

NORMAN ALLEN GROUP TRAVEL LTD

BOOKING CONDITIONS AND GENERAL TOUR INFORMATION

These Booking Conditions and the General Tour Information will form the basis of your agreement with Norman Allen Group Travel Ltd. They apply only to tour arrangements which you book with us from within the UK and which we agree to make, provide or perform as applicable as part of our agreement with you. References in these Booking Conditions to "arrangements" mean such tour arrangements. THE BROCHURE is the booklet, leaflet or other printed matter in which the details of one or more tours we are offering for sale are set out.

1. **CONSUMER PROTECTION.** The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked with us and for your repatriation in the event of our insolvency. When you buy an ATOL protected air holiday package and/or flights from us you will receive an ATOL Confirmation Invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence number 3683. 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 web site at www.caa.co.uk When you buy a coach holiday package from us (or any other package which does not include air travel) we provide financial security by way of a bond held by ABTA, and you will receive a Confirmation Invoice. In the unlikely event of our insolvency, ABTA will arrange to refund any monies you have paid to us for an advance booking and/or will ensure that you are not stranded abroad. NB Where a Confirmation Invoice is referred to hereafter in these Booking Conditions it will mean "ATOL Confirmation Invoice" where applicable, i.e. where one or more flights are included in the package.

2. **DATA PROTECTION.** Our Data Protection Policy can be obtained from our web site at www.group-travel.com or on request from us. When you make a booking with us, by so doing you consent to the terms set out in our Data Protection Policy.

3. **BOOKING FORM AND DEPOSIT PAYMENT.** When you make a booking on a tour you must complete and sign a Booking Form and pay a deposit. By doing so you accept our Booking Conditions for yourself and as Principal Contractor on behalf of anyone else named on the Booking Form or any schedule thereto. (Please see also clause 5.)

4. **YOUR CONTRACT WITH US.** After we receive your Booking Form and deposit, if the arrangements you wish to book are available, we will issue a Confirmation Invoice. A binding agreement will come into existence between us when we despatch this Confirmation Invoice to the party leader or your booking agent. Please contact us immediately if any information which appears on the Confirmation Invoice or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. The contract is a combination of our Booking Conditions, Booking Form, all parts of the Brochure containing information which we are legally obliged to give you under the Civil Aviation (Air Travel Organisers' Licensing) Regulations 1972 & 1995 and/or the Package Travel Regulations 1992, and any written communication from us varying the contract as provided for below. Your contract is with Norman Allen Group Travel Limited of Portfield House, Daws Road, Hereford, HR1 2JJ Telephone (01432) 277666 Fax (01432) 352041 E-mail normanallen@group-travel.com Any other person, company or organisation involved in making your booking is acting as our agent and is not a party to the contract. Hotel or resort brochures and other literature produced by third parties and provided by us are not parts of your contract with us. English Law alone will apply to our agreement and to any dispute or claim which arises between us out of it. Any such dispute or claim must only be dealt with under the ABTA Arbitration Scheme or by the Courts of England and Wales. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so. We reserve the right to withdraw or change these Booking Conditions at any time before your booking is accepted.

5. **YOUR BOOKING AGENT** is the travel agent, coach company or other company, organisation or person who, without being a party to the contract between you and us, is acting as intermediary to handle bookings and payments for the tour which you book with us. If the Booking Agent signs a Booking Form which includes details of other people, the signatory would be the Principal Contractor for those people. Any person who signs the Booking Form will be treated as doing so on behalf of and with the consent of all the persons for whom the booking is made. That person will be responsible to us for full payment of the price (including any travel insurance premiums and cancellation charges) of the tour booked, and will also be responsible for passing on to all members of the travelling group all information which we are legally obliged to give to you. By signing the Booking Form, the Principal Contractor confirms that he/she is so authorised and that all party members agree to be bound by these Booking Conditions.

5.1 Except for flight inclusive bookings, all monies which you pay to one of our authorised booking agents for your arrangements with us will be held by that agent on your behalf until we issue our Confirmation Invoice, after which your agent will hold the monies on our behalf. For flight inclusive bookings, all monies paid to such agents for your holiday with us will be held on our behalf until they are paid to us or refunded to you.

6. **YOUR COMMUNICATIONS WITH US.** Please address all bookings, correspondence and enquiries and pay all deposits, travel insurance premiums and balances as directed in the Brochure. If any information you need cannot be provided by the Booking Agent, it will be obtained from us and passed on to you. If however the Brochure you have carries no details of a Booking Agent, please communicate directly with us.

7. **CONFIRMATION AND FULL PAYMENT.** The Brochure includes details of the deposit due and the date by which full payment is required. Once we have issued a Confirmation Invoice, no further reminder will be issued to you before the date by which full payment is due. If your payment is not received by the date specified we reserve the right to treat your booking as cancelled by you and apply cancellation charges as set out below.

8. **YOUR TOUR PRICE** and any extra costs are shown in the Brochure (and also the exchange rates used in the price calculation if, exceptionally, the tour price is not guaranteed against alteration due to currency fluctuations). Prices for children, if not shown in the Brochure, can be obtained from your Booking Agent on request. Not later than the date when your balance payment is due we may increase tour prices to take into account increases in (a) transportation costs, including the cost of fuel, (b) dues, taxes (including changes in the applicability or rate of VAT) or fees chargeable for services such as landing taxes or embarkation fees at ports and airports, or (c) the exchange rates applied to the tour. We may also reduce tour prices if our costs decrease. If cost variations occur and we decide to alter the tour price we will substitute the varied costs or exchange rates for the original costs or exchange rates in our computation of the tour price and recalculate the price accordingly. The varied exchange rates we use in the recalculation will be the commercial rates from the London foreign exchange market as at close of business on the previous banking day, as published in the press on the day of recalculation. If the revised tour price would be less than 2% higher than the original price (excluding insurance premiums and amendment charges) we will not change it, but otherwise we will issue a supplementary invoice for the difference between the original and revised tour prices. If the revised tour price is more than 2% higher than the original price (excluding insurance premiums and amendment charges), we will absorb the first 2% and only charge for the balance over and above that. If the increase in your tour price were more than 10% of the original price (excluding insurance premiums and amendment charges) we would consider it a significant change to the tour and would deal with it according to the procedure described below in clause 10 to be followed in such eventualities. If you do not inform us of your choice within 14 days from the issue date printed on our supplementary invoice, we are entitled to assume that you will pay the additional charge. Any additional charge must be paid with the balance of the cost of the arrangements or within 14 days of the issue date printed on the supplementary invoice, whichever is the later. 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. We reserve the right to amend the advertised prices of arrangements at any time. We also reserve the right to correct errors in both advertised and confirmed prices. Please note that as changes and errors do sometimes occur, it is your responsibility to check the price of your chosen arrangements at the time of booking.

9. IF WE CHANGE YOUR TOUR BEFORE WE ACCEPT YOUR BOOKING you will be informed of the changes at the time of booking. We reserve the right to alter any of the information contained in the Brochure at any time before your booking is accepted.

10. IF WE CHANGE YOUR TOUR AFTER WE ACCEPT YOUR BOOKING. Please bear in mind that we usually make arrangements for tours many months in advance. It is possible that circumstances may make changes to your tour unavoidable. Most such changes will be minor, but where they are significant we will notify you as soon as is reasonably possible before your departure. We would regard significant changes as (a) a price increase of more than 10%, (b) a change in departure date (but only if this caused the departure time to change by more than 12 hours), (c) a change of more than 10 miles in the location of your departure point (on coach tours or where your tour includes UK airport transfers), (d) a change of more than 50 miles in the location of your departure airport (where your tour does not include UK airport transfers), (e) a change of more than 50 miles in the location of your destination airport, (f) a change in resort area, (g) a change of main hotel (but not hotels used for overnight stops) where the quality of the new hotel was lower, or (h) a change in the tour itinerary which involved a destination being completely eliminated from the itinerary. We would not regard as significant a change in the aircraft operator or the type of aircraft used. If we have to make a significant change after we have accepted your booking you may decide to cancel your booking, continue with the changed tour, or accept an alternative tour which we may offer you, and if the alternative tour has a lower price we will refund the difference to you. If you choose to cancel your booking we will refund all monies you have paid to us. If we have to change your tour we will notify you as quickly as we can and you must advise us as soon as possible of your decision to cancel, to continue or to accept any alternative offered.

10.1 If we have to make a significant change after the date that the balance of your tour cost is due, subject to the exceptions below, we will also pay you compensation of 5% of the tour price but we will not pay you compensation where we make a significant change before the date that the balance of your tour cost is due or in the event that we are forced to make a change 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.

10.2 We will not pay you compensation and the above options will not be available if we make a minor change. We regret that we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation.

11. IF YOU WISH TO CHANGE YOUR BOOKING you must request the change in writing as soon as possible. Whilst we will try to assist, we cannot guarantee that such requests will be met. Where we can meet them, an amendment fee of £30 per person will be payable as well as any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers.

12. DURING YOUR TOUR please bear in mind that some amenities, such as hotel lifts or swimming pools, require servicing and cleaning and may not therefore be available at all times. Please also bear in mind that entertainment provided by hotels is frequently subject to demand and may be varied, and that outdoor services may be affected by weather conditions and are therefore offered entirely at the discretion of the provider of the service. Details of the location, tourist category or degree of comfort of the accommodation we offer, and its main features, are set out in the Brochure. If excursion itineraries have to be changed due to reasons such as adverse weather or road conditions, a suitable alternative excursion will be offered where possible. Minor alterations may be made to the tour arrangements by the Driver/Courier with the intention of improving, or maintaining, the quality of service we offer by taking into account local events, weather or road conditions and other such factors unknown to us at the time your tour was arranged.

13. YOUR OBLIGATIONS UNDER THE CONTRACT. At the beginning of, and throughout, your tour you are responsible for being at the correct departure point at the correct time. You must adhere to the general conditions of carriage of the carriers whose services are included in your tour. You may not bring an animal on a coach, use a radio, CD or cassette player on a coach or smoke or consume alcoholic drinks on a coach. We reserve the right to cancel your booking, and your right to participate in the tour, at or after departure if your conduct is in our opinion unreasonable or likely to cause loss, damage, distress, danger or annoyance to other people on the tour, to our employees or to those of our suppliers (our suppliers are any people, companies or organisations from whom we purchase transport, accommodation or other elements of a tour). The person (s) concerned will be required to leave the accommodation or other service and we will have no further responsibility to them including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination. You will be responsible for making full payment for any damage or loss caused by you or any member of your party during your time away. Payment must be paid direct at the time to the service supplier concerned failing which, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

14. IF YOU HAVE A COMPLAINT or problem during the course of your tour, please immediately inform your group leader or courier, who will do everything possible to help. Complaints can usually be resolved most easily at the place where they have arisen, but if resolution is not possible, you must communicate at the earliest opportunity, verbally or in writing, to the supplier of the services concerned and to us, any failure which you perceive at the place where the services concerned are supplied. We can be contacted at any time via the telephone or fax numbers or the e-mail address shown above. If a complaint cannot be rectified at the place and time where it arose you must inform us in writing within 28 days of the completion of your tour, giving details of the tour and of your Booking Agent. You must appreciate that if you do not tell us about your complaint immediately upon your return, our ability to investigate it may be seriously impaired. Should that prove to be the case, we reserve the right to reject any complaints or claims which do not involve death, personal injury or illness. We will thoroughly investigate all complaints and keep you informed at each stage of the investigation, but please bear in mind that it will take time for us to obtain replies from hoteliers or other suppliers.

15. ARBITRATION. Disputes 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 ABTA Ltd and administered independently by IDRS, part of the Chartered Institute of Arbitrators. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details will be provided on request or can be obtained from the ABTA web site www.abta.com. This scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £15,000 per Booking Form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and statement of claim must be received by the Chartered Institute of Arbitrators within 9 months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, although the ABTA Code does not require such agreement.

16. 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, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control. Except where otherwise expressly stated in these booking conditions, we regret that we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our agreement with you is prevented or affected by force majeure, or you otherwise suffer any damage or loss (as more fully described in clause 17) as a result of force majeure.

17. OUR LIABILITY We promise that your tour arrangements will be made, performed or provided with reasonable skill and care. This means that we will accept responsibility if, for example, you suffer death or personal injury or your contracted arrangements are not provided as promised or prove deficient, and that this is the result of the failure of ourselves or our employees, agents or suppliers to use reasonable skill and care in making, performing or providing your arrangements. Further, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment or carrying out work which we had asked them to do. It is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.

17.1 We will not be responsible for any injury, illness, death, loss, damage, expense, cost or other claim of any description whatsoever which results from (a) - the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or (b) the act(s) and/or omission(s) of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable or (c) force majeure as defined in clause 16.

17.2 We limit the maximum amount we may have to pay you for any claims you may make against us. The maximum amount we will have to pay you where we are found liable for loss of and/or damage to any luggage or personal possessions (including money) is £50 per person affected unless a lower limitation applies to your claim under this clause or clause 17.3. For all other claims which do not involve death or personal injury, the maximum amount we will have to pay you if we are found liable to you on any basis is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under clause 17.3. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

17.3 Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or on any stay in a hotel, the maximum amount of compensation we will have to pay to you will be limited. The most we will have to pay to you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Montreal Convention for international travel by air or the Athens Convention for international travel by sea). Where a carrier or hotel would not be obliged to make any payment to you for any reason under the applicable International Convention or Regulation in respect of a claim or part of a claim, we will not be obliged to make a payment to you for that claim or part of the claim. 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 hotelier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request. In any circumstances in which the carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier; any sums you receive from the carrier will be deducted from any amount due from ourselves.

17.4 We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised in the Brochure, for example, any excursion which you may book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you.

17.5 The standards and regulations of the country in which the facts giving rise to your claim or complaint occurred and the promises we make to you about your arrangements, will be used as the basis for deciding whether the arrangements in question were provided with reasonable skill and care.

17.6 This clause is intended to set out our obligations to you as an organiser under the Package Travel, Package Holidays and Package Tours Regulations 1992. We will not accept any further or different liability than these Regulations impose. Moreover, regardless of any contrary representations made by us, we only promise to use reasonable skill and care as set out here and we have no further or different liability to you.

17.7 You must tell us and the supplier concerned about your claim or complaint as set out in clause 14. If asked to do so, you must transfer to us or our insurers any rights you have against whoever is responsible for your claim or complaint and provide ourselves and our insurers with all co-operation and assistance that may be reasonably required.

17.8 We do not accept liability for (a) any damage, loss, expense or other sum(s) of any description which, based on the information you gave us at the time of booking, we could not have foreseen you would suffer or incur if we breached our contract with you or (b) any business losses.

18. INJURY, ILLNESS OR DEATH NOT RESULTING FROM THE HOLIDAY ARRANGEMENTS. 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 legal costs 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 ourselves 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 assisting you.

19. IF WE CANCEL YOUR TOUR. The Brochure will state whether your tour may be cancelled if, by a specified date, we have received insufficient bookings to justify its departure, and in such an eventuality we will, with great regret, have to cancel your tour. We may also cancel your tour by reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised or owing to circumstances amounting to force majeure (see clause 16). If we have to cancel your tour we will offer you a substitute tour if we are able to do so, with a refund of the difference if the substitute tour has a lower price, or if you prefer we will refund to you all monies you have paid to us. We will also pay you 5% of the tour price by way of compensation. However, we will not pay you compensation if we cancel before the date when the balance of your tour cost is due or in the event that we are forced to 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. We will not pay you compensation and the above options will not be available if we cancel as a result of your failure to make full payment on time. We regret that we cannot pay any expenses, costs or losses incurred by you as a result of any cancellation. Very rarely, we may be obliged by force majeure (see clause 16) to change or terminate your arrangements after departure. If this situation does occur, we regret that we will be unable to make any refunds (unless we obtain any from our suppliers) or pay you compensation or meet any costs or expenses you incur as a result.

20. IF YOU CANCEL YOUR BOOKING. If for any reason you wish to cancel your booking, you must inform your Booking Agent in writing. If you do not make full payment for your booking by the due date shown on the Brochure, we may consider this to be cancellation. The following scale of cancellation charges will apply if you cancel your booking, either explicitly or by default:

Period before scheduled departure date within which written Cancellation charge, shown where appropriate notice of cancellation is received from you: as a percentage of the tour price

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| 56 days or more | Deposit only |
| 55 days to 28 days | 30% (or deposit, whichever is greater) |
| 27 days to 14 days | 45% (or deposit, whichever is greater) |
| 13 days to 7 days | 60% (or deposit, whichever is greater) |
| 6 days to departure day, or later | 100% |

Other cancellation terms may apply for some tours, in accordance with our suppliers' requirements, and if so you will be notified when you book.

21. **TRANSFER OF YOUR BOOKING TO ANOTHER PERSON.** Should you be prevented from travelling for some substantial reason (e.g. illness, death of a relative or jury service) you may transfer your booking to another person provided that you notify us in writing at least 14 days before departure. We will make an administrative charge of £15 for this transfer, in addition to any charges which our suppliers may request. If you transfer your booking to someone else, you and the other person will be jointly and severally liable to us for the payment of all outstanding monies under the contract and the additional charge(s). Please also bear in mind that your travel insurance policy cannot be transferred, that your insurance premium will not be refunded and that the person to whom your booking is transferred will be required either to take out another insurance policy or to provide appropriate evidence of a suitable existing policy.

22. **DISABILITIES.** If you suffer from a disability, please draw it to the attention of your Booking Agent and state it clearly on your Booking Form. We will be happy to advise, prior to booking, on the suitability of a tour for people with disabilities, if we are requested to do so. As you will appreciate, however, we cannot guarantee that any tour will be suitable for disabled people. If we reasonably feel unable to properly accommodate the particular needs of the person(s) concerned, we will not confirm the booking or, if full details are not given at the time of booking, we will cancel their booking(s) when we become aware of these details.

23. **SPECIAL REQUIREMENTS.** If you have any special requirements (such as, but not limited to, dietary needs, or facilities required for medical reasons) which, if not met, will prevent you from travelling on your tour, you must notify them to us when you make your booking. If we are able to meet your requirements, the details will be included on your Confirmation Invoice and will form part of your contract with us. If we are unable to meet your requirements or if there will be any extra charge, we will inform you and will discuss possible alternatives with you prior to issuing a Confirmation Invoice. We will not be liable if (a) you inform us of any special requirement only after we have issued a Confirmation Invoice and you decide to cancel your booking as a result of our inability to meet it, or (b) you fail altogether to inform us of a special requirement and difficulties arise during your tour as a result of our inability, or that of our suppliers, to meet it.

24. **SPECIAL REQUESTS.** Please inform us on your Booking Form of any special requests which you wish to make. Special requests differ from special requirements in that they are considered by you to be desirable but not essential. We will endeavour to meet such requests, e.g. for ground floor rooms or for certain seats on a coach, but we cannot guarantee to do so. We will acknowledge special requests on your Confirmation Invoice and advise you of any extra charges, but such an acknowledgment will not form part of your contract with us and we will not be liable if your request is not met. If on being advised by us of extra charges for meeting a special request you wish to withdraw the request, you must inform us in writing as soon as possible otherwise you will still be liable for the charges.

25. **HEALTH FORMALITIES.** At the time of printing this information, no health formalities are required for visitors to any country in Europe, but it is impracticable here to cover any other parts of the world. If any health formalities are necessary for your tour, we will inform you either in the Brochure, or as soon as possible if the necessity arises after it has been printed or after we have issued your Confirmation Invoice.

26. **PASSPORTS, VISAS AND IDENTIFICATION.** British nationals require a full passport, but no visa, for entry to (or, within the EU, identification in) most countries in Europe, but it is impracticable here to cover all parts of the world. However, as all airlines require identification, you must bring it in an acceptable form, preferably your passport although a new style UK photo driving licence may also be acceptable for domestic flights and flights to Eire. If a tour includes a visit to a country requiring a visa, the Brochure will inform you of the requirement and the procedure and likely length of time involved in obtaining the visa. Passports can take a number of weeks to obtain by post from passport offices, depending on the time of year when you apply. If you do not already have a passport, or if your current passport will no longer have sufficient remaining validity at the time of travel, we advise you to apply for one as soon as you know you will need it. It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure. We regret that we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If your 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.

27. **ROOM REQUIREMENTS.** Please check with your Booking Agent before completing your Booking Form that the room(s) you require are available, as availability, particularly of single rooms, may be limited.

28. **LUGGAGE** should be limited to one suitcase and one item of hand baggage. If you wish to take more than this, please ask your Booking Agent.

29. **JOINING AND LEAVING THE TOUR.** General details of departure and set down points and times will be included in the Brochure. We will advise the exact details to you in good time before departure or, in the case of late bookings, as soon as possible after we accept your booking.

30. **YOUR PROPERTY.** We will only accept responsibility for loss of or damage to your personal possessions or luggage in accordance with clause 17.

31. **EXCURSIONS** are included in some tour prices, and we can make no refund if you do not wish to take them. Admission fees are not included unless they are specifically mentioned in the Brochure. Optional excursions may also sometimes be available at extra cost and details will be advised in advance if possible. Where we have not agreed to arrange, provide or perform these activities or excursions as part of our agreement with you, subject to these booking conditions, we do not accept any responsibility for them even where we suggest or recommend a particular operator or supplier and/or assist you in any way in booking such activities or excursions.

32. **DELAY.** We regret that we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. Any airline concerned may however provide refreshments etc. at its own discretion. We cannot accept liability for any delay unless it has a significant effect on your holiday arrangements.

33. **FLIGHTS.** We are not always in a position at the time of booking to confirm the carrier(s), aircraft type and flight timings which will be used in connection with your flight. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) or any change in the identity of the actual carrier(s) as soon as we become aware of this. The carrier(s), flight timings and types of aircraft shown in the Brochure and detailed on your ATOL Confirmation Invoice are for guidance only and are subject to alteration and confirmation. The latest timings will be shown in your final documentation, which will be despatched to you approximately two weeks before departure. You must accordingly check your final documentation very carefully immediately upon receipt to ensure that you have the correct flight times. It is possible that flight times may be changed even after final documentation has been despatched - we will contact you as soon as possible if this occurs. Any change in the identity of the carrier(s), flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges. Please note the existence of a "Community list" (available for inspection at http://europa.eu.int/comm/transport/air/safety/flywell_en.htm) detailing air carriers that are subject to an operating ban with the EU Community.

33.1 Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. Your rights to a refund and/or compensation from us are set out in clauses 10 and 19. If the airline does not comply with these rules you should complain to the air transport users council on (020) 7240 6061 or at www.auc.org.uk.

34. **PLEASE NOTE** that if any part of these Booking Conditions is found to be invalid or unenforceable, then the remainder will not be affected but will remain valid and enforceable. This document was last revised on 14 December 2011 and is applicable until superseded.

THIS DOCUMENT IS AVAILABLE IN LARGE PRINT IF REQUIRED, UPON REQUEST