

Pricing & General Information

BOOKING YOUR HOLIDAY

Please call us to book your holiday on 01653 617793. We will take your details and ask you to pay a **deposit of £120 per person** to confirm the reservation, along with your travel insurance premiums (if required) and any additional deposits which may be required to secure particular flights. It is assumed that you have accepted our Booking Conditions (see pages 29-31). [Please note that some calls may be recorded for training and quality control purposes.]

Once we have made the requested reservations, we will send you a Booking Confirmation and Invoice. We ask that you pay the balance no less than 8 weeks before departure. We will normally send you your documentation 23 weeks in advance of your holiday. We will consult you if we cannot make any of the arrangements (unless it is a minor detail) and will refund your deposit in full if we are unable to arrange the holiday requested or offer an acceptable alternative.

Please have the following to hand when calling to make your booking:

- Full names, addresses and dates of birth of all party members
- Passport details including number, expiry date, issuing country and citizenship of all party members
- Details of a friend or relative in the UK we can contact in the case of an emergency
- Payment details
- Insurer, policy number and medical emergency helpline if you are arranging your own insurance

ADVANCE PASSENGER INFORMATION (API)

As part of measures to ensure aviation safety and security, the US and Canada require all airlines to provide specific information about every passenger before their arrival in the country. This information includes full given names as shown on the passport, date of birth, nationality and passport number. Often these details are gathered at check-in, but some airlines require the information at an earlier stage. In these cases, and where we have booked the flights on your behalf, we will request the required information from you and submit to the airline.

We offer a **personal holiday insurance policy** specifically tailored to our type of holiday by Voyager Insurance, whose cover is among the most comprehensive available. See page 28 for premiums and a summary of the main areas of cover. As personal holiday insurance is so important, it is a requirement of our Booking Conditions

that you take out adequate cover. **We will therefore require you to take out our policy and pay the appropriate premium at the time of booking unless you provide us with details of equivalent cover you have already arranged.** It is your responsibility to ensure that your policy offers adequate cover which is at least as comprehensive as the cover we offer. We do not check alternative policies.

You can choose to pay by a variety of methods: bank or building society cheque (made payable to Inntravel Ltd), online transfer direct into Inntravel's bank account (details are available on request), debit card (Visa Debit or Maestro) or credit card (MasterCard or Visa). We are currently unable to accept American Express cards. Because we are charged for credit card payments, we levy a credit card fee of 1.25% of the holiday price if you choose to pay by MasterCard or Visa. We do not levy charges for any other type of payment.

Last-minute bookings are often possible, for which we may have to make an extra charge for secure ticket delivery. We recommend that you book as early as possible to get the holiday you want.

CONTACTING INNTRAVEL

If you'd like any further information about our holidays, or would like to make a booking, you can contact us in the following ways:

- By telephone on 01653 617793
- By email to northamerica@inntravel.co.uk
- On-line at inntravel.co.uk
- By fax on 01653 617941
- In person at our offices in North Yorkshire

Our office hours are generally 9.00am to 5.30pm Monday to Friday, and 9.00am to 4.30pm on Saturday, though we are usually open from 9.00am until 9.00pm on Mondays, Tuesdays and Wednesdays in January, February and March (please check our website for details of current opening hours). We are delighted to welcome all to our premises near beautiful Castle Howard, around 15 miles from York. During our office hours we are happy to discuss your holiday ideas in detail and answer any queries. You can look at maps and books about the region you are planning to visit, and talk face to face with members of staff who know the area and its hotels. Our Travel Shop & Café sells a wide range of guide books and travel literature, which you are free to browse, and serves sweet and savoury snacks, as well as light lunches, on certain days - please see our website for current opening hours. Although not essential, if you are planning to visit us to discuss a holiday, we recommend calling a couple of days in advance to make an appointment.

PRICES

All prices in this brochure are expressed (unless otherwise stated) in £ per person based on two people sharing a twin/double room. We outline the included meal arrangements in the price panel for each holiday or hotel. We do not include drinks (except at breakfast) in our meal arrangements. Please note that our prices include all local and state taxes and service charges so the only extras you will have to pay for are drinks and optional gratuities.

Your start date determines the price applicable to your holiday, and prices vary according to season as indicated in the holiday price panels. If you are travelling out a few days before you plan to arrive at your first hotel, your holiday may fall within a different pricing season and incur additional charges. Please check with us when making your booking. You should arrive back in the UK by the last date shown at the top of the price panel.

'3rd+ person saving' on the price panel expresses a reduction to be applied to the overall holiday price for any third and subsequent persons in your party. All party members must travel together for the reduction to apply; if the holiday includes a ferry crossing, hire car or taxi transfer, the party must travel in one vehicle.

Single room prices are shown in holiday price panels and are expressed as the additional price per room for the whole fixed-itinerary holiday. For hotels, the price is expressed per night. Also, as all our prices are based on 2 people travelling together, we make an additional charge if you are travelling on your own, which we will tell you about at the time of booking. Please call for a quotation.

If you are travelling with children, please call us for a quotation.

Extra night 'from prices' are indicated on pages 16-17 and 24-25. These are based on two people sharing a double room and usually only include breakfast, unless indicated otherwise. These prices vary according to season (we quote the lowest) and apply only if you are already staying at the inn as part of one of our fixed itineraries. This additional price also includes the cost of extending the hire of your car by an extra night.

We supply full documentation to help you get the most from your holiday, including road maps, cultural background information, suggestions as to what to see and do, and, in the case of walking holidays, detailed walking maps and notes. As your documentation pack is necessarily quite large to incorporate this wealth of information, we charge customers living outside Britain (including those in the Republic of Ireland) £20 per pack to cover the additional postage costs.

TRAVEL

'With Flights' prices for holidays starting in **New England** include return scheduled flights in World Traveller class from London Heathrow to Boston with British Airways. At the time of going to press, there are daily departures at 1055, 1635 and 1935, arriving at 1300, 1845 and 2150 local time respectively. Return flights leave Boston at 0820, 1800 and 2115, arriving at 1940, 0515 (next day) and 0835 (next day).

BRITISH AIRWAYS

We use British Airways as the included airline for holidays to New England as it offers reliability, punctuality and convenient schedules. Its World Traveller class offers good value, with the standards of comfort and service you would expect from British Airways.

AIR CANADA

'With Flights' prices for holidays starting in **Canada** include return scheduled flights in economy class with Air Canada from London Heathrow.

Air Canada has more non-stop flights to Canada than any other carrier, including the only direct service to the Maritimes and Eastern Canada from London Heathrow to Halifax, Nova Scotia.

At the time of going to press, there is a daily departure to Halifax at 1205, arriving at 1445 local time. Return flights leave Halifax at 2245, arriving at 0835 the next day. Daily flights to Montréal depart at 1005 and 1530 arriving at 1230 and 1755; return flights from Montréal depart at 1945 and 2235, arriving at 0730 and 1005, respectively. (Connections to and from Québec City take approx 50mins.)

You can connect with the Heathrow flight from Manchester, Leeds-Bradford, Teeside, Belfast City, Edinburgh and other selected Scottish airports for just £70 per person. In the case of Manchester only, no extra charge is payable from 1 Jul-30 Sep.

You can choose to fly with Icelandair from the UK to Boston or Halifax, travelling via Reykjavik, with substantial savings on our 'With Flights' prices, depending on dates and availability. You can also break your journey for up to 7 nights in Reykjavik. Please call for details of flight prices and accommodation.

'Journey prices' include all the elements of the 'With Flights' holiday (including car hire) except for the Transatlantic flights and connecting flights between the city of Montréal and Québec City.

'Add On' prices include all the elements described in the price panels, and the cost of extending your car hire for the duration of the add-on holiday.

Eastern US Time and **Eastern Standard Time** in Canada (for Québec) is 5 hours behind British time, while Nova Scotia is 4 hours behind Britain. This means that Nova Scotia is one hour ahead of New England.

AVIS CAR HIRE

Our holiday prices, including our add-on holidays and extra nights, include car hire with Avis for the duration stated in the price panel - a compact-size, 4-door car with automatic transmission, e.g. Chevrolet Cobalt. (Please note that **Avis is unable to provide manual transmission vehicles.**) The only exception is in Québec where we use a local supplier.

Our rental arrangements in both the United States and Canada include:

- unlimited mileage
- local taxes and airport charges
- third party liability
- Loss Damage Waiver
- two named drivers
- your first tank of petrol (not Québec)

Our arrangements in Nova Scotia also include:

- Personal Accident Insurance and Personal Effects Protection (neither are included in the United States or Québec, but both are included in Inntravel's Personal Holiday Insurance)

Not included:

- additional fuel
- special equipment charges, eg child seats

Other rental conditions: drivers must be over 25 and have held a full, non-endorsed driving licence for at least 1 year. A major credit card is required at the point of collection.

For additional comfort and luggage space, we recommend upgrading your vehicle, especially if you are travelling as a party of 3 or more. Examples of possible upgrades (prices per car per day):

United States: Cat C ('Intermediate' e.g. Chevrolet Malibu, 2-door) £3; Cat E ('Full size 4-door' e.g. Chevrolet Impala) £6

Canada, Nova Scotia: Cat C ('Intermediate' e.g. Pontiac Grand Am 4-door) £6; Cat E ('Full size 4-door' e.g. Chevrolet Impala) £10

Canada, Québec: Cat E (full-size 4-door, g. Chevrolet Impala) £4

PASSPORTS, VISAS & HEALTH REQUIREMENTS

Most British citizens (and some British Overseas Citizens and citizens of certain British dependent territories as listed at www.cic.gc.ca) can enter Canada without a visa provided they have a valid passport and do not have a criminal record. Please note that your airline will pass on your personal details to the Canadian immigration authorities prior to your arrival in Canada. In the US, the Visa Waiver Programme (VWP) enables most people described as British citizens to enter the US without a visa, provided that they hold a full, machine-readable passport (MRP). MRPs have two lines of text as letters, numbers and '<' symbols at the foot of the personal information pages. If your passport does not have these two lines of text, it is not machine readable, and you should obtain a B2 holiday visa from the US Embassy (the process for which takes several weeks and usually requires you to attend an interview) or apply for a new passport. In addition to being machine-readable, all new passports issued on or after 26 October 2005 must incorporate a digital photograph, and all those issued on or after 26 October 2006 must contain biometric data. Biometric passports were phased in gradually by the UK Passport Agency throughout 2006 and are denoted by a rectangular symbol at the bottom of the passport cover. The situation may change, so you should check with us, or visit www.usembassy.org.uk for up-to-date information. (This website also lists the circumstances in which you must apply for a visa, for example if you have a criminal record.) All visitors to the US are photographed and have their index finger digitally scanned on arrival, and your airline will pass on your personal details to the US immigration authorities prior to your arrival in the US, including details of your country of residence and the address of your first destination in the US.

Please check the validity of your passport. We recommend that your passport is valid for a further 6 months beyond your date of return from the US or Canada.

It is our understanding that currently no specific visas are required for travel between the US and Canada if you are combining New England and Nova Scotia, provided that you fulfil all the requirements outlined above for each country.

As there are no reciprocal health agreements between the UK and the US or Canada, it is all the more important that you have comprehensive travel insurance to cover you in the case of illness or an accident.

Personal Holiday Insurance

Voyager Our personal holiday insurance policy has been exclusively designed by Voyager Insurance Services Limited for Inntravel, to cover your needs when travelling on one of our active holidays - its cover is among the most comprehensive available. Benefits include:

- 24-hour medical emergency service
 - cover if you are unable to walk or cycle for all or part of your active holiday due to injury or illness
 - cover if you have to cancel before departure
 - cover for loss of baggage
 - cover for travel delay, including the cost of getting you on another plane, ferry or train if you miss any of your travel connections because of a delay to pre-booked public transport, or a road traffic accident or vehicle breakdown delaying the vehicle in which you are traveling
- In addition, our great-value multi-trip insurance offers the following advantages:**
- great savings if you travel more than two or three times a year
 - covers trips of up to 31 days with a total of 183 days per year
 - family members (2 adults plus dependant children under 18) can travel separately
 - up to 17 days' free winter sports cover including ski equipment
 - business travel is included
 - UK trips of at least 2 nights in paid accommodation are included
 - cover available for persons aged up to 65

The following is a summary of cover only. You will receive the full policy wording which defines the cover, conditions and exclusions with your Booking Confirmation and Invoice. We strongly advise you to read the important features and conditions of your insurance on your policy document. We consider adequate travel insurance to be essential. If you decide not to purchase our insurance, you must provide us with details of your alternative policy (insurer, policy number and medical emergency telephone number). If you do not inform us of your alternative arrangements, we will automatically add our insurance premium to your invoice. **We cannot be held liable for any costs which arise that would otherwise have been met had you taken our insurance.** The insurance is arranged with UK Underwriting Ltd and underwritten by AXA Insurance UK plc.

Details and prices are valid for policies issued on or before 30 November 2007; please call for insurance conditions and prices after this date.

Description of cover	Up to per adult	Excess
24-hour emergency service	Included	n/a
Pre-travel advice line	Included	n/a
Cancellation and curtailment	£3,000	£75
Emergency medical and repatriation expenses	£5,000,000	£75
Hospital stay benefit (amount per day)	£500 (£25)	nil
Personal accident	£15,000	nil
Death	£5,000	nil
Travel delay / Abandonment after 12 hours	£80 / £3,000	nil / £75
Missed departure	£1,000	£75
Personal effects - overall (maximum per item, pair or set) - total limit for all valuables	£1,500 (£250) £250	£75 £75
Money (cash limit)	£500 (£300)	£75
Passport indemnity	£250	nil
Public liability	£2,000,000	£75
Legal expenses	£15,000	£75
Inability to walk or cycle (amount per day)	£150 (£15)	nil

EXISTING HEALTH CONDITIONS

When you purchase the Voyager policy, we will ask you to answer the following questions in relation to yourself and your travelling companions:

- 1) Have any of you ever suffered from or been investigated or treated for or diagnosed with:
 - any cancer or malignant condition?
 - any lung or heart-related condition (including angina)?
- 2) Do any of you have any other Pre-Existing Medical Conditions as defined? - please see definition below.

Pre-Existing Medical Condition

Any condition that has required referral to or consultation with a specialist or hospital for treatment, investigation or check up within the 12 months prior to:

1. the date that this insurance was arranged
2. the date that you subsequently made arrangements for a trip, (if this is an Annual multi-trip policy)

If the answer is YES to any of these questions, you will be asked to contact Voyager's Medical Pre-screening Service on 0870 381 1230. You must quote reference VOY/INN/2008. (Lines are open 9am-5.30pm Monday to Friday, or 9am-5pm on Saturday and Sunday.) In most cases, cover is provided at no extra cost. If special terms are necessary, these will be explained to you and confirmed in writing. Serious medical conditions suffered by people who are not insured on this policy but on whom your travel plans depend should be declared to Voyager Insurance on 01483 562662 as a material fact.

How much does it cost?

(Premiums include Insurance Premium Tax)

NORTH AMERICAN SINGLE TRIP		ANNUAL MULTI-TRIP	
Cover	Aged up to 65	Cover	Worldwide
9 days	£72	Adult	£132#
10 days	£78	Couple	£180#
17 days	£88	Family	£228#
25 days	£110		

#Maximum age 65 years on multi-trip policies. Owing to regulations by the Financial Services Authority, please note that we can only sell or renew annual multi-trip insurance to customers who are making or already have an existing holiday booking with us.



AITO

The Association of Independent Tour Operators

Inntravel is a member of the Association of Independent Tour Operators. The Association represents Britain's leading independent tour

operators and encourage high standards of quality and service. Inntravel abides by the Associations Code of Conduct and adheres to the AITO Quality Charter which can be viewed at aito.co.uk. Visit the website to find out more about the Association or call 020 8744 9280.



ABTA

Inntravel is a member of ABTA with membership number W780x. ABTA and ABTA Members help holidaymakers to get the most

from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA at 68-71 Newman Street London W1T 3AH, call 020 7637 2444 or visit abta.com.

Booking Conditions

The following Booking Conditions, together with all information relating to your chosen holiday contained in our brochure, form the basis of your contract with Inntravel Limited trading as Inntravel. Please read them carefully as they set out our respective rights and obligations.

1. MAKING YOUR BOOKING The party leader is responsible for making all payments due to us as referred to in clause 2 below. Once we have received your booking and all appropriate payments, we will, subject to availability, confirm your holiday by sending a Booking Confirmation and Invoice to the party leader. Everyone going on holiday must check all documents (including the Booking Confirmation and Invoice) carefully. Contact us immediately if any information which appears on any document appears to be incorrect or incomplete as it may not be possible to make changes later. Please note: not all of the advertised holiday prices published in our brochure include travel arrangements, for example flights. Please check at the time of booking.

2. PAYMENT In order to confirm your chosen holiday, usually a deposit of £120 per person (or full payment if your booking is received within 8 weeks of departure) must be paid at the time of booking. In order to secure particular flight fares, we may require a higher deposit than normal (to include the full cost of the flight element) to be paid at the time of booking. We will advise you of this before you confirm your booking. If you wish to purchase the insurance policy we offer, all applicable premiums must also be paid at the time of booking (you must be insured - see clause 3). Please note: if you pay by credit card a 1.25% charge will apply. The balance of the holiday price must be received by us not less than 8 weeks prior to departure. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we will send you a written reminder. If you do not pay all payments due in full within 7 days of sending out this reminder, we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out in clause 7 below will be payable.

Except for flight inclusive bookings, all monies you pay to one of our authorized travel agents for your holiday with us will be held by the agent on your behalf until we issue our confirmation invoice. After that point, your agent will hold the monies on our behalf. For flight inclusive bookings, all monies paid to such agents for your holiday with us will be held on our behalf until they are paid to us or refunded to you.

3. INSURANCE We consider adequate travel insurance to be essential. Details of the policy we offer are shown on page 238. If you decide not to purchase this insurance, you must give details of your alternative policy (insurer and policy number) in writing at the time of booking. We will not accept your booking unless you provide these details or purchase the insurance we offer. 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 adequate for your particular needs. We are not in a position to check alternative insurance policies.

4. YOUR CONTRACT Please note, where you are making your booking from the National Trust version of the brochure, your contract will be with Inntravel, not the National Trust. A binding contract between us comes into existence when we despatch your Booking Confirmation and Invoice to the party leader. English law (and no other) will apply to this contract and to any dispute, claim or other matter of any description which 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 under either the ABTA or AITO Arbitration Scheme (if the Scheme is available for the claim in question - see clause 11) or 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).

5. THE COST OF YOUR HOLIDAY The prices shown in our brochure were calculated on the basis of known costs and exchange rates of £1 to 2.043 US Dollar, as quoted by Lloyds TSB Bank plc on 31 July 2007. **Please note, changes and errors occasionally occur. Please check the price of your chosen holiday at the time of booking.** We reserve the right to make changes to and correct errors in advertised prices at any time before your holiday is confirmed. If there are any changes to the published prices, these will be confirmed at the time of booking. We will advise you of any error of which we are aware and of the then applicable price at the time of booking. Once the price of your chosen holiday has been confirmed at the time of booking, we will only increase or decrease the price, subject to the conditions set out in this clause, in the event of any increase or decrease in our 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 in any dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports. **We will not change the confirmed price of your holiday due to fluctuations in currency exchange rates.** Even in the above cases we will absorb increased costs up to a total amount equivalent to 2% of the cost of your confirmed holiday (excluding insurance premiums and any amendment charges). Only if the increased costs exceed this 2% will we ask you to pay the difference. If any increase is greater than 10% of the cost of your holiday (excluding insurance premiums and any amendment charges), you will be entitled to cancel your booking and receive a full refund of all monies paid to us (except for any amendment charges) or alternatively purchase another holiday from us as referred to in clause 8 "Changes and Cancellations by us". Although insurance (where purchased through us) does not form part of your contract with us or of any "package", we will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy in the event of cancellation or purchase of an alternative holiday. You have 14 days from the issue date, printed on the surcharge invoice to tell us if you want to cancel for this reason. If you do not tell us that you wish to cancel within this period of time, we are entitled to assume that you do not wish to cancel and 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. A refund will only be payable if any 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. Except as set out below, we promise not to levy a surcharge within 30 days of departure, nor will refunds will be paid during this period.

6. CHANGES BY YOU Should you wish to make any changes to your confirmed holiday, you must notify us in writing as soon as possible. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests. Where we can, an amendment fee of up to £30 per element altered will be payable together with any costs or charges incurred by us and/or incurred or imposed by any of our suppliers.

7. CANCELLATION BY YOU Should you or any member of your party need to cancel your chosen holiday once it has been confirmed, the party leader must immediately advise us in writing by recorded delivery post or fax. Your notice of cancellation will only be effective when it is received in writing by us at our offices. If we receive your notice of cancellation 8 weeks or more before departure, we will retain the full amount of your deposit (NB "deposit" includes, in addition to any other monies paid or due at that time, all amounts paid or due at the time of booking in respect of any flight(s) you have booked). If we receive it less than 8 weeks before

departure, the following charges will be payable per person cancelling:

NB The charges set out below are shown as a percentage of the total cost of the holiday* payable by the person(s) cancelling excluding insurance premiums and any amendment charges. Insurance premiums and amendment charges are not refundable in the event of the person(s) to whom they apply cancelling.

Period before departure within which written Cancellation charge per notification of cancellation is received by us person cancelling

56 - 29 days 30%;
28 - 15 days 50%;
14 - 8 days 70%;
7 days or less 100%.

*Please note: where you have booked a flight or rail inclusive holiday with us where the cost of the flight(s) or rail journey was not included in the basic price of your holiday but was payable in addition to that price, you will also have to pay the full cost of the travel element in addition to the cancellation charges set out above if you cancel less than 8 weeks before departure. If any member(s) of your party is/are prevented from travelling, the person(s) concerned may transfer their place to someone else (introduced by you) providing the following requirements are complied with. We must be notified of the transfer(s) in writing (giving full details of the original and substitute party member(s)) not less than two weeks before departure. A transfer will not be possible if there is a waiting list for places in which case the available place must be offered to the next person on that list. 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 £30 per person transferring their place must be paid before the transfer can be effected. For flight or rail inclusive bookings, you must pay the charges levied by the carrier 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.

8. CHANGES AND 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 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. Most changes are minor. Occasionally we have to make a "significant change" before departure, such as: 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; alterations to your confirmed place of departure that add more than 100 miles to any single leg of your journey. 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) accepting the changed arrangements or

(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 or

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(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 reasonable compensation 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 (1) 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 or (2) we have to cancel because the minimum number of bookings necessary for us to operate your holiday has not been reached - in this case we will notify you not later than 8 weeks before departure. 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. Except as set out above, we will in addition, where appropriate, pay you any reasonable proven costs and expenses you incur as a result of a cancellation by us. Very rarely, we may be forced by "force majeure" (see clause 9) 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 be responsible for any costs or expenses incurred by you as a result.

9. FORCE MAJEURE Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by, or you otherwise suffer any damage or loss (as more fully described in clause 10(1) below) as a result of, "force majeure". In these booking conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity (actual or threatened), industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

10. OUR LIABILITY 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. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers). 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:-

(a) the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or

(b) 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

(c) "force majeure" as defined in clause 9 above. 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 and we have not agreed to arrange them. In addition, regardless of any wording used by us on our website, in any of our brochures 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. 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 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. Additionally we cannot accept liability for any business losses.

(2) Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £1,000 per person affected (unless a lower limitation applies to your claim under this clause or clause 10(4) below) as you are assumed to have taken out adequate insurance at the time of booking. For all other claims which do not involve death or personal injury, 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 10(4) 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.

(3) 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 performed or provided. If the particular services which gave rise to the claim or complaint complied with the local laws and regulations applicable to those services at the time, the services will be treated as having been properly performed or 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 which might lead a reasonable holiday maker to refuse to take the holiday in question.

(4) Where any claim or part of a claim concerns or is based on any travel arrangements forming part of your holiday with us (including the process of getting on and 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 (including, for example, the Warsaw Convention as amended or unamended and the Montreal Convention 1999 for international travel by air and/or for airlines with an operating licence granted by an EU country, the EU Regulation on Air Carrier

Liability No 889/2002 for national and international travel by air, the Berne Convention 1980 for international rail travel and 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 which you have received or are entitled to receive from the carrier or hotelier for the complaint or claim in question.

(5) You must provide ourselves and our insurers 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 11 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 us and our insurers if we or our insurers want to enforce any rights which are transferred.

(6) If you or any member of your party suffers illness, injury or death, through misadventure, as a result of an activity which does not form part of your contracted holiday arrangements, we will provide you with all reasonable assistance. This assistance may include our making a contribution towards your initial legal costs in taking action against the person(s) responsible providing you request this within 90 days of the incident in question. All assistance (financial or otherwise) is subject to our reasonable discretion and a maximum total cost to ourselves of £5,000 per booking. If you are entitled to have any costs and expenses arising from such an incident met by or from any insurance policy or if you obtain a costs order against anyone in relation to the incident, you must repay to us the costs and expenses we spend in assisting you.

11. COMPLAINTS AND PROBLEMS In the unlikely event that you have any reason to complain or experience any problems with your holiday whilst away, you must immediately inform the hotelier, carrier, property owner (or his/her agent) or other supplier in question. Any verbal notification must be put in writing and given to them as soon as possible. If the complaint or problem is not resolved to your satisfaction straight away, you must contact us with full details by telephone or fax within 48 hours. Until we know about a problem or complaint, we cannot assist. Most problems can be dealt with quickly. If you remain dissatisfied, however, you must write to us within 28 days of your return to the UK giving your booking reference and full details of your complaint. If, subsequently, your complaint cannot be resolved amicably, you may refer the matter to the low cost AITO Independent Dispute Settlement Service, details of which can be supplied on request. This service is not, however, available for claims for more than £2,500 per person or £10,000 per booking, nor for claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness.

Alternatively, disputes arising out of, or in connection with your contract with us which cannot be amicably settled may be referred to arbitration if you so wish under a special scheme arranged by the Association of British Travel Agents and administered independently by the Chartered Institute of Arbitrators. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details will be provided on request or can be obtained from the ABTA website (www.abta.com). This scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a

limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and statement of claim must be received by the Chartered Institute of Arbitrators within 9 months of the date of return from the holiday. Outside this time limit arbitration, the Scheme may still be available if we agree, although the ABTA Code does not require such agreement.

12. YOUR RESPONSIBILITIES Bookings are accepted on the understanding that all persons travelling are normally in good health and able to fulfil the physical demands of the chosen holiday. Please do not take risks while on an activity holiday. In the interests of safety, you must follow the guidance in our notes, as well as that provided by anybody on our behalf, comply with any local codes of conduct, follow the Country Code and act sensibly and prudently at all times. It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If you or any member of your party is not a British citizen or holds a non British passport, 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 in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly. When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss (including lost keys) must be paid direct at the time to the accommodation owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions. We expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

13. CONDITIONS OF SUPPLIERS Many of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions (see clause 10 (4)). Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

14. SPECIAL REQUESTS AND MEDICAL PROBLEMS / DISABILITIES If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot promise that any request will be met unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed onto the supplier or the inclusion of the request on your Booking Confirmation and Invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfillment of a particular request. All such bookings will be treated as "standard" bookings subject to the above provisions on special requests. If you or any member of your party has any medical problem or disability or any health or fitness

concerns which may affect your holiday or your participation in any activity, please give us full details before you confirm your booking so that we can advise as to the suitability of the chosen holiday. In any event, you must give us full details in writing at the time of booking. You must also advise us as soon as possible of any change in any disability or medical condition or your health or fitness. 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 or their health/fitness/disability/medical condition deteriorates, cancel when we become aware of these details.

15. FINANCIAL SECURITY We are a member of the Association of British Travel Agents (ABTA number W780X). We also hold an Air Travel Organizer's Licence issued by the Civil Aviation Authority (ATOL number 2644). This means that your booking with us will be protected as follows in the unlikely event of our being unable to provide your contracted arrangements due to our insolvency: if you book a flight inclusive holiday where the person who pays for the booking is present in the UK when the booking is made or the first leg of the flight(s) you pay us for starts in the UK our ATOL will ensure that all monies you have paid to us for your holiday are refunded or, if you have already travelled on your outward flight you will be transported to the place where your contracted arrangements with us were due to finish. For further information, visit the ATOL website at www.atol.org.uk. If your holiday does not include flights, ABTA will ensure that all monies you have paid to us for your holiday are refunded or, if your holiday is already underway, you will be transported to the place where your contracted arrangements with us were due to finish (including return travel to the UK where included in your arrangements). Please go to www.abta.com for a copy of the guide to ABTA's scheme of Financial Protection.

16. BROCHURE ACCURACY Please note, the information and prices shown in this brochure may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of the brochure 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. Please note that swimming pools are not always available throughout the entire periods of availability detailed in this brochure, and are periodically closed for maintenance and cleaning.

17. DELAY Our recommended insurance policy provides some cover in the event of delay at your outward or homeward point of departure. We regret we are not in a position to offer you any assistance in the event of delay.

18. DENIED BOARDING If you have booked a flight through us and 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. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 www.auc.org.uk.

19. FLIGHTS In accordance with EU Directive (EC) No 2407/2002 Article 9, we are required to bring to your attention the existence of a "Community list" which contains details of air carriers that are subject to an operating ban with the EU Community.

The Community list is available for inspection at http://europa.eu.int/comm/transport/air/safety/flywell_en.htm

In accordance with EU Regulations we are required to advise you of the carrier(s) (or, if the carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. We are not always in a position at the time of booking to confirm the flight timings which will be used in connection with your flight. The flight timings shown in this brochure and detailed on your Booking Confirmation and Invoice are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your tickets which will be despatched to you approximately two 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. You will generally not be advised of the aircraft type. Any change in the identity of the carrier, aircraft type (where advised) or flight timings will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions. If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/the carrier are unable to offer you a suitable alternative the provisions of clause 8 ("Changes and cancellation by us") will apply.

20. EXCURSIONS AND ACTIVITIES We may provide you with information (in our brochure and/or when you are on holiday) about activities and excursions which are available in the area you are visiting. We have no involvement in any such activities or excursions which are neither run, supervised nor controlled in any way by us. They are provided by local operators or other third parties who are entirely independent of us. They 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 10(1) 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 area(s) you are visiting generally (except where this concerns the services which will form part of your contract) 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 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 area information and/or such outside activities which 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.