expense against anye assisting you aditir

7. Conditions Of Carriage Independent suppliers provide many of the services, which make up your holday. Those supplies provide these services in accordance with their own terms and confluions. Some of these terms and confluions may limit or exclude the supplies' liability to you, usually in accordance with applicable International Conventions see clause "Our responsibilitie" (Jause (6 4)). Copies of the relevant parts of these terms and conditions are available on request from us or the uppliers concerned.

8. Special Requests and Medical Problems If you have any special requests, you must ensure it is 8. Special Requests and Medical Problems II you have any special requests, you must ensure it is clearly noted on your booking from at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot promise that any request will be complied with unless we have specifically continmed this in writing. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your Confirmation that special request on your Confirmation that confirmation that appecial request or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.

If you or any member of your party has any medical problem or disability, which may affect your holiday, please, tell us before you confirm your booking so that we can advise as to the suitability of the chosen pranae, et as doctore, by commit your locating 30 due vectoring at the strange of the cristent arrangements. In any event, you must give us full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the fight to decline their neevation or, if full details are not given at the time of booking, cancel when we become aware of these details.

Prices and Brochure Accuracy Please note, the information and prices shown in this brochure may have changed by the time you come to book your holiday. Whilst every effort is made to ensu accuracy of the brochure and prices at the time of printing, regettably errors do occasionally occur. You must therefore ensure you check all details of your chesen holiday (including the price) with your travel agent or us at the time of booking. This brochure is our sole responsibility. It is not issued on behalf of and does not commit any independent organisation/carriers whose services are featured in it.

Safety standards Please note, it is the requirements and standards of the country, in which any services, which make up your holiday are provided which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may sometimes/often be lower.

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