

Sanctuary Spa Holidays Limited: Terms and Conditions

1. Your contract with Us

Your contract is ultimately with **Sanctuary Spa Holidays Ltd.** Our acceptance of your deposit or payment constitutes a contract between us and the party leader (first named passenger) acting on behalf of all passengers in the part and shall be deemed as acceptance of these booking conditions. You are also deemed to have accepted any insurance details associated unless you write to us by return recorded delivery post to state otherwise. No other conditions will apply to this contract unless confirmed by Sanctuary Spas Holidays Limited in writing.

2. Payment of Deposit and Balance of Holiday Cost

The deposit required will depend on the components of the holiday selected. Hotels and Spa Resorts normally require a 35% deposit which is required in cleared funds immediately upon booking, with full and final balance due 10 weeks prior to the commencement date of your holiday. All deposits received in respect of independent travel arrangements will normally be held by us on behalf of the service provider concerned. In the case of flight only arrangements we act as agents for the airline or tour operator, not as a principal, and therefore will require a deposit of £100 per person which will be taken by Sanctuary Spa Holidays Ltd on behalf of the principal. Although a provisional reservation for a scheduled flight may be made on payment of a deposit, confirmation of booking and price can not be guaranteed until final payment for the ticket has been received and the ticket issued.

We cannot make refunds for unused packages, hotel or other vouchers or independent arrangements.

For packages and independent travel arrangements the balance must be paid before the date specified on the travel confirmation which is normally no later than 10 weeks before your departure date. If we do not receive final payment by the due date then we and/or the provider of the services in question reserve the right to treat your booking as cancelled by you and cancellation charges will be applicable as detailed in section 5 below.

Full payment will be required for all bookings made within 10 weeks of departure.

3. The price of your holiday

Unless otherwise stated, all prices on our web site are based on two people sharing a twin or double bedded room. There will normally be supplements for single travellers and there may be reductions for three people sharing a room. For an accurate costing please phone one of our travel advisors for a tailor-made quote.

The price of your holiday is subject to surcharges on the following items: governmental action, currency, aircraft, fuel, overflying charges and airport charges. Even in this case we will absorb an 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 but where a surcharge is payable there will be an administration charge of 50p.

If this means paying more than 10% of the holiday price you will be entitled to cancel your holiday with a full refund of all monies paid, except for any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this you must exercise your right to do so within 14 days from the issue date printed on the invoice. Any surcharges will be notified to you no later than 30 days prior to departure.

In exchange for this guarantee we will not make any refunds in the event of a favourable variation to currency rates. However, should the Government decide to impose a consumer levy this will not be covered by our guarantee and you will be advised of the amount payable. In the case of independent travel arrangements including flight only whilst every effort is made to avoid surcharges, service providers have the right to increase prices and to surcharge at any time and we reserve the right to pass these on to you in full.

4. Insurance

Please note that it is your responsibility. We would strongly advise you to ensure you are adequately insured before taking any holiday.

5. Your Financial Protection

When you buy an ATOL protected air holiday package from us you will receive a Confirmation Invoice from us confirming your arrangements and your protection under our Air Travel Organiser's Licence number 9961. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk

6. What's included in the price of your holiday?

- o Return flights (if appropriate).
- o All UK airport and security charges but not all overseas departure taxes.
- o A free baggage allowance for your journey which we will be dependant on the airline, destination and class of travel. Please check at the time of booking.
- o UK VAT on certain holidays within the EC.
- o Accommodation (if appropriate)

7. Can you make changes to your booking?

Should you wish to make any changes to your holiday booking after it has been confirmed, you must send your request to us in writing signed by the person who made the booking. This request must be accompanied by an amendment fee of £30 per person. Whilst we will endeavour to meet any such request, we cannot guarantee we will be able to do so. However in the event that you are wishing to vary your flight details, you must consult with us to establish the cost which varies according to airline, type of change and departure date.

Any request to make changes must be received not less than 8 weeks before departure. Any request for changes received less than 8 weeks before departure will be treated as a cancellation of the booking by you and the cancellation charges set out below will then apply. Any new arrangements subsequently made will be treated as a new booking.

Where the size of the party is changed, the price for the rest of the party members will be recalculated on the new party size if applicable. Providing a name change is provided to us before this will be treated as an amendment and incur the appropriate fee except in the case of scheduled flights where they will almost always levy 100% cancellation charge.

Please note that we cannot make any refunds for unused car hire or hotel vouchers etc irrespective of what you are told by the local car hire company or hotel management.

Car hire and hotel vouchers are only valid for the exact services for which they are issued. Please read carefully any vouchers sent to you as they contain useful information.

8. Changes by Us

As your holiday/flight arrangements are made many months in advance, it may occasionally be necessary to make changes to holiday/flight details both before and after booking and we reserve the right in our discretion to do so. Most changes will be minor ones, but in the event of a significant change, we will inform you (if there is time to do so) before departure. A significant change is defined as an alteration or change made before departure which involves a change of outward or return flight time greater than 12 hours, a change of UK airport (except between Luton, Stanstead, Gatwick and Heathrow) to one which is more inconvenient for you, change of resort airport, or a change of accommodation to one of a lower official classification, or in a different resort.

In the event of a significant change, you will be offered the choice of:-

- Accepting the altered arrangements or
- Purchasing another holiday from us (and paying or receiving a refund in respect of any price difference) or
- Cancelling your holiday and receiving a prompt refund of all monies paid.

In addition, if we are forced to make a significant change, we will pay you compensation on the scale set out below except where the change was made 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' as defined in the important note below.

Please note that no compensation is payable in respect of minor changes and no other claims for compensation or expenses will be considered.

Please further note we reserve the right to substitute alternative airlines and/or aircraft to those shown in our brochure and such a change will not be a significant one entitling you to cancel without payment of the normal cancellation charges.

9. Cancellations by You

Should you wish to cancel your booking, you must notify Sanctuary Spa Holidays Limited in writing, signed by the person who made the original booking, as soon as possible. Any such notification must be sent by recorded delivery if posted. Notification of cancellation will only be effective on the date it is received at our offices. As we begin to incur costs from the date your booking is confirmed, we must levy cancellation charges to cover the charges passed onto us by our suppliers or the charges within the cancellation grid below, whichever is the highest. This is to compensate for the expense of processing your booking and for the risk that we may not be able to resell the flight/holiday. For scheduled flights the charge will almost always be the full amount paid except for regular full fare tickets with no cancellation restrictions where an administration fee will be charged.

Period before departure within which written notification of cancellation is received by us	Cancellation charge per person cancelling
More than 70 days	Deposit only
69 - 43 days	60% of holiday cost
42 - 29 days	70% of holiday cost
28 days or less	100% of holiday cost

NB: You may be able to recover these cancellation charges from your insurance company if the reason for your cancellation falls within the terms of your insurance policy.

10. Cancellations by Us

Occasionally, it is necessary to cancel holiday/flight arrangements and we reserve the right in our absolute discretion to do so. However, we will not cancel after the date the final balance of your holiday falls due unless you default in payment or we are forced to do so 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 such as those mentioned in the important note below. If we do cancel (other than due to your default in payment) we will offer you the choice of an alternative holiday/flight of comparable standard if available (with you paying or receiving a refund in respect of any price difference) or a full refund of all monies paid.

11. Important Note

We cannot accept liability, or pay any compensation, where we are forced to cancel, curtail, delay or in any way change your holiday/flight or where the performance or prompt performance of our contractual obligations is prevented or affected in whole or part as a result of circumstances amounting to 'force majeure'. Such circumstances include war or threat of war, riot, civil strife, industrial dispute, epidemics or health risks, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, technical problems with transport, closure or congestion of airports, cancellations or changes of schedules by scheduled airlines, government action or advice and any or all similar circumstances outside our control.

12. Our liability to You

o **Quality**

We accept responsibility should the services which we are contractually obliged to provide prove deficient or not of a reasonable standard expect where injury or illness results, dealt with below. So far as services provided by airlines or sea carriers are concerned, our liability is however limited as if we were carriers within the appropriate international conventions. This clause is subject to force majeure and the other terms of these booking conditions including the 'exceptions' listed in the following paragraph.

o **Personal injury connected with your holiday arrangements**

We accept responsibility should you or any member of your party suffer death, injury or illness as a result of any failure to perform or improper performance of any part of our contract with you by any of our employees, agents, suppliers or sub- contractors providing they were at the time acting within the course of their employment; except where the failure to perform or improper performance was due to the 'exceptions' namely:-

- your own acts and/or omissions or
- those of a third party not connected with the provision of your holiday arrangements and which were unforeseeable or avoidable or
- an event which either ourselves or the supplier of the services in question could not have foreseen or forestalled even with all due care.

In addition, please note that in the case of services provided by air or sea, our liability is limited as if we were carriers within the appropriate international conventions.

It is however a condition of our acceptance of liability that you notify us of any claim in writing within 28 days of your return from holiday and, where any payment is made, that you assign to ourselves and/or our insurers any rights you may have to pursue any third party. In addition, you must give Sanctuary Spa Holidays Limited and our insurers your full co-operation.

- **Personal injury not connected with your holiday arrangements**
If, through misadventure, you suffer illness, personal injury or death from an activity which does not form part of your holiday arrangements, we shall still give every assistance including, at our absolute discretion, advice and initial financial assistance to take legal action against a third party up to a total maximum cost to ourselves of all assistance provided (whether monetary or otherwise) of £5,000 per booking form. Assistance must however be requested within 90 days of the date of misadventure. In the event of there being a successful claim for costs against a third party or a suitable insurance policy or policies in force, we will, however be entitled to recoup from you the costs we actually incur.

Please note that animals are not allowed in any of our accommodations.

13. Information accuracy

In the event of any conflict or inconsistencies between these Booking Conditions and anything stated elsewhere in a brochure or by a member of staff, or elsewhere, these Terms and Conditions shall prevail.

We have made every effort to ensure that all the information we provide is correct at the time of giving it. However, you will appreciate that we do not own the accommodation, airlines and other facilities that you will be using. Although we have described these as accurately as possible we cannot be held responsible for any other subsequent alterations made.

There may be occasions, particularly in low season, when some facilities may temporarily be withdrawn. If we receive prior notification of these we will inform you. Services provided by staff in resort, if applicable, are subject to local regulations and staff availability.

14. Complaints procedure

We sincerely hope you will not experience any problems with our services. If you do however, you should contact the representative or agent immediately as it is likely they will be able to resolve any problem on the spot. If the problem cannot be resolved, your party leader should complete a report form which is normally available from the representative. You should then write to us quoting your booking reference and giving full details of your complaint within 28 days of your return from holiday. We will acknowledge your letter within 14 days with a full reply following within 28 days unless we have been unable to investigate your complaint within this time in which case a detailed explanation for the delay will be provided and a full reply sent in any event within 56 days.

We regret we cannot accept liability for any complaint of which we are not notified in accordance with the provisions of this clause.

15. Arbitration

In the unlikely event that we are unable to resolve any complaint amicably, you may if you wish refer the dispute to arbitration under a special scheme, which though devised by arrangement with the Association of British Travel Agents, is administered quite independently by the Chartered Institute of Arbitrators. The scheme, details of which can be supplied on request, provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The scheme does not apply to claims for an amount greater than £5000 per person. There is also a limit of £25,000 per booking form. In addition, it does not apply to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness, but claims with an element of injury not exceeding £1000 may be entertained. If you wish to make use of the scheme, written notice requesting arbitration under this scheme must be made within 9 months after the scheduled date of return from holiday but may in exceptional circumstances be offered outside this period. Full details are available from the Association of British Travel Agents, 68/71 Newman Street, London. W1P 4AH.

16. Circumstances that may result in your holiday being terminated

We reserve the right at our absolute discretion to terminate without notice the holiday arrangements of any customer whose behaviour is such that it is likely, in our opinion or that of any airline pilot or any other person in authority, to cause distress, danger, damage or annoyance to any of our other clients, employees, any third party or to property or if you are, or appear to be, unfit to travel by reason of intoxicating liquor, misuse of drugs or otherwise. In these circumstances, our responsibility for your journey or holiday, including any return flights thereupon ceases. Full cancellation charges will apply and no refunds will be given. Furthermore, we shall then be under no obligation whatsoever to pay you any compensation or meet any costs or expenses you may incur as a result.

17. Special requests

If you have any special requests, please inform us as soon as possible in writing. Although we will endeavour to meet any such requests, we regret we cannot guarantee to do so. Special requests cannot be accepted for late offer holidays.

18. Disabled Clients

We are not a specialist disabled holiday company, but we will do our utmost to honour any special requirements you may have. Before making a booking we will need to know if you have any medical/physical/mobility needs which might affect how and if we can deliver all your chosen holiday services. These needs may affect your flight, transfers or the suitability of your chosen accommodation or other aspects of your holiday. We would ask therefore that you advise us of any special needs/requirements to us in writing before making a reservation. Please note that this will not guarantee your needs will be met. It will however enable us to check the suitability of your chosen holiday based on the information supplied by you. We cannot be held liable if you fail to tell us about any special requirements that may affect the quality of your holiday.

19. Flight Timings

The flight timings quoted are for general guidance only and are subject to change. Latest timings will be shown on your confirmation invoice but updated information will if necessary be provided by way of the ticket or itinerary or by way of further confirmation or notification and you must read these very carefully to ensure you have the correct flight times.

You must in addition ensure you read and observe the instructions sent with your tickets for reconfirming your return flight. Generally, you will need to reconfirm by telephoning the airline or the airport two working days before the date of your return flight.

20. Check in Times

Generally, you will need to check in at least three hours before departure. If you fail to do so, you are likely to be refused admission to the flight. In the event of your being refused admission to any flight or destination, country, or U.K. on return by the airline or any government authority, we will not be under any liability to you and will not be able to assist you. In the event of our being able to make alternative travel arrangements for you, you will be responsible for meeting all costs involved.

21. Carrier's Conditions

Please note that the relevant carrier's conditions of carriage will apply in the case of all air or sea travel some of which may limit or exclude the Carrier's liability to you, often in accordance with international conventions. Copies of these conditions of carriage are available for inspection at our offices. Please further note that, by our contract with you, we do not enter into an agreement for carriage by air but rather we only undertake to reserve seats on board one of the airlines mentioned in our brochure or such other airlines as may be substituted.

22. Outward and return tickets

Both the outward and return portions of your ticket must be used. If you do not use the outward portion, you will not be allowed to utilise the return portion.

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24. Infants

To be classed as an infant in accordance with the Air Navigation Regulations, a child must be under 2 at the date of return travel. At present, an infant is permitted to travel on an adult's lap or, if between 6 months and 2 years old at the date of return travel, in a car seat. If travelling in a car seat, the infant will occupy its own seat and will therefore be liable to pay a child's price for that seat. Any car seat used must be approved by the airline and it is your responsibility to ensure that your particular seat is acceptable. Please therefore check this point with us at the time of booking.

25. Passports, Visas and health requirements

While we provide basic advice to UK citizens regarding passports and visa requirements clients not holding passports marked British Citizen should check with their Embassy or Consulate. You must make sure you have all the necessary valid travel and health documents to comply with the requirements of the country you are visiting.

26. Luggage

We cannot accept responsibility for any loss or damage or delay to your luggage unless directly caused by the negligence of one of our employees.

27. This contract

This contract shall be deemed to be made at the Registered Office of Sanctuary Spa Holidays Limited, 1 Kings Court, Harwood Road, Horsham, West Sussex RH13 5UR and is subject to English Law and the jurisdiction of the Courts of England and Wales.

Notes

1. Where the commission received by Sanctuary Spa Holidays Ltd from a supplier is insufficient to cover costs, a booking fee will have been included in the price quoted.
2. Where an outstanding balance is not received by the due date we reserve the right to charge a fee to cover the costs of the additional administration, credit control and postage that is incurred.

Data Protection

We comply with all legislation currently applicable for the Data Protection Act. However should you wish not to receive promotional material from us, please email info@sanctuaryspaholidays.co.uk or telephone 0870 9079 604

Conditions of Contract and Important Notices for Scheduled Air Services

Advice to international passengers on limitation of liability

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of origin are advised that the provision of a treaty known as the Warsaw Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For such passengers on a journey to, from or with an agreed stopping place in the United States of America, the Convention and special contracts, for death or personal injury to passengers is limited in most cases to proven damages not to exceed US\$75,000 per passenger, and that this liability up to such limit shall not depend on negligence on the part of the carrier. For such passengers travelling by carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the carrier for death or personal injury to passengers is limited in most cases to approximately US\$10,000 or US\$20,000.

The names of carriers, parties to such special contract, are available at all ticket offices of such carriers and may be examined on request. Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under the Warsaw Convention or such special contracts of carriers. For further information please consult your airline or insurance company representative.

Note: the limit of liability of US\$75,000 above is inclusive of legal fees and costs except that in the case of a claim brought in a state where provision is made for separate award of legal fees and costs, the limit shall be the sum of US\$58,000 exclusive of legal fees and costs. This is a notice required by order 69-2-65 of the US DOT. It does not reflect the provisions of the Montreal Convention 1999 which may apply to your journey. No representation is made as to the accuracy or its contents.

Notice of baggage liability limitations

Liability for loss, delay or damage to baggage is limited unless a higher value is declared in advance and additional charges are paid. For most international travel (including domestic portions of international journeys) the liability limit is approximately US\$20.00 per kilo for checked baggage and US\$400.00 per passenger for unchecked baggage. For travel wholly between US points. Federal rules require any limit on an airline's baggage liability to be at least US\$1,250.00 per passenger. Excess valuation may be declared on certain types of articles. Some carriers obtained from the carrier.

Notice

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw or Montreal Conventions may be applicable and the Conventions govern and may limit the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed 'Advice to International Passengers on Limitation of Liability' and ' Notice of Baggage Liability Limitations'

Conditions of contract

1. As used in this contract 'ticket' means this passenger ticket and baggage check, or this itinerary/receipt as applicable, in the case of an electronic ticket, of which these conditions and the notices form part, 'carriage' is equivalent to 'transportation', 'carrier' means all air carriers that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage, 'electronic ticket' means the Itinerary

/Receipt issued by or on behalf of Carriers, the Electronic Coupons and, if applicable, a boarding document. 'Warsaw Convention' means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12th October 1929, or that Convention as amended at the Hague, 28th September 1955, whichever may be applicable. Montreal Convention means the Convention for the unification of certain rules for International Carriage by Air signed at Montreal 28 May 1999.

2. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention or Montreal Convention unless such carriage is not 'International Carriage' as defined by that Convention. For carriage wholly within the UK the provisions of the Carriage by Air Act 1961 and Order made thereunder apply.
3. To the extent not in conflict with the foregoing, carriage and other services performed by each carrier are subject to (i) provisions contained in the ticket (ii) applicable tariffs; (iii) carrier's conditions of carriage and related regulations which are made part hereof (and are available on application at the offices of carrier), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.
4. Carriage pursuant to this ticket is subject to the following: that (a) the flight(s) in respect of which this ticket is issued is/are in all respects subject to the provisions, obligations and conditions of such Charter agreement between the carrier and such charterer relating to the flight(s); (b) the holder of the ticket or itinerary or Itinerary/Receipt is duly qualified and entitled to be carried as a passenger upon the charter flight in question in accordance with all governmental and aviation regulations thereto and with any applicable provisions of such Charter Agreement; (c) all obligations of the charterer to the carrier in the terms of the Charter Agreement and otherwise and by the ticket or itinerary/receipt holder to the charterer having been duly implemented.
5. Carriers name may be abbreviated in the ticket; the full name and its abbreviation being set forth in carriers' tariffs, address shall be the airport of departure shown opposite the first abbreviation of the carrier's name in the ticket; the agreed stopping places are those places set forth in this ticket or as shown in carriers timetables as scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.
6. An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its Agent.
7. Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives.
8. Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage moving in international transportation complaint must be made in writing to carrier forthwith after discovery of damage and, at the latest, within seven days from receipt; in case of delay, complaint must be made within 21 days from the date the baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.
9. This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in carrier's tariffs, conditions of carriage, or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.
10. Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and from no part of this contract. Carrier may without notice substitute alternate carriers or aircraft and may alter or omit without notice. Carrier assumes no responsibility for making connections.

11. Passenger shall comply with Government travel requirements, present exit, entry and other required documents and arrive at airport by time fixed by carrier or, if no time is fixed, early enough to complete departure procedures.
12. No agent, servant or representative of carrier has authority to alter, modify or waive any provision of this contract.
13. Certain governments forbid interchanging on charter flights, this means that you must travel both ways with the same party regardless of how many trips your group has booked. The carrier cannot entertain requests for changes on return flights or be held responsible for passengers either missing flights or wanting to return earlier than planned for any reason whatsoever.

Notice of Government and Airport imposed taxes, fees and changes

The price of this ticket may include taxes, fees and charges which are imposed on air transportation by government authorities and airports. They may represent a significant portion of the cost of air travel and are included in the fare. You may also be required to pay taxes or fees or charges not already collected.

Overbooking of Flights

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, any person denied boarding involuntarily is entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. Some airlines do not apply these consumer protections to travel from some countries although other consumer protections may be available. Check with your airline or travel agent.

Check-in Times

Generally, you will need to check in at least three hours before departure or where you can, check in online to secure the best seat. If you fail to do so, you are likely to be refused admission to the flight. In the event of your being refused admission to any flight or destination, country, or U.K. on return by the airline or any government authority, we will not be under any liability to you and will not be able to assist you. In the event of our being able to make alternative travel arrangements for you, you will be responsible for meeting all costs involved.

Dangerous Articles in Baggage

For safety reasons, dangerous articles must not be packed in checked or carry-on baggage. Restricted articles include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, infectious substances, and briefcases with installed alarm devices EU notice requirement (for EU countries only) Regulation (EC) No.889/ 2002 NOTICE

Limits of Liability

The applicable limits of liability for your journey operated by your contracted air carriers are as follows:

1. There are no financial limits for death or bodily injury and the air carrier may make an advance payment to meet immediate economic needs of the person entitled to claim compensation;
2. In the case of destruction, loss of, or damage or delay to baggage, 1,000 Special Drawing Rights (approximately EUR1,230) and, if the value of your baggage is greater than this limit, you should inform the carrier at check-in or ensure that it is fully insured prior to travel;
3. In the case of delay to your journey, 4,150 Special Drawing Rights (approximately EUR 5,100).

Passports & Visas

Passports

British citizens require a full passport for overseas travel which must be valid for at least 6 months after departure from this country. Furthermore, if you are travelling on an E-ticket, you must take your Travel itinerary with you.

Avoid stressful, last-minute panics by making sure that your passport and any visas required are valid well in advance. Failure to obtain and present correct travel documentation at check-in may result in the airline being unable to allow you to travel. Customers are encouraged to keep a photocopy of their passport separate from their passport. This will assist in the issue of a temporary passport in the event of the passport being lost whilst on holiday.

For further details contact the Passport Office, Clive House, 70 Petty France, London SW1H 9HD tel: 0870 5210 410 or your regional Passport Office or visit www.ukpa.gov.uk.

Passports for Children (Excluding USA)

All children who are not already included on a valid ten-year passport need to hold their own passport if they are to travel abroad. This includes new-born babies.

Children who are already included on an existing passport may continue to travel with the passport holder until one of the following occurs;

1. The child reaches the age of 16
2. The passport on which the child is included expires
3. The passport on which the child is included is submitted for amendment.

Please note: Children cannot be re-added to passports which are submitted for amendment. In these circumstances, you will need to apply for separate passports for any children who were previously included on your passport.

Most airlines do not accept anyone under the age of 16 travelling alone.

Some countries have an immigration requirement for a passport to remain valid for a minimum period beyond the date of entry to the country. If your passport is in its final year of validity, you should check with your travel agent or the authorities of the countries you intend to visit before making any travel plans.

Name changes

The initial and surname on your ticket must match those on your passport or you may not be allowed to travel and insurance cover may be invalid. Any member of your party who has changed his or her name between booking and departure (e.g., newly-weds) must notify us immediately so that a ticket can be issued in a new name. If there's no time to amend the passport, please carry the marriage certificate or deed poll for presentation with the passport.

Visas

As visa requirements may change at any time, it is important to check, within six weeks of departure, the visa requirements for the countries you are travelling to or via with the relevant Consulate or Embassy or refer to www.fco.gov.uk/travel.

Please allow enough time prior to departure for the documentation to be processed by the Consulate.

Travel to the USA (or via and including transits)

All airlines that operate to the USA are now legally required to provide the US border control agencies (specifically the US Customs Service) with access to passenger information held by the airline. Any British citizen who was born in the US should contact the US embassy before travel as additional documentation may be required.

Many British citizens are eligible to enter (or transit via) the United States without a visa under the Visa Waiver Programme (VWP) provided they meet certain criteria. A US Visa is required however, for stays over 90 days. Please refer to usembassy.state.gov for full details of the programme.

The US Visa Waiver Programme requires adults and children and infants to hold individual machine-readable passports or obtain a non-immigrant visa in advance. For further details contact the US Embassy or either consult the US State Dept website www.travel.state.gov or the Foreign Office website www.fco.gov.uk.

Passports issued on or after 26 October 2006 will need to contain biometric data (fingerprints etc) to qualify for the Visa Waiver Programme. British passports will not contain biometric data until 2006 at the earliest. You can check your passport with the UK Passport Office Advice Line which is 0870-521-0410.

Note Holders of UK passports with the endorsement British Subject, British Dependent Territories Citizen, British Protected Person, British Overseas Citizen or British National (Overseas) Citizen do not qualify for the Visa Waiver Programme. In addition some travellers are not eligible to enter the United States visa free under the Visa Waiver Programme. These include, but are not limited to, persons who have been arrested and those with criminal convictions. The Rehabilitation of Offenders Act does not apply to US visa law. Contact the Embassy before travelling for further

information. Arriving visitors will have to provide an accurate address of the place that they intend to stay on their first night in America and it is not acceptable to show 'touring' if on a fly drive holiday, or 'staying with relatives'.

Foreign Office Information

There may be information from the Foreign Office relating to the country(ies) you are visiting or travelling via. For details you can either check on CEEFAX BBC2 Pages 470 onwards or by phoning the Foreign Office on 0870-606-0290 or visit their web site at www.fco.gov.uk/travel.

Check-In

Generally, you will need to check in at least two hours before departure. If you fail to do so, you are likely to be refused admission to the flight. In the event of your being refused admission to any flight or destination, country, or U.K. on return by the airline or any government authority, we will not be under any liability to you and will not be able to assist you. In the event of our being able to make alternative travel arrangements for you, you will be responsible for meeting all costs involved. You must reconfirm your return flight with the local office of the flight supplier or airline 72hours before departure.

If you are travelling on an E-ticket, you must take your Travel Itinerary with you.

Baggage Allowance

You are entitled to a Free Checked Baggage Allowance for your journey, which will depend on the airline, destination and class of travel. This allowance will be either based on the weight of your baggage or the number of pieces. You will be subject to Excess Baggage charges by the airline if you exceed the stated allowance. Children and infants may have a reduced allowance for checked baggage. Restrictions also apply to the amount of Cabin Baggage you can take onboard the aircraft. Please contact your sales consultant if you are in doubt about your baggage allowances.

Please Note: Many airports are introducing weight limits for individual items of baggage, checked in for carriage in the aircraft hold. This single item maximum weight is 32kg (70lbs). This policy relates only to single items and does not affect the overall baggage allowance for individual airlines. Passengers will be required to re-pack baggage to achieve the single item limit of 32kg. If you need to carry items which exceed the 32kg weight limit such as sporting equipment, musical instruments, electric wheelchairs or TV news cameras, you should make special arrangements with your airline in advance.

Foreign nationals

Passport, Visa and Health information is for British citizens only. Foreign nationals should check with their consulate which travel documents are required for departure and return to the UK.