

Exsus Travel Limited Booking Form - 2021



Enter your details here. If a Travel Agent booking then leave address blank.

Name:
Agency (if applicable):
Address:
Daytime No:
Evening/Cell:
Email address:

Booking Reference

Reference:
Note: Please ensure you read the itinerary and are happy with all the details provided.

Next of Kin (not travelling with you)

Name:
Relationship to Person:
Address:
Telephone No:

Insurance

Note: All travelers are required to have travel insurance up to the value of the holiday.
Name of Insurer:
Policy No:
Telephone No:

Emergency Contact Number Whilst Abroad

Telephone No:

Passenger Details

	Title	Full name as on Passport		D.O.B.	Passport Expiry Date	Nationality	Passport No.	Frequent Flyer No. and airline name or initials e.g. BA, IB etc.	Additional Information & Requests (Dietary, Medical, etc.) Note this is subject to availability
		Given Names	Last Names						
1									
2									
3									
4									
5									
6									
7									
8									

Bank Details

USD Account	EURO Account
Account Name Exsus Travel Limited Account	Account Name Exsus Travel Limited Account
Number 45554299	Number 76750088
Sort Code 20-37-13	Sort Code 20-37-13
Bank Barclays Bank, 25 James Street, Harrogate	Bank Barclays Bank, 25 James Street, Harrogate
HG1 1QX Swift Code BUKBGB22	HG1 1QX Swift Code BUKBGB22
IBAN GB32 BUKB 2037 1345 5542 99	IBAN GB37 BUKB 2037 1376 7500 88

Declaration

I have read, understood and accept on behalf of all persons listed above the Booking Conditions which form part of the contract and the relevant pages from the brochure. I understand the need for each member of my party to obtain insurance in accordance with the Booking Conditions. I accept the need for each member of my party to ensure that immigration and health requirements are complied with. I am authorised to sign this statement on behalf of all persons listed above.
Signed
Date

From time to time we would like to use the details given to us for marketing purposes (for example to send you information on our holidays and any special offers available). We would like to send this information by post, email or telephone.
If you do not want us to use your details in this way, please tick the box. <input type="checkbox"/>
This booking form cannot be saved. Please complete and sign where indicated before returning to Exsus Travel.

The following Booking Conditions form the basis of your contract with Exsus Travel Limited t/a Exsus Travel or Exsus registered at 1 Burwood Place, London, W2 2UT, United Kingdom. Company registration no. 3385363. Exsus Travel can be contacted on +44(0)207 563 1300 or via escape@exsus.com. Please read the conditions carefully as they set out our respective rights and obligations.

In these Booking Conditions, “you” and “your” means all persons named on the booking (including anyone who is added or substituted at a later date). “We”, “us” and “our” mean Exsus Travel Limited.

1. MAKING A RESERVATION

(a) To make a reservation your party leader must complete and sign a Booking Form accepting these Booking Conditions on behalf of all members of your party. In addition you must pay us a non-refundable deposit. The deposit we require is a minimum of \$250 per person, or 15% of the total price of your holiday, whichever is the greater. In certain circumstances we may require a higher deposit and you will be advised at the time of booking as to this charge. This could be for certain villa bookings, cruises, published fare flights and peak season payment terms from our suppliers. The deposit must accompany the signed Booking Form. If we do not receive a signed booking form we shall still determine that on payment of monies to us that you are in agreement with our Booking Conditions. In the event that we are required to make full payment in advance of your holiday to a supplier for any services requested by you as part of your tailor made holiday, in order to secure such arrangements we may invoice you immediately for the full amount of that element of your holiday and payment will be due forthwith even if this is more than 8 weeks prior to your departure. If your booking is made within 8 weeks of departure, the full payment for the holiday is due immediately and should accompany this Booking Form. You can pay the deposit and balance by credit card or bank transfer.

(b) Your booking is not accepted until the date shown on the Confirmation Invoice and it is only then that a contract exists between you and us. Once we have received all appropriate payments and the completed Booking Form we will, subject to availability, send you our Confirmation Invoice, usually within 7 days of your booking being confirmed. Approximately 10 weeks before departure, you will be sent a FINAL INVOICE for the full amount payable. The Final Invoice will include any surcharges if applicable. Payment will become due 8 weeks prior to departure. Please check your invoices carefully as soon as you receive them. Contact us immediately if any information that appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 14 days of our sending it out (5 days for tickets). We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so. The only exception to this requirement to meet costs is where we made the mistake in question.

For flight inclusive bookings, all monies paid to one of our authorised travel agents for your holiday with us will be held on our behalf until they are paid to us or refunded to you.

2. THE PRICE OF YOUR HOLIDAY

(a) We reserve the right to make changes to and correct errors in advertised prices at any time before your holiday is confirmed. You will be advised of any error of which we are aware and the then applicable price prior to the time that your holiday is confirmed by us.

Once the price of your chosen holiday has been confirmed at the time of booking, we will only increase or decrease it after that point by way of a surcharge or refund in the circumstances set out below. Please note however that we guarantee not to impose any surcharge on you if you have paid the full balance of the cost of your holiday at the time of booking and the remaining provisions of this clause will not apply.

A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, if our costs increase or decrease as a result of transportation costs (e.g. fuel, scheduled airfares and any other airline surcharges which are part of the contract between airlines (and their agents) and the tour operator) or dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at airports increasing or decreasing or our costs increase or decrease as a result of any changes in the exchange rates which have been used to calculate the cost of your holiday.

Even in the above cases, only if the amount of the increase in our costs exceeds 2% of the total cost of your holiday (excluding any amendment charges), will we levy a surcharge. If any surcharge is greater than 10% of the cost of your holiday (excluding any amendment charges), you will be entitled to cancel your booking and receive a full refund of all monies you have paid to us (except for any amendment charges) or alternatively purchase another holiday from us as referred to in clause 5 “Alterations/Changes and Cancellations by us”. 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.

A refund will only be payable if the decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay you the full amount of the decrease in our costs.

You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to cancel or purchase another holiday. If you do not tell us that you wish to do so within this period of time, we are entitled to assume that you will pay the surcharge. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later.

Please note, changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking.

3. ALTERATIONS BY YOU

(a) If you wish to alter any details of your holiday after your Confirmation Invoice has been issued we will do our best to make the alterations (although we cannot guarantee that such alterations will be possible) provided that we are informed of your wish to change no later than 2 weeks prior to departure (other than as set out in (b) and (c) below). For all alterations a \$75 administration fee will be charged per booking together with all costs and charges incurred by us or incurred or imposed by our suppliers. A request to alter your holiday details must be made in writing by the person who signed the Booking Form on your behalf (the Party Leader). (b) Requests for Name changes must be made in writing to us not less than two weeks before departure. Where a transfer to a person of your choice can be made, all costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result together with an amendment fee of \$75 must be paid before the transfer can be effected. Please note: for flight inclusive bookings, you also must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight. (c) Please note: some alterations requested within 2 weeks of departure may be treated as a cancellation and the cancellation charges set out in clause 4 will apply.

4. CANCELLATIONS BY YOU

You may cancel your booking at any time. The person who signed the Booking Form must send us notice of the cancellation in writing. Cancellation will take effect the day we receive this written notification at our offices. If you cancel your holiday prior to the departure date we will deduct the following charges from the full price of your holiday:
Written Advice of Cancellation received
More than 57 days Loss of deposit
56-42 days 40% of total holiday cost
41-31 days 60% of total holiday cost
30 Days or less 100% of total holiday cost
Any advance payments made to suppliers on your behalf as part of their booking conditions that are non recoverable will also not be refundable.
Peak Season charges may differ as some suppliers impose stricter cancellation policies.
Peak Season can mean, but is not limited to, Christmas & New Year, Easter and some school holidays. Please ask at the time of booking for full details.

If you cancel your holiday after it has commenced, no refund at all will be given.

Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned. **Please ensure that your insurance policy covers the total cost of your holiday for cancellation purposes.**

Where any cancellation reduces the number of full paying party members below the number on which the price, number of free places and/ or any concessions agreed for your booking were based, we will recalculate these items and re-invoice you accordingly.

5. ALTERATIONS/CANCELLATION BY US

We start planning the holidays we offer many months in advance. Occasionally, we have to make changes to and correct errors in brochure, website and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. However, we promise we will only cancel your confirmed booking 8 weeks or less before departure where you have failed to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or where we are forced to do so as a result of “force majeure” as defined in clause 10 below. We will not cancel after this date for any other reason.

Most changes are minor. Occasionally, we have to make a “significant change”. A significant change is a change made before departure which, taking account of the information you give us at the time of booking and which we can reasonably be expected to know as a tour operator, we can reasonably expect to have a major effect on your holiday. Significant changes are likely to include the following changes when made before departure; a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away, a change of accommodation area for the whole or a major part of the time you are away, a change of outward departure time or overall length of time you are away of twelve or more hours, a change of UK departure point to one which is significantly more inconvenient for you and, in the case of tours, a significant change of itinerary missing out one or more major destination substantially or altogether.

If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options: -

- (a) (for significant changes) accepting the changed arrangements
- (b) purchasing an alternative holiday from us, of a similar standard to that originally booked if available. We will offer you at least one alternative holiday of equivalent or higher standard for which you will not be asked to pay any more than the price of the original holiday. If this holiday is in fact cheaper than the original one, we will refund the price difference. If you do not wish to accept the holiday we specifically offer you, you may choose any of our other then available holidays. You must pay the applicable price of any such holiday. This will mean your paying more if it is more expensive or receiving a refund if it is cheaper
- (c) cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

Please note, the above options are not available where any change made is a minor one.

If we have to make a significant change or cancel, we will as a minimum where compensation is due pay you the compensation payments set out in the table below depending on the circumstances and when the significant change or cancellation is notified to you subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or if the change made is a minor one. A minor change is any change which, taking account of the information you have given us at the time of booking or which we can reasonably be expected to know as a tour operator, we could not reasonably expect to have a significant effect on your confirmed holiday

Period before departure a significant change or cancellation is notified to you	Compensation per person
56 days or more	\$nil
30 – 56 days	\$15
14 – 29 days	\$30
0 – 13 days	\$45

Very rarely, we may be forced by “force majeure” (see clause 10) to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

NB. If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances which would entitle you to claim compensation against the airline under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004, you must pursue the airline for the compensation due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment.

6. YOUR OBLIGATIONS TO US

- You must:
- (a) Arrive at stated check-in and departure times and confirm your own return flight and departure times. We accept no liability whatsoever to you for your failure to do so.
 - (b) Take out adequate travel insurance to cover the cost of industrial action, natural disaster (flooding, storm, fire etc.), cancellation of the holiday by you or the cost of assistance, including repatriation in the event of you suffering an accident or illness. Please read your policy details carefully and take them with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. We do not check insurance policies.
 - (c) Behave in a reasonable and responsible manner towards any other person you meet in the course of your travel arrangements. We reserve the right to cancel forthwith your holiday

arrangements in the event that you fail so to behave and we will not be liable for any loss or damage that you may suffer as a result (including any onward or return travel arrangements).

7. OUR OBLIGATIONS TO YOU

(1) We promise to make sure that the holiday arrangements we have agreed to make perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. These services will be provided either directly by us or through suppliers contracted by us.

(2) We have no direct control over the way our suppliers provide their services but everyone employed or contracted by us or by our suppliers is expected to carry out their duties in accordance with accepted standards of behaviour. We accept responsibility, if they do not carry out their duties in accordance with accepted standards of behaviour (or at all) and that fault results in your injury, illness or death.

We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:-

- the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
- the act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
- 'force majeure' as defined in clause 10 below

(3) Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure or on our website and we have not agreed to arrange them and any excursion you purchase in resort. Please also see clause 11 "Excursions Activities, Website and Brochure Information". In addition, regardless of any wording used by us on our website, in any of our brochures, website or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

(4) The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature that might lead a reasonable holidaymaker to refuse to take the holiday in question.

(5) As set out in these booking conditions we limit the maximum amount we may have to pay you for any claims you may make against us. For all claims which do not involve death or personal injury or loss of or damage to luggage or personal possessions (including money), if we are found liable to you on any basis the maximum amount we will have to pay you 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 7(6) below. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

(6) 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 any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any 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 Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Athens convention for international travel by sea). Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not 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 that 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.

(7) Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not reasonably have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them,

our suppliers or (3) which arises out of or relates to lost reputation. Additionally we cannot accept liability for any business losses.

(8) You must provide our insurers and ourselves with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in clause 13 below. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with our insurers and us if our insurers or we want to enforce any rights that are transferred.

8. FLIGHTS

Under the terms of our Air Travel Organiser's License, we will notify you in your confirmation invoice of the name of the airline operator, the aircraft type to be used and the destination airport for your holiday. However these details are subject to change. Any such change in these details will not entitle you to cancel or change your holiday without paying our normal charges.

The flight timings given on booking and detailed on your confirmation invoice are for general guidance only and are subject to change. The latest timings will be shown on your tickets, which will be despatched to you approximately 2 weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs.

9. VISAS, PASSPORTS & HEALTH

Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting.

Information on health is available from your local Health office. You must ensure that you consult your doctor or local health clinic well in advance of your holiday to obtain further advice and treatment on any vaccinations/inoculations against hepatitis, typhoid or tetanus as well as any other vaccinations/inoculations that may be necessary. These will vary depending upon which country you are travelling to.

It is the party leader's responsibility to ensure that all members of the party are in possession of all necessary travel and health documents before departure. You must pay all costs incurred in obtaining such documentation. We regret we cannot accept any liability if you or any member of your party are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. You must check passport and visa requirements with the Embassy or Consulate of the country (ies) to or through which you are intending to travel. If failure to have any necessary travel or other documents results to fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

10. FORCE MAJEURE

In these Booking Conditions "Force Majeure" means any event which we or our supplier of service(s) could not even with all due care foresee or avoid. This will include war or threat of war, terrorist activity or threat of such activity, civil riots or strife, nuclear disaster, adverse weather conditions, health risks and epidemics and all other circumstances and 'Acts of God' beyond our control. Except as otherwise expressly set out in these Booking Conditions we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage or loss (as more fully described in clause 7(1) above) as a result of "force majeure".

11. EXCURSION, ACTIVITIES, WEBSITE AND BROCHURE INFORMATION

The information contained in our brochure and on our website is correct to the best of our knowledge at the time of publication. We may provide you with information (in our brochure/on our website and/or when you are on holiday) about activities and excursions that are available in the area you are visiting.

We have no involvement in any such activities or excursions that are not either run, supervised or controlled in any way by us. Local operators or other third parties who are entirely independent of us do not form any part of your contract with us even where we suggest particular operators/other third parties and/or assist you in booking such activities or excursions in any way. We cannot accept any liability on any basis in relation to such activities or excursions and the acceptance of liability contained in clause 7 of our booking conditions will not apply to them. We do not however exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.

We cannot guarantee accuracy at all times of information given in relation to such activities or excursions or about the resorts/area you are visiting generally (except where this concerns the services which will form part of your contract - but see below) or that any particular excursion or activity which does not form part of our contract will take place as these services are not under our control. If you feel that any of the activities mentioned in our brochure or on our website which are not part of our contract are vital to the enjoyment of your holiday, write to us immediately and we will tell you the latest known situation. If we become aware of any material alterations to resort/area information and/or such outside activities that can reasonably be expected to affect your decision to book a holiday with us, we will pass on this information at the time of booking.

Please note, if you consider a particular facility to be important to the enjoyment of your holiday you should inform us in writing and we will tell you the current situation.

In certain situations such as on safari or trekking holidays you will be asked to sign an indemnity waiver form locally by the supplier. If you would like full details of the waiver form in advance please request this from our consultants. We cannot be held responsible for any supplier who will not provide a service to you should you not wish to sign the waiver form. Refunds will not be applicable if you have not requested to see the waiver from before booking your holiday.

12. SPECIAL REQUESTS

If you have a special request (e.g. special dietary requirements, honeymoon etc.), you must indicate this on the Booking Form (or if there is insufficient space in a covering letter). We will do our best to accommodate these requests but cannot guarantee to do so and they do not form part of the contract between you and us.

If you or any member of your party has any medical problem or disability that may affect your holiday, please tell us before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. [If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.]

13. COMPLAINTS

Should you have any cause for complaint, please inform the hotel in which you are staying or your Exsus Travel Representative immediately. Once we are aware of a complaint we will try to rectify the problem whilst you are on holiday. In the unlikely event that matters cannot be resolved to your satisfaction in the resort, please notify your personal travel consultant at 1 Burwood Place, London, W2 2UT, United Kingdom within 28 days of your return.

14. SAFETY STANDARDS

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

15. JURISDICTION

We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description that arises between us (except as set out below). We both also agree that any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between us must be dealt with by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any dispute, claim or other matter of any description which arises between us governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

16. PRICES, BROCHURE AND WEBSITE ACCURACY

Please note, the information and prices shown in our brochure, on our website or otherwise given to you may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of the brochure, website, quoted information and prices at the time of printing, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen holiday (including the price) with us at the time of booking.

17. PROMPT ASSISTANCE

If, whilst you are on holiday, you find yourself in difficulty for any reason, we will offer you such prompt assistance as is appropriate in the circumstances. In particular, we will provide you with appropriate information on health services, local authorities and consular assistance, and assistance with distance communications and finding alternative travel arrangements. Where you require assistance, which is not owing to any failure by us, our employees or sub-contractors, we will not be liable for the costs of any alternative travel arrangements or other such assistance you require. Any supplier, airline or other transport supplier may however pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them. Subject to the other terms of these Booking Conditions, we will not be liable for any costs, fees or charges you incur in the above circumstances, if you fail to obtain our prior authorisation before making your own travel arrangements. Furthermore, we reserve the right to charge you a fee for our assistance in the event that the difficulty is caused intentionally by you or a member of your party, or otherwise through your or your party's negligence.