# e read these booking conditions, and the additional information on ebsite carefully, they form an important part of the contract for your

ys are advertised in our brochures and on our website are operated by Au mutiagys are auvertised in our brochures and on our website are operated by Travelmood Limited trading as Austravel, registered number 194,993 (hereinafter called the Company, we', us' or 'our', a member of the TUI Travel PLC group of companies, of TUI Travel House, Crawley Business Quarter, Fleming Way, Crawley, West Sussex, RH to 9QL, and are sold subject to the following conditions. Insurance: Please Note: Adequate and valid travel insurance is compulsory for all our travellers and it is a condition of accepting your booking that you agree you will have obtained adequate and valid travel insurance for your booking by the date of departure.

1. Your Financial 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 from us and for your repatriation into event of our insolvency.
We will provide you with financial protection for any ATOL protected flight or flight inclusive holiday that you by from us by way of our Air Travel Organiser's Licence number 3355, administered by the Civil Aviation Authority ("CAA"). When you but 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 what this means for you and who to contact if things governor.
We, or the suppliers identified on your ATOL Certificate, will provide you with the what the provide you with the services you have bought or a suitable alternative (at no extra cost to you). You gree to accept that in those circumstances the alternative (at no extra cost to you). You gree to accept that in those circumstances the alternative (at no extra cost to you). You gree 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 analternative 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 suitable alternative, through an alternative ATOL holder in the provide the services is ted (or a suitable alternative, through an alternative ATOL holder for reasons of insolvency, the Tirustees of the ATOL Scheme. You gree that in return for such a payment or benefit on your ATOL Certificate, are unable to provide the services including any claim against us, the travel agent (or your reedit

Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices.
When you buy an ATOL protected flight or flight inclusive holiday, all money accepted from you by a travel agent acting as our agent is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fall. If we do fall, any money held at that time by the agent, or subsequently accepted from you by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.
When you buy arrangements other than an ATOL protected flight or flight inclusive holiday, all money accepted from you by a travel agent acting as our agent is held by that agent on our behalf at all times.

that agent on our behalf at all times. We will provide you with financial protection for any package holidays you buy from us that do not include travel by air by way of a bond held by ABTA. For further information, visit the ABTA website at www.abta.com.

muntingurin, visit time ABI A website at www.abta.com if you book arrangements other than an ATOL protected flight or a package holiday, the financial protection referred to above does not apply. Weare a Member of ABTA membership number Wooks. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct.

if you book arrangements other than an ATOL protected flight or a package holiday, the financial protection referred to above does not apply. We are a Member of ABTA membership number Woefs. We are obliged to maintain a high standard of service to you y ABTA'S Code of Conduct.

2. How to Book

To make a booking you can contact us in several ways, directly over the telephone, via our website at www.austrawel.com, through an approved Travel Agent or by email at traveldesigners@austravel.com. The person making the booking (the 'lead name') must be 18 years old or over and possess the legal capacity and authority to make the booking and accepts these booking conditions on behalf of everyone in their party. Whether you book alone or as a group, we will only deal with the lead name in all subsequent correspondence, including changes, amendments and cancellations. The lead name is responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself and any other person travelling on the booking and on the passing on any information regarding the booking or many changes on the booking and the passing on any information regarding the booking or many changes on the booking and the passing on any information regarding the booking or only change in the information on schedule changes or cropies of booking confirmations. You will need to pay a deposit at the time of booking in the amount notified to you at the time of booking You therapilical be required to pay for any non-transferable and non-refundable items such as special air fares, theatre tickets, attraction tickets or entry permits and any other applicable supplements booked at especially competitive reast to which airlines may attach severe restrictions. You may be asked to pay for these in illustrate time of booking and via the passing passing the passing pas

3. Prices, Surcharging, and Air Passenger Duty

3. Prices, Surcharging, and Air Passenger Duty
All guide prices we advertise are accurate at the date published, but we reserve the right to change any of those prices from time to time. Prices include a cost for fuel that was estimated at the date of this publication. Prices on our website are updated regularly. In the unlikely event of an administrative error leading to an incorrect price being displayed, we reserve the right to correct it. Offers are not combinable unless expressly stated and may be withdrawn at any time. All quotations are provisional unliconfirmed in writing on your Booking Confirmation and Invoice. Before you make a booking we will give you the up-to-date price of your chosen holiday including the cost of any supplements, upgrades or additional facilities with/you have requested. Prices quoted in this brochure are based on exchange rates published by The Financial Times on 3rd September 2013.
Changes in transportation costs, including without limitation the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and approts and exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 30 days of your departure. Any changes in taxes, entry fees and/or charges that we collect at net cost on behalf of local and government bodies will be passed on to you in full or refunded to you in full (Net Cost Charges). 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, Net Cost Charges. You will be charged for the amount over and above that, plus an administration charges. You will be charged for the amount over and above that, plus an administration charges. You will be charged for for any increase of more than 10% of the price of your travel arrangements, which excludes insurance premiums, Net Cost Charges and any an increase of more than 10% of the pri

### √ Insurance

4. Insurance Adequate and valid travel insurance for your chosen itinerary is compulsory for all travellers and it is a condition of accepting your booking that you agree you will have obtained adequate and valid travel insurance for your booking by the date of departure. You are strongly advised to insure yourself against any possible risk that may occur and in particular to ensure that you have sufficient insurance in respect of dependent relatives and force majeure events. You are required to carry proof of insurance with you and produce it if reasonably requested by Company employees or suppliers.

or dependent relatives and roice higher events. You are required to carry proor or insurance with you and produce it if reasonably requested by Company employees or suppliers. Please ask for details of the appropriate comprehensive policy we can offer to you to cover all activities included in our interearies and the featured optional extrass. Please note, however, that the policies we offer may not cover you for any activities you purchase that are not pre-booked nor featured in official our literature. If you choose not to take out our insurance you are responsible for ensuring that you are in possession of travel insurance for the entire duration of your holiday in respect of at least medical expenses, injury, death, repatriation, cancellation and curtailment, with cover/benefits equal to/greaterthan the insurance we offer. If you make your own insurance arrangements, you must and vurtailment, with cover/benefits equal to/greaterthan the insurance we offer. If you make your own insurance arrangements, you must advise us of the details of your own insurance including the name of the insurer and the policy number as soon as possible. Our representative abroad has the right to see the policy so that appropriate advice and assistance can be given. Clients in breach of this condition will be deemed to have indemnified the Company for any loss incurred by the Company as a result of such breach and such costs will be redeemable from them.

5, If You Change or Cancel Your Holiday.

### 5. If You Change or Cancel Your Holiday

5. If You Change or Cancel Your Holiday 5. If after our Booking Confirmation has been issued, you (i) make a change to your existing booking, we will charge an amendment fee of £35 per change (ii) or wish to change to another holiday or change departure date, we will try to make the changes subject to availability, provided that notification is received in writing at our offices from the lead name at least 69 days before departure for bookings made via an agent, or at least 89 days before departure for bookings made directly with us and you pay £35 per person to cover our administration costs.

or at least 83 days before departure for bookings made directly with us and you pay £35 per person to cover our administration costs. \$2,1 n. addition to the fee we charge, any alteration, whether a change to an existing booking or a change to an other holiday or departure date, will also be subject to payment by you of any costs imposed by any of the suppliers providing the component parts of the booking. If the holiday to which you transfer is more expensive than the one you originally booked, a further deposit will also be payable. Any alteration by you within 69 days of departure for bookings made via an agent, or within 85 days of departure for bookings made via an agent, or within 85 days of departure for bookings and will be subject to cancellation charges. \$3 subject to section 5,4, where you are unable to travely ou cantransfer your booking to another person, providing the following conditions are met:

a) you must notify usin writing at least 69 days before departure for bookings made directly with us and give us authority to make the transfer, and
b) your request is accompanied by all original travel documents which you have received and the full name and address of the person to whom you wish to transfer your holiday booking. "transferee"); and
c) the transferce is acceptable to us, accepts the transfer and these Booking Conditions and fullish any conditions that apply to the booking, and
d) payment is made by you of an administrative charge of a minimum of £35 per person puts payment of all costs charged or levied by those supplying your travel arrangements.

arrangements. Both the transferor and transferoe will be jointly and severally liable for payment of the

both life unlessed an interaction between the properties of the pr

a new ticket.

55 When the price per person is dependent on the number of people in the accommodation and the number of people changes, the price will be recosted based on the new party size. Any increase in price payable is not a cancellation charge. As separate cancellation charge will be levied in respect of bookings cancelled. A new confirmation invoice will be issued as appropriate on which the cancellation charge will be shown.

will be shown. 56 You, or any member of your party, may cancel your booking at any time providing that the cancellation is made by the lead name in writing. Notice of cancellation will be effective upon receipt by us of your written communication. As we start to incur costs from the time the contract is confirmed we will retain your deposit and in addition will apply other cancellation charges as shown below. These charges are based on how many days before your booked departure we received your cancellation notice. These charges are a percentage of the total cost of your booking, not including your insurance premium. If you want to cancel one or more passengers on the booking you will have to pay a proportion of the applicable cancellation charge based on the number of passengers you wish to cancel from the booking:

\*Cancellation charge as a % of total holiday
Period before departure when written cost (excluding any insurance premiums notice of cancellation is received by us and any amendment fees already paid to us)

Bookings made via Agent More than 69 days 56-69 days (inclusive) 36-55 days (inclusive) 22-35 days (inclusive) 11-21 days (inclusive) Direct Bookings More than 83 days 56-83 days (inclusive) 36-55 days (inclusive) 22-35 days (inclusive) 11-21 days (inclusive) Loss of deposit o-10 days (inclusive)

\*Please note that for certain travel arrangements e.g. many scheduled transport providers, the cancellation charge may be higher than those shown. In certain cases a noo'ks cancellation fee applies as soon as the booking is made and the ticket is iscale. Please ask for full details of cancellation charges at time of booking. We strongly recommend you to take out insurance that includes cover against irrecoverable cancellation costs. Additionally, you will remain responsible for the full amount of your insurance there in the vent of your cancellation to unay however be able to transfer this cover to another holiday. If you are travelling on a scheduled flight, we cannot give you any refund until we have received your old travel documents, including tickets.

57 All communications relating to this contract (in particular any requests to cancel or amend your holiday arrangements) must be from the Lead Name in writing and in English and delivered by hand or email customerservices@austravel.com. (please call also to ensure your email has been received) or sent by recorded delivery post to Travelmood Limited, The Artum, London Road, Crawley, West Sussex, RH10-95R.

### 6. If We Change or Cancel Your Holiday

call also to ensure your émail has been received) or sent by recorded delivery post to Travelmood limited. The Attrium, London Road, Crawley, West Sussex, RH to 9SR.

6. If We Change or Cancel Your Holiday

We reserve the right to cancel your booking or change any of the facilities, services or prices described in our brochures or website. We will endeavour to advise you of any changes known at the time of booking.

We plan the arrangements for your holiday many months in advance and may occasionally have to cancel your holiday or make changes, most of which are minor Flight timings and carriers shown in the brochure are for guidance only and are subject to change. Your Booking Confirmation will show the latest planned timings, Your sould be solved to the latest planned timings. Your should be solved to the latest planned timings, Your booking Confirmation will show the latest planned timings. Your should be considered to the control of the latest planned timings. Your should be considered to the control of the latest planned timings. Your should be solved to the change of the control of the control of the latest planned timings. Your should be solved to the change of the control of the

Period before departure when we notify you of a major change Compensation navable per person\*

Before balance due date Between balance due date and 29 days (inclusive) before departure Between 28 and 15 days (inclusive) before departure Between 14 and 8 days (inclusive) before departure 7 days or less before departure

This standard compensation payment will not affect your statutory or other legal rights. "We will only make one compensation payment for each full-fare-paying adult in the holiday booking. Any children not paying the full adult fare will review compensation on a pro rata basis of the adult fare. Children using a free child place will

nights. "We will only make one compensation payment for each full-tare-paying adult in the holiday booking. Any children not paying the full adult fare will receive compensation on a prior rata basis of the adult fare. Children using a free child place will or receive any standard compensation payment. We strongly recommend that you make no travel a rrangements to your point. We strongly recommend that you make no travel a rrangements to your point of eparture, make any connecting travel that is non-refundable or non-changeable or incurs penalties or incurs no confirmed on your beparture Documents. If you make such arrangements which you are the numble to use due to a change in your tinerary we shall not be liable to you for the cost of those arrangements. Circumstances amounting to "force majeure" include any event which we or the supplier of the service(s) in question could not even with all due care, foresee or forestal such as (by way of example and not by way of limitation) war, threat of war, rosts, aviil distribances, industriand idsputes, actual or threatender terrorist activity and its consequences, natural or nuclear disasters, fire, acts of God, unavoidable and inforeseable technical problems with transport for reasons beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential adverse weather conditions, flood, peldemics, health risks or pandemics illness and any other similar events.

In the unlikely event that there are any changes made to other holiday arrangements, we will try to tell you before you go, although we are not obliged to do so, nor are obliged to compensate you, if your booking for other holiday arrangement are cancelled we will do our utmost to ensure you receive a full and prompt refund of the price of these arrangements.

Tour, Safari and Excursions. Some are dependent on minimum numbes, other fill operate with one booking in the case of insufficient demand we reserve the right to consolidate or cancel, if this is r

Departure Documents, the latter information will be considered the most up-to-date and accurate.

7. Our Liability, Conditions of Carriage and Limitations

Our obligations, and those of our suppliers providing any service or facility included in your holiday, are to take reasonable skill and care to arrange for the provision of such services and facilities. You must show that reasonable skill and care has not been used if you wish to make any claim. Standards of for example, safety, hygiene and quality any throughout the transport and destinations that your holiday may involve. Sometimes these standards will be lower than those which would be expected in the UK. The suppliers of the services and facilities included in your holiday should comply with coalstandards where they are provided.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the cost of your travel arrangements. Our liability in all cases will be limited in accordance with and/or in an identical manner to the contractual terms of the companies that provide the transport carbon foryour travel arrangements. These terms are incorporated into this contract, and any relevant international conventions as detailed below. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices at Travelmood Limited, Legal Department, Tull Travel House, Crawley Business Quarter, Fleming Way, Crawley, West susses, RHio SQL.

We shall have in lability where the cause of the failure value for international conventions from our offices at Travelmood Limited, Legal Department, Tull Travel House, Crawley Business Quarter, Fleming Way, Crawley, West susses, RHio SQL.

We shall have in lability where the cause of the failure was suppliers in your holiday or any death or personal injury your holiday in die to far highlity of the ordinary of the pr

Under EU law, European Community Regulation (EC) No. 261/2004, you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation of or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However, you should not that reimbursement of the cost of a flight that forms part of your holiday is the responsibility of your holiday airline and will not automatically entitle you to reimbursement of the cost of a flight that forms part of your holiday is the responsibility of your holiday airline and will not automatically entitle you to reimbursement of the cost of your travel arrangement froms. Your right to a refund and/or compensation from us is set out in these Booking Conditions. If any payments to you are due from us, any payment made to you by the tearline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Aviation Grossumer Abocacy Panelon oz 27240 660 in at www.caac.ou.k

If you purchase any optional activities that are not part of your pre-booked timerary, the contract for the provision of that activity will be between you and the activity provider. The decision to partake in any such activity is entirely at your own discretion and risk. If you do have any complaint about, or problem with, any optional activity purchased in resort your claim should be directed to the activity provider and not to us. However, should you or any member of your party by misadeventure sifer lilless, injury or death during the period of your holiday from an activity which does not form part of the arrangements made by us or an excursion purchased through us. We may help everyone on your booking up to a total cost of £5,000, as long as the following conditions are met.

(i) You must make a claim under your insurance policy's legal expenses or other appropriate section. You must show us proof that your insurance company has received your claim, a

nerever possible. lease note that the timings of air, sea, road or rail departures are estimates only. These mings may be affected by operational difficulties, weather conditions or failure of assengers to check in on time.

release note that unit poli an assequent hand per threater conditions or failure of passengers to check in on time.

8. Air Carrier Liability for Passengers and their Baggage
Flight notice, flight information and EU blacklist. This is a notice required by European Community Regulation (EC) No. 889/2002. This notice cannot be used as a basis for a claim for compensation, nor to interpret the provisions of European Community legislation or the Montreal Convention, and it does not form part of the contract between the air carrier(s), us and you. No representation is made by the air carriers (or usas to the accuracy of the contents of this notice.
This information notice summarises the liability rules applied by European Community air carriers are required by European Community legislation and the Montreal Convention.
Compensation in the case of death or injury. There are no financial limits to the liability for passenger injury or death. For damages up to approximately 113,100. Special Drawing Rights ("SDR") the air carrier cannot contest claims for compensation. Above that amount, the air carrier and fetend itself against a claim by proving that it was not negligent or ortherwise at fault.
Advance payments. If a passenger is killed or injured, the air carrier runst make an advanced payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payments, and the least than 6,000 SDRs.
Passenger delays in case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4,694 SDRs.
Destruction, loss or damage to baggage delay is limited to 4,694 SDRs.
Destruction, loss or damage to baggage delay is limited to 131 SDRs.
Destruction, loss or damage to baggage delay is limited to 131 SDRs.
Destruction, loss or damage to baggage and the similar or it was impossible to take such me

days, and in the case of defay within 21 days, in both cases from the date on which the bagagae was placed at the passenger's disposal. Liability of contracting and actual carriers. If the air carrier actually performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier. Time limit for action. Any action in court to claim damages must be brought within two years from the date of air valid of the aircraft, or from the date on which the aircraft ought to have arrived. Basis for the information. The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the European Community Degulation (EC) No. 280/2002) and national legislation of the Member States.

Community The Regulation (EC) No. 88/j2002) and national legislation of the Member States of the Weinber States of the Weinberg Sta

## 9. Complaints

9. Complaints
If you have a complaint about your holiday whilst away, you must immediately notify our Service Representative and the relevant supplier of the service and contact us in the UK if further action is required by us. If you are not happy with their action laken in response please follow this up within 35 days of your return from holiday by writing to our Customer Relations Department at Travelmood Limited, The Arrium, London Road, Crawley, West Sussex, RH-io 9SR or emailing us at customer relations@austravel.com, giving your booking reference and all relevant information. We will acknowledge your written notification within 7 days and aim to provide a full response within 28 days. We can usually sort out any complaints you may have. If we cannot agree, providing the dispute fits within the rules of the scheme, you can use the Arbitration Scheme devised for the travel industry by ABTA and administered independently. This is a simple way of sorting out complaints and there are limits on the costs you might have to pay. You do not have to appear in person, but can send documents to explainyour complaint. Details and application forms are available from ABTA, 30 Park Street, London, SE 19EQ. If you prefer, you can take your complaint to the County Court or another suitable court. Information regarding complaints may be shared with other tour operators.

shared with other tour operators.

10. Behaviour

On tours, safaris and excursions provided by us, it is necessary that you abide by the authority of the leader, who represents the Company. If you commit any illegal act when on the holday or lift no ure assonable opinion of the Company representative or another person in authority your behaviour is disruptive, thereatening or abusive, causes unnecessary inconvenience or is causing or likely to cause danger, damage, distress or upset, disturbance or annoyance to others or others property, or puts any other traveler or our staff or agents in the UK or in resort in any risk or danger, on the telephone, in writing or in person, we may terminate your travelarrangements without any liability on our port. The captain of your light or ferry or any of our oversas staff or agents believes that you could be disruptive or that you are suffering from a contagious disease, they can also refuse to let you proceed with your travel arrangements, restrict your novements on board, disembark from the IE rery or aircraft, or remove you from your accommodation or excursion. If this means you are not allowed to board the flight outbound from the UK, we will treat you booking as cancelled by you from that moment, and you will have to pay full cancellation charges. If this occurs overseas then

you will become responsible for your own return home and any other members of your group who cannot or will not travel without you. In any of these circumstances no refunds or compensation will be paid to you and we will not be liable for any costs or expenses you incut.

If you are refused carriage because of your behaviour, or you are under the influence of alcohol or drugs, your arinine may pass on your details and date of refusal of carriage to other arilines througs, your arinine may pass on your details and date of refusal of carriage to other arilines for their information. This inturn may make it difficult for you to book other arilines tickes, In any of these circumstances no refunds or compensation will be paid to you and we may make a claim against you for any damages, costs and expenses (including legal expenses) incurred as a result of your behaviour including but not limited to (i) repairing or replacing property lost, damaged or destroyed by you, (ii) ompensating any passenger, crevus staff or agent affected by your actions and (iii) the cost of diverting the aircraft or ferry to remove you. Criminal proceedings may also be instigated. If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the holiday, you must advise us of this at thetime of booking.

affect your or other people's enjoyment of the holiday, you must advise us of this at the time of booking.

The accommodation we arrange for you must only be used by those people named onyour Booking Confirmation or Departure Documents. 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 contents during your stay. These charges must be met by you and may have to be paid locally. We expressly reserve the right to prevent you from participating in the excursions we provide, whether pre-booked or purchased in resort, if in the reasonable opinion of our staff or those of the excursion provider, you are either unsuited to undertake the excursion, or if you appear to be under the influence of drugs or alcohol. In these circumstances your sole remedy against us will be to obtain a refund of the cost of that excursion.

excursion.

For the purpose of this section, reference to "you" or "your" includes any person in

circumstances your sole remedy against us will be to obtain a refund of the cost of that excursion.

For the purpose of this section, reference to "you" or "your" includes any person in your party.

1. Visa, Health, Passport, Travel Documentation

It is essential that you ascertain whether or not you can obtain relevant visas and inoculations before making your booking, particularly for late bookings. Whilst we are able to provide basic advice to clients regarding passports and visa requirements, you should check with the appropriate embassy, consulate or the British Foreign Office for the exact requirements for your chosen holiday and date of travel. It is your responsibility to ensure that you have the correct passport and visas to gain access to any country/region included in the travel arrangements which you purchase from us lify you fail to do so, we have no liability to you for any cost, loss or damage which you suffer, nor will we refund you the cost of any unused portion of your travel arrangements. In some cases, countries will refuse entry to clients who have criminal records. Should you be concerned about this, please check with the embassy or consulate of the countries to which you are travelling. The lead aname is entirely responsible for ensuring that all members of the group have the correct and valid documentation for travel. We cannot accept responsibility for any failure to comply resulting in any costs or fines being incurred and we advise you to check with your passport office or the consulate in question if you have any queries. Clients travelling overland to certain destinations may need to also pass through controls of other countries en-route so this should be allowed for with any passporty/sa applications. When travelling to the US you must have the correct assport to travel with your passport office or the consulate in question if you have any queries. Clients travelling overland to certain destinations and visid with your passport office or the consulate in the post of entry your say.

and anyone wno nas retensity varieties and their general practitioner. When assessing whether holidays will operate we use information from our local offices in conjunction with advice from the British Foreign Office and other relevant government bodies. It is your responsibility to acquaint yourself with the travel advice provided by these government bodies.

Tavelmood Limited's Privacy Policy sets out what information we collect, how we Travelmood Limiteus Fridge collect it, and what we do with INFORMATION ABOUT YOU Your Information

Your Information

This refers to a combination of information such as your name, contact details, travel preferences and special needs/disabilities/dietary requirements that you supply us or is supplied to us, including any information about other persons on your bodying ("your information"). Your information is collected when you request information from us, contact us (and vice versa) or make a booking. You are responsible or ensuring that other members of your party are aware of the content of our Privacy Policyard consent to your acting on their behalf in allyour dealingswith us. We will update your information whenever we can to keep it current, accurate and complete.

We will update your information whenever we can to keep it current, accurate and complete. Our Use of Your Information (1) For the purpose of providing you with our services, including your flight, holiday or insurance, etc., we may disclose and process your information outside the UK/EEA. In order for you to travel abroad, it may be mandatory, dis required by government authorities at the point(s) of departure and/or destination) to disclose and process your information for immigration, brorder control, security, and anti-terrorism purposes, or may other purposes which they determine appropriate. Some countries will only permit travel if you provide your advance passenger data (for example Caricom API and US secure flight data). These requirements may differ depending on your destination and you are advised to check. Even if not mandatory, we may exercise our discretion to assist where appropriate.

(2) We may collect and process your information for the purposes set out in our registration with the Office of the Information Commissioner, and disclose the same to our group companies for business purposes and also to companies and our service providers who act as "data processors" on our behalf, or to credit and our service providers who act as "data processors" on our behalf, or to credit and

same to our group companies for business purposes and also to companies and our service providers who act as "data processors" on our behalf, or to credit and fraud agencies (some of whom are located outside the UK/EEA). These purposes include administration, providing services (and contacting you where necessity), customer care, service quality, business management and operation, re-organisation/ structuring/sale of our business (or group companies), risk assessment/management, security, fraud and crime prevention/detection, monitoring, research and analysis, social media, reviews, marketing, customer purchasing preferences and trends, dispute resolution/litigation, credit checking and debt collection.

(3) Information (such as health or religion) may be considered "sensitive personal data" under the Data Protection Act 1998. We collect it to cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data on the condition that we have your positive consent. By booking with us you also agree for

insurers, their agents and medical staff to exchange relevant information litive personal data with us in circumstances where we/they need to act on

sensitive personal data with us in circumstances where Wethey need to act on your behalf or in the interest of passengers or in an emergency. If you do not agree to Our Use of Your Information above, we cannot engage/do business with you or accept your booking. Direct Marketing Material (I) We may from time to time contact you with information on offers of goods and services, brochures, new products, forthcoming events or competitions from our holiday divisions and our group companies. Our websites will assumeyou to agree to e-communications when you make a booking. We will tailor the information we send you unless you tell us not to. This will enable us to send you more personalised and relevant communications. You will be given the opportunity on every communication to out-out of this personalisation.

(2) You may indicate your preference regarding receiving third party direct marketing

(3) If do not wish to receive such information or would like to change your preference, please refer to point (2) of "Your Rights" below.

Your Rights

(1) On completing our Data Subject Access Request form, you are entitled to a copy
of the information we hold about you (for a £10 lee) and to correct any inaccuracies.

(2) You have the right to ask in writing not to receive direct marketing material from
us if available, you can amend your previous preference on our website(s), use our
"unsubscribe email" or refer to our literature containing instructions. Once properly
notified byyou, well fulles etspets to stop using your information in this way.

(3) For a list of relevant brands, please send us your request.

Please write to Travelmood Limited, Legal Department, Tull Travel House, Crawley
Business Quarter, Fleming Way, Crawley, West Sussex RH to 9QL

Foreign Controls

Foreign Controls
Outside the European Economic Area (EEA), note that controls on data protection in such countries may not be as strong as the legal requirements in this country. USE OF TOOLS/COOKIES\* AND LINKS TO OTHER WEBSITES If our contact and dealing with you is via our website(s), we may use cookies. To find out more about the types of cookies on our website(s), how we use cookies, how to disable them or to change your preference and more, please refer to the information provided on our website(s). By using our website(s), you consent to our use of ronkies.

provided on our measure(s), by same on the cookies.

Our website(s) may contain links to third party websites or micro-sites not controlled or owned by us. For example, reference sites or ancillary products and services sites or websites owned by our sister companies. It is your responsibility to check the status of these sites before using them. Please read their applicable terms and conditions,

of these sites before using them. Please read their applicable terms and conditions, etc. carefully, MONITORING
To ensure that we carry out your instructions accurately, improve our service and for security and fraud, we may review, monitor and/or record: (i) telephone calls; (2) activities using CCTV in and around our premises; (3) transactions and activities at all points of contact; and (4) web traffic, activities, etc. and social media. All recordings and derivative materials are and shall remain our sole property. SECURITY STATEMENT
SECURITY STATEMENT
We have taken all reasonable steps and have in place appropriate security measures to protectyour information. CHANGES TO THIS POLICY
Any changest othis Policy will be either posted on our website, brochure and/or made available on request.

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associate members or Cambon. The Data Protection Act but that we are required to bring this toy our attention.

1. US Secure flight Data: The Transportation Security Administration (TSA) requires you to provide your fill name, date of birth, and gender for the purpose of watch list screening under the authority of 49 USC. Section 14, the Intelligence Reform and Terrorism Prevention Act of 2004 and 49 CFR parts 1540 and 1560. You may also provide your Redress Number if, available. Failure to provide your full name, date of birth, and gender may result in denal of transport or denal of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others understupulbished system of records notice. Formore impact assessment, please see the TSA Web sheat on wary of our holidays may be used by the Company without charge in all media (whether now existing or in the future invented) for bona fide promotional or marketing purposes, including without limitation promotional materials of any kind, such as brochures, slides, video shows and the internet.

### 13. Departure Documents

13. Departure Documents

We issue Departure Documents for your booking. All the information contained therein will be deemed to be part of the contract. Your Departure Documents will be sent to you by email or post, depending on the type of booking you have made, approximately 1 days beforey our holiday. Further copies can be obtained from us by contacting Customer Services (see above) or from Travelmood Limited, The Artium, London Röad, Crawley, West Sussex, RHio 95R. Departure Documents contain up-to-date definitive information about the tinerary and travel arrangements. Should here be a discrepancy between the information in the brochure or website, prior documentation and the final Departure Documents we send to you, the information in the Departure Documents supersedes the previous information and will be considered the most up-to-date and accurate.

14. Special Requests
We will consider special requests such as vegetarian meals, high or low floor preferences in the accommodation, when you book. We will tell you whether there is a charge, or those that are confirmed in writing. It is your responsibility to advise us of any special

15. Participation Requirements
All clients are expected to satisfy themselves prior to booking that they are fit and able to complete the titinerary of their chosen holiday as described in this brochure. Anyone suffering from mobility impairment, illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication or or their treatment which may be required during the holiday. Failure to make such disclosure will constitute a breach of these booking conditions and result in such persons being excluded from the holiday in which case all monies paid will be forfiet.

Unaccompanied passengers under the age of 18 years need a letter of consent from a parent or legal guardian. The minimum age of unaccompanied travel is 16 years on the date of departure.

For stays in the USA, at least one person per room staying at any hotel must be at least anyears of age on the date of travel and a credit card with credit to be held as a deposit is required to check in.

is fequired to check in. Credit cards are required in many hotels and for all vehicle hire for all destinations. A deposit amount will be held. You must ensure you have a card and the relevant credit

available.

16. Law & Jurisdiction

17 you booked your holiday in any jurisdiction other than in Scotland or Northern Ireland (including any booking was the intermet), this contract, and any other claim or dispute arising from or related to this contract, will be governed by English law and the courts of England and Wales shall have exclusive jurisdiction over any claim arising out of it. If you booked your holiday in Scotland, this contract, and any claim or dispute arising from or related to this contract, will be governed by Scottish law and the courts of Scotland shall have exclusive jurisdiction over any claim arising out of it. If you booked your holiday in Northern Ireland, this contract, and any claim or dispute arising from or related to this contract, will be governed by Northern Irish law and the courts of Northern Ireland shall have exclusive jurisdiction over any claim arising out of it.

To Brochure Validity

We published this brochure in October 2013 and the details and prices contained in it are valid from 12th November 2013 until publication of any revised edition, or we or your travel agent inform you of different prices. Prices were accurate at the date of publication, but could have changed since then Your travel agent or our travel advisor will be able to confirm the price before you book. Holidays in this brochure operate from 12th November 2013 to 31st March 2015.

