

## Terms and Conditions

The person, who makes the booking, must be aged 18 or over, accepts these conditions on behalf of the party and is responsible for all payments due from the party.

## Payments

A minimum deposit of £50 (fifty pounds) per person is required to hold a booking which is non-refundable and non-transferable under any circumstances.

Tickets are released to the customer(s) only upon successful completion of the payment(s).

If you pay the deposit and fail to pay the balance in time you will lose your full deposit, as it is non-refundable and non-transferable and you will also be liable to pay for further cancellation charges.

Only initial deposit can be made by credit / debit cards (all major cards are accepted) but the balance payment has to be made direct into our company's bank account by bacs, direct transfer or cash. No cheque payment is acceptable for immediate purchase.

## Changes/Amendments

Any request for changes or amendments must be submitted in writing and some changes may be subject to additional charge.

Date changes before ticketing will cost £25 plus fare difference if applicable. And after ticketing £50 plus airline charges, subject to airline permitting changes.

Name changes to any booking before ticketing is treated as cancellation of the booking and thus cancellation rules will apply for further re-booking

(see in paragraph 3, line 2). Name changes is not permitted after ticketing.

## Cancellation

Any request for cancellation must be submitted in writing.

If you cancel your booking before ticketing you will lose your deposit and in addition, you will have to pay a £50 cancellation fee.

£75 plus airline charges will apply for any cancellation after ticketing and the refund is subject to airliner's refund policy.

## Refunds

Please note that most of the discounted airline tickets are non-refundable or partially refundable which is subject to cancellation, administrative and service charges.

The refund process takes approximately 8-12 weeks but may take longer in case of further investigation requires.

Refundable amount will only be made after we receive the money from concerned airline or consolidator. No interest will be paid on refundable amount.

Refund will be made into a pre-designated bank account or will be reimbursed into the relevant card used for payment.

Tickets, which are returned after 1 year from the date of issue, will be classed as expired and there are no refunds due for those tickets.

## Prices And Price Guarantee

Initial deposit only guarantees the reservation not the fare and taxes which may change.

We reserve the right to impose a supplementary cost to the ticket price due to changes in taxes, airline charges, fuel charges, airport taxes, exchange rates, etc.

Already issued tickets are not affected by the above changes in price.

## Passport, Visa And Health

It is the passengers' own responsibility to ensure the validity and accuracy of his/her passport, visa and necessary health documents.

We are not responsible for loss or vexation caused by faulty or incomplete documentation.

## Complaints

Any complaints must be submitted in writing through our complaints department.

Any complaints can be Posted to: 18 Whitchurch Lane Edgware, MIDDLESEX, HA8 6JZ or emailed to [info@aerotickets.co.uk](mailto:info@aerotickets.co.uk).

Verbal or over the phone complaints are not considered for further processing.

## Your Financial Protection

ATOL No. 3749

"When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong."

"We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable)."

"If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme."