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 note that reimbursement of the cost of a flight also be available from animes. However, you should note that remoursement of the cost of a linght that forms part of your holiday site responsibility of your holiday aritine and will not automatically entitle you to reimbursement of the cost of your travel arrangement from us. 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 airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Aviation Consumer Advocacy Panel on 002 200 (60). 020 7240 6061 or at www.caa.co.uk.

02072406661 or atvww.ccaa.co.uk. If you purchase any optional activities that are not part of your pre-booked itinerary, 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 misadenture suffer lines, injury or adent during the period of your holding from an activity witch does not form part of the arrangements made by us or an excursion purchased through us, we shall, where appropriate ad ubject for unabout directions to turk ball friver and Moray belies memore on sure provinger

of the arrangements made by us of an excursion purchased through us, we shall, where appropriate and subject to our absolute discretion, by to help if we can. 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 askus for such assistance within 90 days of the misadventure; (ii) you must askue a claim under your insurance policy's legal expenses or other appropriate section. You must show us proof that your insurance conjects legal expenses or other appropriate section. You must show us proof that your insurance conjects legal expenses or other appropriate section. You must show us proof that your insurance conjects against at hird party or a suitable insurance policy or oplicies being in force, you must repay us the costs actually incurred by us in giving this avietnee.

We may operate holidays in regions where standards of accommodation transport safety hygiene We may operate holicalys in regions where standards of accommodation, transport, safety, hygiene, medical facilities and other infrastructure may at times, be lower than those you normally expect. The outline itineraries given for each holiday must be taken as an indication of what should be accomplished, and not as a contractual obligation on unpart. Changes in itinerary may be caused by local policial conditions, fight cancellations, mechanical breakdown, weather, border restrictions, sickness, or other unforeseeable circumstances. Pro rata refunds will be given for services and thirding the services and the services an not utilised wherever possible

not utilised wherever possible. Please note that the timings of air, sea, road or rail departures are estimates only. These timings may be affected by operational difficulties, weather 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 Regulation (EC) No. Reserve that the theorement of the cortex returned the transmission of the transmission of the transmission of the transmission of the cortex returned to the transmission of the transmission of the cortex returned to the cor it does not form part of the contract between the air carrier(s), us and you. No representation is made by the air carrier(s) or us as to the accuracy of the contents of this notice.

by the air carter(s) or us as to the accuracy of the contents of thin notice. This information notice summarises the hability rules applied by European Community air carriers as 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 ("SDRs") the air carrier cannot contest claims for compensation. Above that amount, the air carrier can defend itself instructed with the more instruction that and the instruction of the soft of the

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DURS. 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.

passenger delay is limited to 4,694 50R. Baggage delays. In case of baggage 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 baggage delay is limited to 1, 131 50Rs. Destruction, fors or damage to baggage. The air carrier is liable for destruction, loss or damage to baggage up to 1, 131 50Rs. In the case of checked baggage, the site is liable even if not at fault, unless the baggage was defective. In the case of checked baggage, the rarrier is liable only if at fault. Higher limits for baggage. A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee. Compains to homoane if the bagoane is famaand delawed for or destrued the pascencer must

declaration at the latest at check-in and by paying a supplementary fee. Complaints on baggage. If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within seven days, and in the case of delay writhin 21 days, in both cases from the date on which the baggage was placed at the passenger sdisposal. Liability of contracting and actual carriers. If the air carrier actually performing the flight is not the same as the contracting ari carrier, the passenger has the right to address a complain to to make a datine for domage availer at them of the passenger has the right to address a complaint to 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.

carriers 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 arrival 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 by European Community Regulation (EC) No. 2027/97 (as amended by European Community Regulation (EC) No. 889/2002) and the submitted be limited for a first of the Amended Society and So national legislation of the Member States.

national legislation of the Member States. In accordance with European Community Regulation (EC) No. 2111/2005, Article 9, we are required to bring to your attention the existence of a 'Community list' which contains details of air carries that are subject to an operating barn within the European Community. The Community list is available for inspectional two-air-ban european community. Regulation (EC) No. 2111/2005 we are required to advise un accordance with European Community Regulation (EC) No. 2111/2005 we are required to advise you of the actual carrier operating your flight/commenting flight/transfer if your booking includes flight(s). We do this by listing carries to be used or likely to be used on the Flights information section drough Contense uttransfer on

of our FAOs at www.austravel.com.

of our HAQs at www.austravet.com. The airline may use wide and narrow-body jets. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. Some flights may need to stop en noute. If we know about this in advance we will tell you. Flight times shown in the brochure, on the website and on wur bodying confirmation are out quarated at churg light times a chown on your ticker. and on your booking confirmation are not guaranteed. Actual flight times are shown on your tickets. Flight times are local times based on the 24-hr system.

right times actional interposed to the 24-th system. Please check with the airline regarding loggage allowance limits and the maximum allowable single item baggage weight. If you have a medical condition, serious illness, recently undergone surgery, or have suffered a recent accident, you must advise us and your airline and you may need to be cleared for travel by the airline which will involve obtaining a fitness to fy Certificate from your CP. 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 Representative and the relevant supplier of the service and contact us in the UK in further action is required by us. If you are not happy with their action taken 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 Atrium, London Road, Crawley, West Sussex, RH10 95R 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 compliants you may have. If we cannot agree providing the tensor for which have a days the super software to have the hardwise Context and the super software to be a days of the super software to be a days of the hardwise of the super software to be a days of the super software to be a days of the hardwise of the super software to be a days of the super software to be 26 ups, we can usually soft out any companies you may have. In we cannot agree, providing up digute 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 no thave to appear in person, but can send documents to explain your complaint. Details and application forms are available from ABTA, 30 Park Street, London, SE1 9EQ. 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.

10. Behaviour

On tours, safaris and excursions provided by us, it is necessary that you abide by the authority of the On tours, stans and excursions provided by us, it is necessary that you able by the automity of the leader, who represents the Company. If you commit any litegal act when on the holiday or if in our reasonable opinion or the reasonable opinion of the Company representative or another person in authority your behaviour is disruptive, threatening or abusive, causes unnecessary inconvenience or is causing or likely to cause danger, damage, distress or upset, disturbance or annoyance to others or other's 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 travel arrangements without a studiability on uncast. without any liability on our part.

If the Captain of your flight or ferry or any of our overseas staff or agents believes that you could be If the Captain of your ingine for terry of any of our overseas start or agents believes that you could be disruptive or that you are suffering from a contagious classes, they can absord for these to let you proceed with your travel arrangements, restrict your movements on board, disembark from the ferry 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 your booking as cancelled by you from that moment, and you will have to pay full cancellation charges. If this occurs overseas then you will any sufficient of the terry or any sufficient of the terry or the terry or the terry as the sufficient of the terry or the flight or the terry or terry or the terry or the terry or the terry or t become responsible for your own return home and any other members of your group who can

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 note liable for any costs or expenses you incur. If you are refused carriage because of your behaviour, or you are under the influence of alcohol or fungs, your airline may pass on your details and date or frustal of carriage to other airlines for their information. This in turn may make it difficult for you to book other airline tickets. 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 aresuld 70 your behaviour including but not limited to (1) repaining or replacing property lost, damaged or destroyed by you, (1) compensating any passenger, erw, staff or again affect day your actions and (11) 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 advie use to Divane to tallowed to share the accommodation or 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 you.

to be paid locally.

to be partician; 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 drugo raichold. In these incursationers your sole remedy against us will be to obtain a refund of the cost of that excursion.

r the purpose of this section, reference to "you" or "your" includes any person in your party 11. Visa, Health, Passport, Travel Documentation

To vise, Heih, Passport, Travel Documentation It vise, Heih, 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, consultate or the British Foreign Office for the exact requirements for your chosen holiday and date to 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. In some cases, counties 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 name is entriely responsible for ensuring that all members of the group have the correct advoit divide ouries of the week with you passport office on the ensulate in other which you are travelling in any costs or fines being incurred and we advise you to check with your passport office or the consulate in gettion if you have any queries. Clients travelling overland to certain destinations may need to also pass through controls of other countries envolues oth should be allowed for with any passport (visa application if you have any queries. Clients travelling overland to certain destinations may need to also pass through controls of the Usyou must but have the correct passport to the visa Wave Programme When travelling to the US you must have the correct passport to travel on the Visa Waiver Programme When travelling to the US you must have the correct passport to travel on the Visa Waver Porgamme or have obtained the correct visa, valid for your stay, Each person wishing to visit the US must have either; J an e-passport (f) your passport is issued after 26 October 2006), or a machine readable passport (containing a digital photograph) if your passport is issued after the 26 October 2005 and visa Waver Form oi ja valid passport and a valid visa which must be obtained before travel from the US authorities. The US authorities require passengers travelling under the Visa Waver Porgamme to register for electronic travel authority on the Electronic System (or Travel Authoristion (ESTA), If you have not applied for and received travel authorisation via ESTA prior to travel you may be If you have not applied for and received travel authorisation via ESTA prior to travel you may be denied boarding, experience delayed processing, or be denied admission at the U.S. port of entry. However, entity possession of a vias nor meeting the basic requirements for traveling vias-free on the Visa Waiver Programme guarantees admission to the US. As with most countries, the final decision is made by immigration officials at the port of entry. You can apply online by completing the application form at https://esta.cbnfs.gov and paying a fee. Ity ou are refused boarding or denied admission at the U.S. port of entry, you will sill be subject to our cancellation charges in accordance with the terms of our contract with you. For additional specifics about the Visa Waiver Programme please consult the Visa Waiver Programme information on the U.S. Embasy London website www. usembassy.org.uk. We recommend that you carry your SITA approval with you when you travel and recommend you register altes 12 hours before departure. Please Note when you register for ESTA you must have a valid passport at the time of registration. If you have applied for a post dated passport (for example to reflect a change in name) this passport will not be valid until the effective and encomment A Visa Waiver Programme and more vanism Visa Waiver Form must hold wate noted in the spassort. Children and minors wanting to travel with Na Visa Waiver Form must hold date noted in the passport. Children and minors wanting to travel with a Visa Waiver Form must hold

cate noted in the passport. Unliken and minors wanting to travely with a visa Waver form must float their own machine readable passport or e-passport. Please note that the nationals of some countries can only travel to the US if they have a valid visa as they are not eligible for the Visa Waver Programme. There is a \$14 fee per person charge which is payable by credit or debit card when applying. As announced by the U.S. Customs and Border Protection, this fee will recover the costs incurred by the U.S. Customs and Border Protection of providing and administering the ESTA system and is in addition to the mandatory \$10 travel promotion fee established by the Travel Promotion Act of 2009. This subject to change. The Curban attempties require nord of valid medical insurance holves eliveion using to nord.

promotion te established by the travel fromotion Actor 2009. This subject to range. The Cuban authorities require proof of valid medical insurance before allowing visitors to gain entry to the country. It is essential that you have a copy of a valid travel insurance policy, insurance certificate or other suitable evidence in your possession on arrival at the Cuban aniport, port or marina. Please ensure that you keep the policy documents easily to hand you arrival. Us residents visiting Cuba must ensure that any medical insurance policy that they purchase covers them for meants Cuba. travel to Cuba

Please note that for some trips we need to request special permits, and as such we will require your passport details prior to accepting your booking. Furthermore, if you renew your passport after you have booked, you may be required to take your old passport with you to maintain the validity of

e are able to advise on mandatory health requirements: however, we are not medical experts. It is We are able to advise on manatory nealth requirements; however, we are not metocata experts. Its your responsibility to ensure that you obtain proper and detailed medical advice at least two months prior to travel for the latest health requirements; recommendations for your destination and any costs. You should check this information at least 2 months before departure and again within 14 days of travel. Where you do not do so and either are not allowed to enter any country, or suffer personal of travel. Where you do not do so and either are not allowed to enter any country, or suffer porsonal injury or death as result, whe have not liability to you for any rosci, loss or damage which you suffer nor will we refund you the cost of any unused portion of your travel arrangements. Clients with existing medical problems, pregnant women and anyone who has recently visited other countries should checkrequirements with their general practitioner. When assessing whether holidays will operate we use information from our local offices in your responsibility to acquaint yourself with the travel advice provided by these government bodies. It is your responsibility to acquaint yourself with the travel advice provided by these government bodies.

Privacy Policy
Travelmood Limited's Privacy Policy sets out what information we collect, how we collect it, and what

INFORMATION ABOUT YOU

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 and special necess/adaptities/areary requirements tails you supply to on is supplied to the, including any information about other persons on your booking (Your information)". Your information is collected when you request information from us, contact us (and vice versa) or make a booking. You are responsible for ensuing that other members of your party are aware of the content of our Privacy Policy and consent to your acting on their behalfin all your dealings with us. We will update your information whenever we can to keep it current, accurate and complete. **Our Use of Your Information**

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 (as required by government authorities at the point(s) of departure and/or destination) to disclose and process your information for immigration, border control, security and anti-terrorism purposes, or any other purposes which they determine appropriate. Same 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 acid tubes appropriate.

destination and you are autosed to use a treat international and the purposes set out in our registration with (2) We may collect and process your information for the purposes set out in our registration with the Office of the Information Commissioner, and discose 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 fraud agencies (some of whom are located outside the UKEEA). These numerics include administration, moviding assertices (and contacting you where necessary). These propose incluses a service quality, business management and operation, recognisation/situaturing/ sale of our business (or group companies), risk assessment/management, security, fraud and rism prevention/detection, monitoring, research and analysis, social madia, reviews, marketing, customer purchasing preferences and trends, dispute resolution/litigation, credit checking and debt

(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 your insurers, their agents and medical staff to exchange relevant information and sensitive personal data with us in circumstances where we/they need to act on your behalf or in the interest of passengers or in an emergency.

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 (1) 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 assume you to agree to e-communications when you make a booking Marketing that the information use and you using worthul are not. To This will another you make a booking Marketing that the information use and you using worthul are not. To This will another 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

send your more personance and reterine communications, for white given the opportunity on every communication to opt-out of the personalisation. (2) You may indicate your preference regarding receiving third party direct marketing material. (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

(1) On completing our Data Subject Access Request form, you are entitled to a copy of the information we hold aboutyou (for a £10 fee) 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 by you, we will take steps to stop using your information in this way. (3) For a fist of relevant brands, please send us your request. Please write to Travelmod Limited, Legal Department, TUI Travel House, Crawley Business Quarter, Fleming Way, Crawley, West Sussex RH10 9QL

Foreign Controls

Outside the European Economic Area (EEA), note that controls on data protection in such countries

Outside the European Economic Area (EEA), note that Controls on data protection in such countries may not be as strong as the legal equivalements 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, no our vebsite(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 preference and more, please refer to the information provided on our website(s). By using our ebsite(s), you consent to our use of cookies.

Our vebsite(i) must be of using a set of using a se

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; (1) 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

We have taken all reasonable steps and have in place appropriate security measures to protect your information CHANGES TO THIS POLICY

Any changes to this Policy will be either posted on our website, brochure and/or made available on

request. DATA NOTICES -Customer Data: To provide your holiday and ensure that it runs smoothly, we (and you agent, if you use one) need to use information such as your name and address, special needs, dietary requirements, etc. Please be informed that we must pass it to suppliers of your travel arrangements,

requirements, etc. Please be informed that we must pass it to suppliers of your travel arrangements, including airlines, hotels and transport companies; we may also supply it to security or credit checking companies; and to public authorities such as customs and immigration. When you make this booking, you consent to this information being passed to the relevant people. Information held by your travel agents subject to that company's own data protection policy. Carcian API Data: Please note that some or all of the Caricom states listed below have entered into an agreement with the USA whereby advance passenger data, required by and provided to Caricom states for bordres exurity purposes; will be passed to the USA Department for Homeland Security for processing on behalf of those Caricom states listed as follows: Anguilla, Antigua and Babruda, The Bahamas, Barbados, Belize, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Cerenada, Surinam, Tinidad and Tobago, Turks and Caicos Islands. Collectively members or associate members of 'Caricom'. The Uk Information Commissioner's Office has accepted that this will not breach the Data Protection Act but that we are required to bring this to your attention. "US Secure flight Data: The Transportation Security Administration (TSA) requires you to provide your full inmae, date to birth; and generate for the purpose of watch list screening, under the authonity vour full inmae, date to birth; and generate for the purpose of watch list screening, under the authonity vour full inmae, date to birth; and generate for the purpose of watch list screening.

-US secure night Data: Ine iransportation security Administration (1sA) requires you to provide yourful name, deed to birth, and gened for the purpose of watch list screening, under the authority of 49 U.S.C. section 114, the Intelligence Reform and Terrorism Prevention Act of 2004 and 49 C.F.R 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 denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. For more on TSA privacy policies, and records notice to farozende notice and the noticement corrent lates area. TSA May or to review the system of records notice and the privacy impact assessment, please see the TSA Web site at www.tsa.gov

site at www.tsa.gov. Any likeness or image of you secured or taken on any 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** We issue Departure Documents for your booking. All the information contained therein will be depend to hour and if the contract your booking. All the information contained therein will be depend to hour and if the contract your booking.

be deemed to be part of the contract. Your Departure Documents will be sent to you by email or be deemed to be part of the contract. Your Jeparture Documents will be sent to you by email or post, depending on the type of booking you have made, approximately 21 days before your holiday. Further copies can be obtained from us by contacting Customer Services (see above) or from Travelmood Limited, The Atrium, London Road, Crawley, West Sussex, RH10 958. Departure Documents contain up-to-date definitive information about the itinerary and travel arrangements. Should there be a discrepancy between the information in the brochure or website, port documentation and the final Departure Documents we send to you, the information in the portune to remeat runearced the transition and will be continged the most time. Departure Documents supersedes the previous information and will be considered the most up-tolate and accurate

uate an actor are: 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 for the request. We can only guarantee requests for which there is a charge, or those that are confirmed in writing. It is your reportivibility to define use of murcerise lowning moder. ise us of any special requirements ility to adv

15. Participation Requirements

All clients are expected to satisfy themselves prior to booking that they are fit and able to complete All clients are expected to statisty themserve prior to booling that they are it and able to complete the lineary of their chosen holding as described in this bordrure. 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 other 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 forfeit.

being excluded from the holiday in which case all monies paid will be forfiet. Unaccompanie passengers under the age of 18 years and ead a letter of consent from a parent or legal guardian. The minimum age of unaccompanied travels 16 years on the date of departure. For stays in the USA, at least one person proon staying at any hotel must be at least 21 years of age on the date of travel and a credit any through those helds as a depositive trajection the child Credit cards are required in many hotels and for all vehicle hire for all destinations. A deposit amount will be held. Your substrawing a card and the relevant credit available. **16. Law & fursificition 19. Law & fursificition**

If you booked your holiday in any jurisdiction other than in Scotland or Northern Ireland (including If you booked your holically in any jurisdiction other than in Scottand or Northern related (Including any booking via the internet), 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 Scottand, 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 excluded bit is contract, will be governed by Northern below. 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.

shall have exclusive jurisdiction over any claim ansing out of it. **17. Brochure Validity** We published this brochure in September 2013 and the details and prices contained in it are valid from 18 October 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 with the but travel agent or our travel advisor will be able to confirm the price before you book. Holidays in this brochure operate from 1st October 2013 to 31st March 2015.



Our Essential Guides





PLEASE CALL OUR EXPERT TRAVEL DESIGNERS FREEPHONE 0808 2311 791* *Calls are free from landlines, mobiles and other providers' charges may vary.

Laiis are free from landlines, mobiles and other providers

OR VISIT

AUSTRAVEL.COM

OPEN 7 DAYS A WEEK Monday - Friday 9.00am to 8.00pm Saturday

9.00am to 6.00pm Sunday & Bank Holidays

10.00am to 5.00pm