

FLEETWAY TRAVEL PLC - TERMS AND CONDITIONS

Fleetway Travel plc (hereinafter known as 'Fleetway', and whose offices are at 1 Connaught Place, London, W2 2ET), are members of ABTA, ATOL & IATA. It is agreed by both parties that this contract is deemed to have been made at our offices and is subject to English law and jurisdiction of courts of England and Wales.

All bookings you make are accepted subject to these conditions and our "Important and Useful Information" section, which all form the basis of your contract with Fleetway Travel plc. When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. No variations or alterations to these conditions shall be valid unless agreed by us in writing.

1. Booking with Fleetway.

For bookings accepted via any website owned and operated by Fleetway (including www.fleetwaytravel.com and www.fleetway.com):

- i. At the point of clicking the confirmation button to purchase a product, a contract comes into force between Fleetway and yourself, the cardholder or the party leader, incorporating these Conditions.
- ii. **(See exclusion below)**
- iii. Full payment for all products is required immediately, and will be debited from the credit or debit card supplied by you

Exclusion to this clause: There may be occasions where for technical reasons the product confirmed on line did not get booked, or is no longer available. This may be due to a technical issue or the availability of any component getting reduced by the supplier. We will inform you of this as soon as we are aware and in these cases, we reserve the right to withdraw our contract with you. We will refund you all monies paid and no compensation will be offered.

For non-web bookings confirmed verbally, electronically or in writing:

- i. Once we have accepted your booking by confirming to you verbally, electronically or in writing, a contract comes into force between Fleetway and yourself, the card holder or the party leader, incorporating these Conditions.
- ii. If your booking is accepted more than twelve weeks before departure a deposit per person, specified at time of booking, as part payment of the total cost of your holiday is payable immediately after we have confirmed all the details to you (including prices, details of flights or other transport, accommodation details and any other applicable components). Deposits and full payments should also include any non-refundable insurance premium payable. The balance is payable not less than twelve weeks before departure.
- iii. If your booking is accepted, within twelve weeks of departure, full payment for your holiday is required immediately.
- iv. If we do not receive the deposit and/or the final payment by their due date we reserve the right to treat your booking as cancelled and levy the appropriate cancellation charges.
- v. Please note that we are unable to send any reminder that final payment is due; cheques must be received in sufficient time to allow for clearance by the due date for payment; it is the responsibility of the party leader or card holder that payment is made by the due date. Credit or debit card payments can be made online using the 'Manage My Booking' facility at www.fleetwaytravel.com.

2. Travel arrangements made on your behalf by Fleetway Travel.

We will do our utmost to make sure that all your travel and other arrangements made on your behalf with airlines and other carriers or other persons whose services you may require are made promptly and efficiently.

i. As your Agent : ABTA Membership : D0238

When we act as an agent for another Tour Operator or principal (see your confirmation invoice), you will be bound by their booking conditions, copy of which can be obtained on request. All issues or complaints will be passed on to them, and in the event of a major dispute their decision will be final.

ii. As your Tour Operator: ATOL License No: 2748

Where we act as the Tour Operator we accept full responsibility for our own acts and the acts of our employees. In this case, The Package Travel, Package Holidays and Package Tour Regulations 1992 will be part of the contractual terms of our Agreement between you and us, and you will enjoy the benefits conferred by it.

As your Tour Operator, we are required to provide security for the monies that you pay for the packages booked from our own programme, either booked via any website owned and operated by Fleetway Travel or for non-web bookings confirmed verbally, electronically or in writing. We provide this security through the Civil Aviation Authority with our ATOL license No 2748. As part of the ATOL Protection Contribution (APC), a Levy of £2.50 per person, payable to the CAA, will be automatically added on to your final invoice.

3. Single Components.

When you book individual travel components such as 'flight only, accommodation only, car hire only, transfers only, or any other component, whether you book one or more, this will not create a package and The Package Travel, Package Holidays and Package Tour Regulations 1992 will not apply.

Our responsibility with reservations of single components is to make arrangements for the provision by the relevant suppliers (including air carrier, accommodation owner/supplier, car hire provider, transfers provider) of the components you book, but we do not have any responsibility for the operation of the component itself. We have no liability to you for any dissatisfaction, loss of

enjoyment, loss, injury or damage which results from your use of the single component unless we have negligently failed to select a normally competent provider of the relevant component. Further, we have no liability, **i)** where the accommodation cannot be provided as booked due to circumstances beyond our control, **ii)** where you incur any loss or damage that could not have been foreseen at the time of your booking, **iii)** where you incur any loss or damage that relates to any business activity, **iv)** where any loss or damage relates to any services which do not form part of our contract with you.

4. Prices.

The price charged to your credit or debit card will be the one mutually agreed by phone, fax or email, when confirming your holiday, transportation, car hire or hotel reservation. Once you have given your verbal acceptance and authorised us to take payment by any means, you will have entered a binding contract with Fleetway, thus accepting these terms.

IMPORTANT: Prices quoted on our website may vary from those quoted over the phone for the same package/product as they are constantly updated electronically. If you have to book with us over the phone, the price given to you then will be the one applicable and we will not accept any dispute over the difference between on line and phone prices.

Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports, currency fluctuations and government action, mean that the price of your travel arrangements may change after you have booked, and we reserve the right to levy these charges to you. However, there will be no charge within 30 days of your departure.

We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. The price of your holiday was calculated using exchange rates quoted in the "Financial Times Guide to World Currencies" in March 2011. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. 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.

5. Amendments to confirmed bookings.

For bookings accepted via any website owned and operated by Fleetway (including www.fleetwaytravel.com and www.fleetway.com): upon confirmation (as defined in paragraph 1.(i) above) the booking is non-changeable and non-refundable, no matter how far in advance of the departure date the booking is confirmed, and no matter how soon after the confirmation a cancellation request is received by Fleetway. As such, any changes would result in 100% cancellation of the holiday, and require the purchase of a new holiday.

For non-web bookings confirmed verbally, electronically or in writing:

If, after we have accepted your booking, you want to change the details of your booking, we may ask you to put that request in writing to us (via letter, email or fax. Such request is no guarantee of our ability to make that change for you, but if we are able to do so, then the following administration charges (levied by us) will apply:

Period before departure we receive details of change	Change of name only	Other changes
56 days or more	£75 per name change for each change	£75 per person for each change
15-55 days	£100 per name change for each change	£100 per person for each change
7-14 days	£150 per name change for each change	£150 per person for each change
Less than 7 days	£200 per name change for each change	100% cancellation charges apply

In some cases where tickets or accommodation with restrictions on refunds and amendments have already been purchased, the airline or suppliers may not allow name or other changes and may demand a full re-purchase of the product in question. In such cases you are liable for all applicable charges regardless of the notice period given to us. The supplier may charge an amendment fee for any period prior to departure, in which case their fee is payable by you, in addition to the above administration fee payable to Fleetway.

6. Cancellation Policy and charges.

For bookings accepted via any website owned and operated by Fleetway (including www.fleetwaytravel.com and www.fleetway.com): **SEE PARAGRAPH 5.**

For non-web bookings confirmed verbally, electronically or in writing:

If you wish to cancel your booking it is essential that we receive written instructions from the party leader confirming this. The form of our acceptance of such written request (via letter, email or fax) is at our sole discretion. A cancellation charge becomes payable by you as per the following table:

Period prior to departure in which a written notification is received by Fleetway

More than 56 days

36-55 days

22-35 days

Less than 22 days

Cancellation charges, excluding insurance premium

Full deposit paid at time of booking plus any separate booking fee invoiced (if you have paid a lower deposit as part of a booking incentive the balance of the deposit will remain due)

50% is forfeited

75% is forfeited

100% is forfeited

In some cases where tickets or accommodation with restrictions on cancellation have already been purchased, the reservation may be subject to up to a 100% cancellation charge, even if the period prior to departure in the table above implies a lower charge. In such cases you are liable for all applicable charges. Any refund due after deducting the above charges (if any) will be subject to an administration fee of £25 per booking. If you have travel insurance it may be possible for you to make a claim for reimbursement of your cancellation charges if the reason falls within the terms and conditions of that insurance.

7. Changes made by Fleetway.

It is unlikely that we ever have to make changes to holidays already booked, but carrier schedules and accommodation allocations are planned many months in advance and occasionally changes have to be made to these. We reserve the right to make such changes at any time. Most changes are of a minor nature and we will advise you as soon as possible before your departure, however in cases where we have not been made aware, this will be done in resort, and no compensation will be offered.

Minor Changes:

Any change which we do not consider significant is a minor change. The flights we offer are operated by a range of scheduled, charter or low cost airlines, each using different types of aircraft and offering different services. The actual carrier operating your flight will be shown on your confirmation. However we reserve the right to change the carrier originally confirmed to you, and this will not constitute a major or significant change.

Major changes are defined as:

- i. Change of UK departure airport except between:
 - a. The London airports: Gatwick, Heathrow, Luton, Stansted and London City
 - b. The Scottish airports: Edinburgh and Glasgow
 - c. The Midlands airports: Birmingham and East Midlands
 - d. The Northern airports: Liverpool, Manchester and Leeds Bradford
 - e. The South Western airports: Cardiff and Bristol
 - f. The North Eastern airports: Newcastle and Teesside
- ii. Change of resort
- iii. Change of your time of departure or return by more than 12 hours
- iv. Change of Hotel rating to a lower grade

If we have to make a major change (as defined above) you will be offered the following refund towards the cost of the alternative carriage or an alternative holiday you choose (where available):

Period before departure date that notification is given	Reduction/Credit on carriage/holiday cost
0-7 days	£30
8-14 days	£20
15-28 days	£10
More than 28 days	Nil

Infants are excluded from compensation and for children invoiced at reduced rates compensation will be paid on a pro-rata basis of the adult price. Should you decide not to accept the above major changes you may cancel your booking within either 7 days of the receipt of notification thereof, or 3 days of the notification thereof if departure is within 7 days of the notification of the major change, and we will refund all monies paid by you. No compensation other than that specified will be paid in the event of a major change.

8. Cancellation by Fleetway.

(For the purpose of this section a cancellation includes a change of carriage time of more than 24 hours or a change of airport to one which is substantially less accessible to you - this does not include changes between the airports as specified in **paragraph 7**) For operational reasons, we reserve the right to cancel your holiday at any time. A full refund is applicable in this case, plus any compensation as detailed in **paragraph 7**. We may cancel your booking if the balance has not been paid by the due date or such cancellation is due to reason beyond our control as detailed in **paragraph 9**. If we are forced to cancel your booking for any reason after the date on which all final payment is due, then we may offer an alternative flight/holiday (if available) or make a full refund of all monies paid if either there is no alternative flight/holiday or the alternative offered is unacceptable to you. Compensation is payable as detailed in **paragraph 7**.

9. Force Majeure - circumstances outside our reasonable control:

No compensation is payable in any circumstances where performance and/or prompt performance of the contract is prevented by reason of war, threat of war, riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disaster (including volcanic eruptions), fire or adverse weather conditions, technical or mechanical problems with transport, motorway congestion or closure on the way to an airport, railway station or port, airports, railway stations or ports being closed or full, cancellation or changes of schedules by carriers (or any similar event,) hotel overbooking, postal strikes or delays, water or power disruption, or other similar events beyond our reasonable control.

10. Registering a complaint.

If you have a complaint about any aspect of your holiday and in order that we have the opportunity to investigate any problems, any comments must be made in writing to us within 28 days of your return to the UK. We cannot accept any complaints sent by fax, or received outside the 28 days period. Please write to Customer Relations, Fleetway Travel plc, 1 Connaught Place, London, W2 2ET, quoting your booking reference number, detailing your complaint and enclosing all receipts (if applicable.), or e-mail us at customerservices@fleetwaytravel.com. It is a Condition that should your party leave a hotel earlier than the duration booked; you will receive no refund of the cost of the unused nights. In the unlikely event that you are not satisfied with the accommodation reserved on your behalf by Fleetway, it is a strict booking condition that you contact our local agent immediately who will try to resolve the matter in resort. If the matter cannot be resolved locally, please contact our London office and we will endeavour to make alternative arrangements (if applicable and/or possible.) No complaint can be considered upon return to the UK unless first reported to the local contact shown on your accommodation voucher, and / or our London office.

11. ABTA Arbitration Scheme.

In the unlikely event that we are unable to agree on an amicable settlement you are entitled to refer the dispute to an Arbitrator appointed by the Independent Chartered Institute of Arbitrators provided the dispute does not relate to physical injury or illness. The Arbitration devised by the Association of British Travel Agents provides for arbitration on documents, a simple and inexpensive method with restricted client liability on costs. The scheme does not apply to claims for an amount greater than £1,500 per person or £7,500 per booking or for personal injury/accident claims. Full details are available on request.

12. Flight or other carriage times.

Flight or other carriage information quoted is for guidance only and is subject to alteration by events outside our reasonable control (including force majeure) such as alterations by airlines, train operating companies, airports, railway stations or ports. Your travel documentation, which we endeavour to ensure will be sent approximately 10 days before your departure, contains the latest information.

13. Flight (or other transportation) delay, cancellation or boarding refusal.

Unfortunately there are occasions, beyond our reasonable control, when a flight or other transportation is delayed, cancelled or you are denied boarding. In all cases, Fleetway's liability is limited to the booking conditions contained herein, as per Article 3 Paragraph 7 or the airline's liability within the EC Regulation 261/2004 will apply. Please note that any reimbursement due to you in such cases will not automatically entitle you to a refund of your holiday cost from us. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 (<http://www.auc.org.uk>).

However, holiday insurance may provide compensation in case of such events. It is a legal requirement that you take holiday insurance cover when travelling, although this need not be purchased from Fleetway. Details and applicability of cover vary, and this should be checked by the terms and conditions of your insurance provider.

14. Your Accommodation.

Fleetway is not liable for any extensions, upgrades, or extras arranged by customers on arrival at the accommodation. The people named on your holiday confirmation must be the only ones allowed to use the accommodation we have arranged for you. You are not allowed to share the accommodation or let anyone else stay there. You are responsible for the cost of any damage caused to your accommodation or its content during your stay.

In the event of one or more members of a party booked on the initial holiday cancelling for any reason, a price increase for the remaining members may be applicable and a new invoice will be sent to you showing the new costing and any cancellation fees involved.

There may be small differences between the actual accommodation and its description. Occasionally, local conditions may mean that some facilities or services become unavailable or subject to restriction. For reasons such as maintenance, bad weather or lack of demand from guests. In addition to this, please be aware that advertised facilities within your hotel and around the resort may not be fully functional in early and late season. We cannot accept responsibility for any changes or closures to area amenities or attractions. We cannot accept responsibility for any inaccurate, incomplete or misleading information about any accommodation or its facilities and/or services, except in the case of our negligence. If our suppliers made us aware of any changes, we will inform you of any changes.

Local Laws: Sometimes local laws, religious customs or events means facilities are not available. For example, in all Muslim countries during the month of Ramadan, bars and restaurants – including hotel restaurants – change their opening hours. You may not be allowed to smoke, drink or eat in public areas During daylight either.

15. Hotel overbooking & seasonal closure

In the unlikely event of an overbooking situation at your hotel whilst you are abroad, alternative arrangements will be made to provide you with similar accommodation to your original booking. If this cannot be arranged and you are transferred to a lower grade hotel than originally booked you will receive compensation based on paragraph 7. Hotels may from time to time decide to close or delay their seasonal opening due to refurbishment or lack of demand. We will inform you of this as soon as we are aware and offer you an alternative hotel of similar standard and whenever possible within the same resort.

16. Travel Insurance.

It is a requirement when booking your holiday that you either accept our travel insurance or alternatively at that time you must arrange a policy providing at least comparable cover, in which case you will be required to complete and sign our indemnity form at rear of yellow copy of your invoice. (Insurance purchased through Fleetway is non-refundable and is excluded from cancellation.) In case of cancellation a claim can only be made on Services & Goods provided by Fleetway and the insurance premium is non-refundable. Fleetway cannot accept responsibility for accidents, injuries, death, or loss of belongings for anyone travelling with or without the appropriate cover. All claims must be sent directly to the Claims Department's address shown on your insurance certificate.

17. Credit Card, Debit Card or American Express Payment.

All transactions paid on Visa & MasterCard will be subject to a 2% surcharge. American Express will be subject to a 3% surcharge. Debit Cards carry a charge of £3.00 per transaction. Cheques carry no charge.

18. Balance Payment.

Please note that Fleetway reserve the right to cancel your travel arrangements if the balance is not paid in full by the due date shown on your confirmation invoice. Monies paid as a deposit will be forfeited and we reserve the right to recover all remaining balances, if applicable. Credit or debit card balance payments can be made online using our 'Manage My Booking' facility at www.fleetwaytravel.com.

19. Our responsibility for your holiday.

We will arrange for you to receive the services that make up the holiday that you choose and that we confirm to you at time of booking. These services will be provided either directly by us or by independent suppliers contracted by us. We are responsible for making sure that each part of the holiday you book with us is provided to a reasonable standard and as described. If any part of your holiday is not provided as described and this spoils your holiday, we will pay you appropriate compensation (see the 'Important Note' below.) Also, if you buy a local excursion or tour that we have not organised on your behalf prior to your departure from the UK, or if you purchase an excursion or tour from an agent representing Fleetway Travel plc overseas, these are not part of your package holiday provided by us, therefore, neither we nor our insurers can accept any responsibility for delivery or failure of that excursion or tour, including accident, injury or death whether directly or indirectly connected with that tour or excursion.

IMPORTANT NOTE:

Compensation payments, if applicable, do not apply to changes in your holiday due to events beyond our control, as detailed in paragraph 9. For litigation purposes, your contract is made at our London office in the jurisdiction of the Westminster County Court, St. Martins Lane, London WC2.

20. Personal injury (whilst participating in the arrangements made by us).

We have taken all reasonable care to ensure that all the services which make up the holidays advertised by us are provided by efficient and reputable businesses. These businesses should follow the local and national laws and regulations of the country where they are provided. However, overseas safety standards are generally much lower than in the UK, for example few hotels yet meet EC fire safety recommendations even in Europe. We have no direct control over the provision of services to you by suppliers, but everyone employed or contracted by us or by our suppliers is expected to carry out their duties properly.

If they do not carry out their duties properly (or at all) and that fault results in your injury, illness or death, we may make a payment to you. We will not make any payment if your injury, illness or death was caused by an event or circumstances which that person could not have predicted or avoided even if they had taken all necessary and due care. We will not make any payment if your illness, injury or death was your own fault. If we do make a payment, it will be similar to one you would receive under English law in an English court, except for air or sea transportation arrangements which are subject to certain international conventions such as the Warsaw Convention, Montreal Convention or Athens Convention, and for which separate conditions apply (see Paragraph 21).

We will make such payments for injury, illness or death on the basis (that you are expected to accept) that:

- i. You (or your survivor, if applicable) must make all reasonable effort to tell us, our local representative and the supplier involved about any injury, illness or death while you are in the resort (see Paragraph 10.) You should also write to our London office about your claim within three months of coming home from your holiday. Please include a letter about your injury or illness from your doctor if you can
- ii. You should transfer to us any rights you have against the supplier or any other person
- iii. You should co-operate fully with us if we or our insurers want to enforce those rights
- iv. Any payments we make may be limited in accordance with international conventions

We ask you to transfer your rights to us so that we can claim back from our suppliers any payments we make to you, plus any legal or other costs. We will not make a profit from this. If we get back from the supplier more than we have paid you plus these costs, we will give the extra money to you.

21. Personal Injury (unconnected with arrangements made by us).

This section covers injury, illness or death which is not connected with the arrangements made by us. If you, or someone on your holiday booking, is injured, falls ill or dies while taking part in an activity which is not part of the holiday as described at time of booking, we will, where appropriate and subject to our discretion try to help if we can. For example, we can help by:

- providing translation services
- communicating with authorities and others in foreign resorts
- recommending foreign lawyers (if necessary)
- explaining the procedures you should follow
- telling you of any time limits

We will help everyone on your booking up to a total cost to us of £5,000 as long as the following conditions are met:

- i. You must ask us for help within three months of coming back from holiday.
- ii. You must make a claim under your insurance policy's legal expenses section. You must show us proof that your insurance company has received your claim and, if you get back the cost of legal expenses, you must repay us the money we have spent in helping you. It is a strict booking condition that you travel with comprehensive holiday insurance. Fleetway cannot accept responsibility for accidents, illness or death of anyone travelling without the appropriate cover.

22. Conditions of carriage.

When you travel by air or by sea, your journey may be subject to certain international conventions such as the Warsaw Convention, Montreal Convention or Athens Convention. You agree that the transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. **You acknowledge that all of these terms and conditions form part of your contract with us as well as with the transport company.** You can ask us to provide you with a copy of any of the conditions applicable to your journey. These may limit or exclude liability, especially in respect of lost or delayed baggage. Your contract made under the terms of this Fair Trading Agreement is subject to English law and jurisdiction.

23. Errors & omissions:

You must check thoroughly any documents sent to you and report any errors to us immediately. Fleetway will not accept any responsibility for the additional charges that may arise from the non-compliance of these conditions or those on its website(s). Our confirmation documents are all issued with an E&OE disclaimer. This means that in the event of a mistake being noted by us after our confirmation has been sent we reserve the right to change your booking to the original arrangements without notice or compensation. Charges arising out of the correction of any errors occurring as a result of incorrect information being supplied by you are the full responsibility of the customer, and not of Fleetway Travel. There may in addition (at our sole discretion) be an administration charge applicable (up to £25 per person) in addition to charges that may be levied by a supplier to correct any errors.

Terms & Conditions End.

Please read our IMPORTANT & USEFUL INFORMATION section which also forms part of our trading commitment to our customers, with additional and helpful information.

**Fleetway Travel Plc
IMPORTANT & USEFUL INFORMATION**

We will do our utmost to provide you with the highest standard of service for your peace of mind and satisfaction. Should you need to contact someone for help or advice, you can contact us 7 days a week from 09:00 to 18:00 with the exception of Christmas Day. We recommend that you read the below information, as it will help you understand what you have paid for, and gives some extra tips to help you organise your holiday.

What's included in my holiday?

The basic cost of your holiday includes:

- Return flights or other appropriate carriage to your destination.
- All airport taxes and passenger charges (unless otherwise stated).
- Accommodation as stated at time of booking or confirmation.

And what's extra?

- Travel insurance: Please read Paragraph 15 of our Terms & Conditions.

Fleetway's Travel Insurance now includes full protection for airline failure and accommodation supplier failure as well as redundancy, which will enable you to claim those components and any extra expenses without delay.

European Health Insurance Card (EHIC):

If you are travelling in Europe on a leisure or business trip, make sure you have applied for the European Health Insurance Card (EHIC). It is free and will enable you to get state-provided healthcare that becomes necessary during your visit at reduced cost, or even sometimes for free. For more information on what it covers and in which countries it can be used visit

www.dh.gov.uk/travellers. If you already have an EHIC you should check that it is still valid before you travel. The quickest way to apply for or renew an EHIC is to apply online at www.dh.gov.uk/travellers. Alternatively, you can phone 0845 606 2030.

However, the EHIC card does not cover all healthcare costs. For example, it will not cover the cost of your journey back to the UK if you need to be sent home and, unlike a travel insurance policy, does not cover your luggage and possessions, your travel money or offer protection in the event of cancellation.

- Baggage: Most airlines now charge for hold luggage. This will be specified at time of booking, or on our website. Hand luggage allowance will vary from airline to airline and is generally free.
- Car hire: All rates are subject to change and to relevant booking conditions of the car hire operator. The rates may include unlimited free mileage, insurance, and collision damage waiver (unless otherwise stated on the client's vouchers), bail bonds, theft waiver and all local taxes (regional and country exceptions may apply.) It is your responsibility to check these details on your voucher PRIOR TO DEPARTURE. Petrol is not included. You will normally be expected to supply the local car hire company, at time of receipt of hire vehicle, with a credit card (NOT debit card) for provision of a refundable deposit. We will not be responsible if you fail to provide the car hire company with a credit card (not debit card) and they refuse to provide you with a hire vehicle at that time. We reserve the right to adjust prices and to make any offer as appropriate and to levy any Government increase in local VAT that may be introduced after the printing of this document
- Transfers to your hotel, apartment or cruise (unless otherwise specified).
- Passport and visa charges if necessary.
- Additional charges are sometimes levied by carriers in respect of luggage in excess of your standard allowance detailed on your ticket, and for special catering requirements.
- Local city tax is levied by the hotel where applicable.

What if I have any special request?

Should you have any particular requirements such as special meals, wheelchair assistance*, cots for infants, or carriage of windsurfers, bicycle, golf or other sports equipment, please advise us when you are making your booking. An administration charge may be required in respect of requests received, levied by us or the carrier. All special requests are passed on by us to the carrier but cannot be guaranteed. Should you have any specific request such as a non-smoking room, a room with special facilities for disabled passengers, or rooms in a particular location in the Hotel, these will be made on your behalf but cannot be guaranteed.

**If any member of your party has restricted mobility, special needs or care requirements you should discuss these with us before booking so that we can make a full assessment and ensure that we can fully accommodate your requirements.*

If you wish to request any additional services such as transfers, car hire, change the board basis at your hotel, change your dates etc. please call our dedicated Amendments Department on: **0844 571 5592** or you can email them at amendments@fleetwaytravel.com.

Accommodation ratings:

As a rule, properties offered by Fleetway Travel are based on the local official ratings given by the authorities in the country. However, different countries have different standards, it must not be assumed that a 4* hotel in one country is equivalent to a 4* hotel in another. Classifications can also reflect local or regional variation in quality or service. The standard of any property will be generally reflected in the price, when one basic 4* hotel may be cheaper than another standard 4*. Some properties, however, are given different grading by our suppliers or indeed by Fleetway, in order to reflect the overall quality in any given

property. In each case the full description of the property should be read in conjunction with the rating indicated in our descriptions or given over the telephone.

All properties featured by us cater for an international clientele and may not always provide English speaking staff. Also we cannot accept responsibility for the overall nationality of guests staying at any of the properties we feature.

Check-in online.

You can now check-in on line with most airlines. Please check with the website of the airline you are travelling with, for details of their respective procedure and charges. Checking-in online provides a way to avoid lengthy queues at the airport, but you should follow the airline's instructions regarding the flight closing times.

Could I be refused boarding or entry?

There are a number of reasons for which you could be refused boarding or entry, and we cannot accept any responsibility should you be unable to board the aircraft or other mode of carriage for any reasons including:

- i. **Compulsory Advance Passenger Information (API)**
It is now a requirement to collect the passport or EEA issued National Identity Card details of all passengers departing from the UK to any non-UK destination. FAILURE TO PROVIDE THIS IMPORTANT INFORMATION PRIOR TO ARRIVAL AT THE DEPARTURE AIRPORT WILL RESULT IN YOU BEING DENIED BOARDING WITHOUT REFUND.
- ii. If you arrive late for the specified check-in time.
- iii. If you do not hold a valid passport and/or visa required for entry into or exit from the country of origin or destination.
- iv. If the full first and last names in your passport(s) differ from the name on the travel document(s) or ticket(s) issued to you.
- v. If in the opinion of a person in authority you appear to be unfit to travel or likely to cause discomfort or disturbance to other passengers our contract with you and our responsibility for your holiday will immediately cease. We will not be responsible for any costs you may incur as a result of this, or make any refunds to you.
- vi. If you arrive at your hotel after the instructed check-in time.

Please also note that in accordance with Air Navigation Orders, in order to qualify for infant status, a child must be less than 2 years of age on the date of its return flight.

What documents must I take?

You must hold a valid passport together with all necessary visas or other documentation required for entry into or exit from the country of origin and destination. You should check the local visa and health regulations with the appropriate Embassy. Your doctor should also be able to advise you as to which inoculations the Department of Health consider necessary. You must advise us if you hold a non-EEC passport or have any criminal conviction(s). In the latter case you may also be legally obliged to inform the visa-issuing authorities of your holiday destination country about your criminal conviction(s). Please note that you will be liable for any and all charges incurred as a result of failure to comply with these requirements. **Fleetway cannot accept responsibility** for passengers who are refused entry to a country because they do not hold valid entry visas or passports, or have not complied with that country's visa application procedures, especially regarding legal disclosure of past criminal conviction(s).

IMPORTANT INFORMATION REGARDING ENTRY TO USA. The Department of Homeland Security has introduced a new policy which is now enforced and applies to travel involving entering/stopping in the United States (flights, cruises, etc). All foreign nationals from any of the **Visa Waiver Program (VWP)*** nations must obtain an electronic travel authorisation before arriving in the United States through the ESTA system (Electronic System for Travel Authorization). Visit <http://esta.cbp.dhs.gov> to view participating countries and fill out the form. You will then receive one of the following results: **Authorised, Not Authorised:** in this case you must obtain authorisation through an Embassy or Consulate before departing for the United States, **Pending authorisation:** you must check the ESTA website over the following 72 hours. Once the trip is authorised, you will receive an **authorisation ID number** that will be required at airport check-in or upon arrival at a port. You are responsible for submitting the ESTA application and obtaining approval to travel to the United States. **VWP CLIENTS WHO DON'T OBTAIN ESTA APPROVAL WILL LOSE ALL RIGHT TO OBTAIN A REFUND FOR THE HOLIDAY THEY HAVE BOOKED.** (Please see www.cbp.gov/travel for more information).

IMPORTANT addition to the above: With effect from 01 November 2010, when travelling to/from the United States, you will be required to provide the following minimum Secure Flight Passenger Data (**SFPD**) at the time of reservation: **Name as it appears on the passport, Date of Birth, Gender, and Redress Number (where applicable).** This information is mandatory as soon as you make a reservation. Failure to provide this may affect your booking.

Should I check my inbound flight or other carriage?

We will not be responsible if you arrive late for the specified check-in time or you arrive late for any element of your transportation, nor can we accept any responsibility for any loss by you of your holiday travel tickets, vouchers or coupons. A charge, which in some cases will be equal to the full cost of the tickets lost, will be made for tickets re-issued. It is imperative and a strict condition of booking that you reconfirm any inbound flight details with either the local office noted on your itinerary or the Tour Operator's head office in the UK, not more than 48 hours and not less than 12 hours prior to the previously notified flight time (or not more than 72 hours if the reconfirmation period falls over a public holiday.) We cannot accept any liability for clients who fail to comply with these conditions. The timings quoted on your documentation are local timings. Passengers must check-in at least 2 hours before the flight departure time. If your outbound journey is not utilised the inbound reservation is



Sales: 0844 571 5500
After Sales: 0844 571 5570

automatically cancelled when you are travelling on a charter or schedule flight. When travelling on a scheduled flight or on a train please contact directly the airline or train operating company.

When can I expect to receive tickets?

If physical tickets are required for your journey they will normally be posted to you 10 days prior to your departure date, except when bookings are made within 10 days of departure where tickets may be arranged for collection at your departure airport. Most airlines accept eTickets which are normally emailed to you within 7 days of paying your full balance, and no later than 48 hours prior to departure. Full details of ticket dispatch will be available on your confirmation invoice upon booking.