

Please read these booking conditions carefully, they form an important part of the contract for your holiday.

All holidays are advertised in our brochures and on our website are operated by Specialist Holidays (Travel) Limited trading as Sovereign, registered number 446617 (hereinafter called 'the Company', 'we', 'us' or 'our'), a member of the Travelopia Group of Companies, of Origin One, 108 High Street, Crawley, West Sussex RH10 1BD, and are sold subject to the following conditions:

## Insurance:

Please Note: Adequate and valid travel insurance is compulsory for all our travellers and it is a condition of accepting your booking that you agree you will have obtained adequate and valid travel insurance. We recommend you take out insurance as soon as your booking is confirmed.

## 1. Your Financial Protection

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from us and for your repatriation in the event of our insolvency.

We will provide you with financial protection for any ATOL protected flight or flight inclusive holiday that you buy from us by way of our Air Travel Organiser's Licence number 0285, administered by the Civil Aviation Authority ('CAA'). When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

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

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

The price of your holiday includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices.

When you buy an ATOL protected flight or flight inclusive holiday, all money accepted from you by a travel agent acting as our agent is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fail. If we do fail, any money held at that time by the agent, or subsequently accepted from you by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

When you buy arrangements other than an ATOL protected flight or flight inclusive holiday, all money accepted from you by a travel agent acting as our agent is held by that agent on our behalf at all times.

We will provide you with financial protection for any package holidays you buy from us that do not include travel by air by way of a bond held by ABTA. For further information, visit the ABTA website at [www.abta.com](http://www.abta.com).

If you book arrangements other than an ATOL protected flight or a package holiday, the financial protection referred to above does not apply.

We are a Member of ABTA, membership number V4068. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct.

## 2. How to Book

To make a booking you can contact us in several ways; directly over the telephone, via our website at [www.sovereign.com](http://www.sovereign.com) or through an approved Travel Agent. The person making the booking (the 'lead name') must be 18 years old or over and possess the legal capacity and authority to make the booking and accepts these booking conditions on behalf of everyone in their party. Whether you book alone or as a group, we will only deal with the lead name in all subsequent correspondence, including changes, amendments and cancellations. The lead name is responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself and any other person travelling on the booking and for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on such booking, including but not limited to information on schedule changes or copies of booking confirmations. You will need to pay a deposit at the time of booking in the amount notified to you at the time of booking. You may also be required to pay for any non-transferable and non-refundable items such as special air fares, theatre tickets, attraction tickets or entry permits and any other applicable supplements due at the time of booking, for example, including without limitation "Accommodation Only", "Late Bookings" and "Weddings". Some airfares are booked at especially competitive rates to which airlines may attach severe restrictions. You may be asked to pay for these in full at the time of booking and they may be non-refundable in the event of cancellation.

Details will be given at the time of booking. Please note that cheques require 5 working days to clear. Cheques that will not clear by the balance due date cannot be accepted. We only accept card payments from passengers travelling on the booking.

We will then invoice you for the remainder of the cost due before you travel, which you must pay not later than 69 days before departure for bookings made via an agent, or no later than 83 days before departure for bookings made directly with us. To pay your final balance, amend your booking or discuss any other aspect of your holiday booked directly with us, call our Customer Services team. When you book your holiday through an approved travel agent, all communication between you and us will be made through that agent, as such please contact your agent in the first instance, as no changes can be made to your booking unless they are done through your agent.

If you book less than 69 days before departure for bookings made via an agent, or less than 83 days before departure for bookings made directly with us, full payment (less any payment which must be paid locally) must be made on booking by credit or debit

card. If you do not pay the balance by the due date your booking will be cancelled and you will forfeit your deposit plus any other relevant charges. If you do not pay the local payment on the due date your booking will be cancelled (and we shall have no further liability to you) and cancellation charges will be levied as appropriate.

If we accept your booking, we will issue a Booking Confirmation and Invoice. A contract will exist between us from the date we issue the Booking Confirmation and Invoice or if you book within 7 days of departure the contract will exist when we accept your deposit payment.

When you receive the Booking Confirmation and Invoice and your Departure Documents please check the details carefully and inform us immediately if anything is incorrect. Names on travel documents must exactly match those in your passports. Unless we are responsible for the mistake, we will not accept liability if an airline or other supplier refuses boarding because the name(s) shown in your passport differ from those on your ticket. If there is an obvious error on the Confirmation Invoice, we reserve the right to correct it as soon as we become aware of it, but will do this within 7 days of issuing the Confirmation Invoice or, if your departure is within 7 days, no later than 24 hours before you go. If any of these changes are not acceptable then you will be entitled to a full refund. Travel documents will be sent or emailed to you (to the address given to us by the lead name at the time of booking) approximately 2 weeks before your departure, and will not be issued unless payment of the due balance has been received and any cheques have cleared. Bookings made 14 days or less before departure incur a £15 per person administration charge and tickets will not be sent out by post but will more than likely have to be collected at the airport on the day of departure.

It is essential that you ascertain whether or not you can obtain relevant visas and inoculations before making your booking. We cannot accept any liability for tickets lost in the post. Departure Documents may be in paper or email form depending on your chosen holiday. If requested in the Departure Documents or locally provided holiday information, you must reconfirm the reservations, timings and check-in details of your flight with the airline concerned at least 72 hours before departure. This applies to your outward flight and to your return flight. If you miss a flight or suffer any disruption as a result of not following our instructions as to reconfirmation we will have no liability to you.

For those holidays where an additional local payment is required this will be confirmed to you. A local payment is a portion of the holiday cost which must be paid directly to the local representative as instructed. If the price of your holiday includes a local payment this must be paid in the currency specified. Please note that your tour price will not be considered to have been paid in full until the local payment has been made.

Tourist taxes, resort fees or similar that are charged locally may be implemented or changed without prior warning. We do not accept responsibility for these costs, which must be paid by you and are not included within your holiday price.

Your personal safety is of paramount importance to us and therefore it is imperative that you advise us at the time of booking of any condition, medical or otherwise, that might affect you or other people's enjoyment of the trip.

It is a condition of your booking that you and all members of your party provide certain information that may be sent to governmental authorities and border control and security agencies for the purpose of security and counter terrorism. This is known as Passenger Name records (PRN) or Advanced Passenger Information, sometimes known as APIS. For the United Kingdom, it may be referred to as 'E-Borders'. The information you must provide will include, but not be limited to, full name – as shown in your passport or travel document, gender, date of birth, travel document type, number, country of issue and expiry date, and for travel to the U.S., your country of residence and the address for your first night's stay. You must provide this information to the airline between 6 months and 24 hours before departure. We may transfer your booking to another company within our group, but this will have no effect on your holiday arrangements.

## 3. Prices, Surcharging, and Air Passenger Duty

All guide prices we advertise are accurate at the date published, but we reserve the right to change any of those prices from time to time. Prices include a cost for fuel that was estimated at the date of this publication. Prices on our website are updated regularly. In the unlikely event of an administrative error leading to an incorrect price being displayed, we reserve the right to correct it. Offers are not combinable unless expressly stated and may be withdrawn at any time. All quotations are provisional until confirmed in writing on your Booking Confirmation and Invoice. Before you make a booking we will give you the up-to-date price of your chosen holiday including the cost of any supplements, upgrades or additional facilities which you have requested. Changes in transportation costs, including without limitation the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 30 days of your departure. Any changes in taxes, entry fees and/or charges that we collect at net cost on behalf of local and government bodies will be passed on to you in full or refunded to you in full (Net Cost Charges). We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums, Net Cost Charges and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you may either accept a replacement holiday from us of equivalent or similar standard and price (at the date of the change) if we are able to offer you one or you may cancel your holiday booking and receive a full refund, except for any amendment charges.

Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. If any change in our costs would cause a reduction in your holiday price, we will not make refunds of amounts less than 2% of the price of your travel arrangements, which excludes insurance premiums, Net Cost Charges and any amendment charges, but we will refund in full amounts exceeding such 2%, after deducting an administration charge of £1.00 per person. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

In all cases, we will only consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy.

Dates and itineraries shown for tours are indicative only and subject to change.

Air Passenger Duty "APD", which is payable by all passengers departing from UK airports, is included in the price of your holiday/flight ticket.

Children under 16 are exempt when travelling in economy class. The price of your holiday will include APD for an economy seat. If you upgrade to a premium cabin this will be included in the upgrade cost. In view of the current volatility of world oil prices, a fuel supplement may be added to the price of your holiday at the time of booking.

**Call our expert travel advisors on 0844 415 1984\***

\* calls cost up to 5p per minute plus a set up fee of up to 6p from a BT landline. Mobile and other providers' charges may vary.

#### 4. Insurance

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

You must ensure that there are no exclusion clauses which limit cover for the type of activities included, or the altitudes attained, in your holiday. Furthermore, you must advise us of the details of your own insurance including the name of the insurer and the policy number as soon as possible. Our representative abroad has the right to see the policy so that appropriate advice and assistance can be given. Clients in breach of this condition will be deemed to have indemnified the Company for any loss incurred by the Company as a result of such breach and such costs will be redeemable from them.

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

5.1 If, after our Booking Confirmation has been issued, you (i) make a change to your existing booking, we will charge an amendment fee of £35 per change (ii) or wish to change to another holiday or change departure date, we will try to make the changes subject to availability, provided that notification is received in writing at our offices from the lead name at least 69 days before departure for bookings made via an agent, or at least 83 days before departure for bookings made directly with us and you pay £35 per person to cover our administration costs.

5.2 In addition to the fee we charge, any alteration, whether a change to an existing booking or a change to another holiday or departure date, will also be subject to payment by you of any costs imposed by any of the suppliers providing the component parts of the booking. If the holiday to which you transfer is more expensive than the one you originally booked, a further deposit will also be payable. Any alteration by you within 69 days of departure for bookings made via an agent, or within 83 days of departure for bookings made directly with us will be treated as a cancellation of the original booking and will be subject to cancellation charges.

5.3 Subject to section 5.4, where you are unable to travel you can transfer your booking to another person, providing the following conditions are met:

- you must notify us in writing at least 69 days before departure for bookings made via an agent, or at least 83 days before departure for bookings made directly with us and give us authority to make the transfer; and
- your request is accompanied by all original travel documents which you have received and the full name and address of the person to whom you wish to transfer your holiday booking ("transferee"); and
- the transferee is acceptable to us, accepts the transfer and these Booking Conditions and fulfils any conditions that apply to the booking; and
- payment is made by you of an administrative charge of a minimum of £35 per person plus payment of all costs charged or levied by those supplying your travel arrangements.

Both the transferor and transferee will be jointly and severally liable for payment of the holiday price and other associated expenses.

5.4 Some airline carriers and other transport providers treat name and departure detail changes, such as date and time changes, as a cancellation. If you miss a portion of your flight journey, some airline carriers and other transport providers treat this as a cancellation and may cancel the rest of your flights. It is your responsibility to check with the relevant airline to ensure the subsequent journeys have not been cancelled, as if this does happen, you may be charged again for the missed flight and any subsequent journeys. Accordingly you may have to pay for the cancelled ticket and be required to pay for the full cost of a new ticket. Once airline tickets have been issued, all changes are likely to incur the cost of a new ticket.

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

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

Period before departure when written notice of cancellation is received by us		* Cancellation charge as a % of total holiday cost (excluding any insurance premiums and any amendment fees already paid to us)
Bookings made via Agent	Direct Bookings	
More than 69 days	More than 83 days	Loss of deposit
56-69 days (inclusive)	56-83 days (inclusive)	30%
36-55 days (inclusive)	36-55 days (inclusive)	50%
22-35 days (inclusive)	22-35 days (inclusive)	70%
11-21 days (inclusive)	11-21 days (inclusive)	90%
0-10 days (inclusive)	0-10 days (inclusive)	100%

\* Please note that for certain travel arrangements e.g. many scheduled transport providers, the cancellation charge may be higher than those shown. In certain cases a 100% cancellation fee applies as soon as the booking is made and the ticket is issued. Please ask for full details of cancellation charges at time of booking. We strongly recommend you to take out insurance that includes cover against irrecoverable cancellation costs. Additionally, you will remain responsible for the full amount of your insurance premium and this will not be refunded in the event of your cancellation. You may however be able to transfer this cover to another holiday. If you are travelling on a scheduled flight, we cannot give you any refund until we have received your old travel documents, including tickets.

5.7 All communications relating to this contract (in particular any requests to cancel or amend your holiday arrangements) must be from the Lead Name in writing and in English and delivered by hand or email customer.services@sovereign.com. (please call also to ensure your email has been received) or sent by recorded delivery post to Specialist Holidays (Travel) Limited, The Atrium, London Road, Crawley, West Sussex, RH10 9SR.

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

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

We plan the arrangements for your holiday many months in advance and may occasionally have to cancel your holiday or make changes, most of which are minor. Flight timings and carriers shown in the brochure are for guidance only and are subject to change. Your Booking Confirmation will show the latest planned timings. Your actual flight timings will be shown on your ticket (including any e-ticket itinerary) which you should check carefully as soon as you receive it. A change of carrier or type of aircraft will not be considered a major change. If a major change becomes necessary, we will advise you of the change as soon as reasonably possible. Whether a change is 'major' depends on the nature of the holiday and may include: a significant change of destination, a change in accommodation to that of a lower category; a change in time of your scheduled departure or return flight by more than 12 hours (but not a flight delay); or a change of UK departure airport (excluding changes between London airports, London, Ebbsfleet and Ashford stations and between Dover/Folkestone ports). A delay to your flight that we need to make within 24 hours before you are due to depart will not be considered a major change unless the change is for more than 24 hours. These changes are only examples and there may be other significant changes which constitute major changes. When a major change occurs, you will have the choice of either:

- accepting the change, or
- accepting a replacement holiday from us of equivalent or similar standard and price (at the date of the change), if we are able to offer you one, or
- cancelling your holiday, in which case you shall receive a full refund of all monies paid.

We may also have to cancel your travel arrangements. Operation of some holidays are dependent on a minimum number of persons booking the holiday. If that number is not achieved, we reserve the right to cancel the holiday. However we will not cancel your booking less than 4 weeks before the scheduled departure date except for reasons of force majeure (as defined below), or failure on your part to pay the deposit and/or final balance, or any other reason beyond our control. If we are forced to cancel your holiday after departure we will, wherever possible, make suitable alternative arrangements. If we are unable to make such alternative arrangements, or you reject these for good reason then we will return you to your point of departure and refund you for any unused services, if appropriate.

Where we make a major change to or cancel your holiday, except where a major change or cancellation arises from circumstances amounting to force majeure, consolidation due to minimum numbers not being attained, flight schedule changes, third party resort development, failure on your part to pay the deposit and/or final balance or for any other reason beyond our control, we will pay you, as a minimum, compensation as detailed below. Any compensation payable will be on these scales, based on how many days before your booked holiday departure we tell you of a major change:

Period before departure when we notify you of a major change	Compensation payable per person*
Before balance due date	Nil
Between balance due date and 29 days (inclusive) before departure	£10.00
Between 28 and 15 days (inclusive) before departure	£20.00
Between 14 and 8 days (inclusive) before departure	£30.00
7 days or less before departure	£40.00

This standard compensation payment will not affect your statutory or other legal rights.

\*We will only make one compensation payment for each full-fare-paying adult in the holiday booking. Any children not paying the full adult fare will receive compensation on a pro rata basis of the adult fare. Children using a free child place will not receive any standard compensation payment.

We strongly recommend that you make no travel arrangements to your point of departure, make any connecting travel that is non-refundable or non-changeable or incurs penalties or incur any costs in respect of visas or vaccinations until such time as your travel itinerary has been confirmed on your Departure Documents. If you make such arrangements which you are then unable to use due to a change in your itinerary we shall not be liable to you for the cost of those arrangements.

Circumstances amounting to "force majeure" include any event which we or the supplier of the service(s) in question could not even with all due care, foresee or forestall such as (by way of example and not by way of limitation) war, threat of war, riots, civil disturbances, industrial disputes, actual or threatened terrorist activity and its consequences, natural or nuclear disasters, fire, acts of God, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential adverse weather conditions, flood, epidemics, health risks or pandemics illness and any other similar events.

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

Tour, Safari and Excursions: Some are dependent on minimum numbers, others will operate with one booking. In the case of insufficient demand we reserve the right to consolidate or cancel. If this is required you will be offered a full refund. We will not make any such changes within 69 days (for agent bookings) and 83 days (for direct bookings) of departure. We reserve the right to make changes such as dates, itineraries (those shown are indicative only, are subject to change and may be affected by local conditions), accommodation, cruise ship, boat. Changes to that of a similar standard will not be considered a major change. Should there be a discrepancy between the itinerary or additional information in the brochure or website and the Departure Documents, the latter information will be considered the most up-to-date and accurate.

#### 7. Our Liability, Conditions of Carriage and Limitations

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

# TERMS AND CONDITIONS

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the cost of your travel arrangements. Our liability in all cases will be limited in accordance with and/or in an identical manner to the contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and any relevant international convention as detailed below. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices at Specialist Holidays (Travel) Limited, Legal Department, Origin One, 108 High Street, Crawley, West Sussex RH10 1BD.

We shall have no liability where the cause of the failure to provide, or failure in, your holiday or any death or personal injury you may suffer is not due to any fault on our part or that of our agents or suppliers, because it is either attributable to you, or attributable to someone unconnected with your holiday and is unforeseeable or unavoidable, or is attributable to our employees, agents, subcontractors and suppliers and their staff whilst acting outside the scope of their employment, or is due to information, however obtained, from outside sources such as independent third party websites, or is due to unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which neither we, nor our agents or suppliers could have foreseen or forestalled, or related to any consequential loss not directly connected to the contract with us.

If any international convention applies to, or governs, any of the services or facilities included in your holiday arranged or provided by us, or provided by any of our suppliers, and you make a claim against us of any nature arising out of death, injury, loss or damage suffered during or as a result of the provision of those services or facilities, our liability to pay you compensation and/or the amount (if any) of compensation payable to you by us will be limited in accordance with and/or in an identical manner to that provided for by the international convention concerned (in each case including in respect of the conditions of liability, the time for bringing any claim and the type and amount of any damages that can be awarded). International Conventions which may apply include, without limitation: in respect of international air travel, the Warsaw Convention 1929 (as amended) or the Montreal Convention 1999; in respect of rail travel, the Berne Convention 1961; in respect of carriage by sea, the Athens Convention 1974; in respect of carriage by road, the Geneva Convention 1973; and, in respect of hotels, the Paris Convention 1962. For the avoidance of doubt, this means that we are to be regarded as having all benefit of any limitations of compensation contained in any of these Conventions or any other international conventions applicable to your holiday. Other than as set out above, and as is detailed elsewhere in these booking conditions, we shall have no legal liability whatsoever to you for any loss or damage.

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 that forms part of your holiday is the responsibility of your holiday airline and will not automatically entitle you to reimbursement of the cost of your travel arrangement 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 020 7240 6061 or at [www.caa.co.uk](http://www.caa.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 misadventure suffer illness, injury or death during the period of your holiday from an activity which does not form part of the arrangements made by us or an excursion purchased through us, we shall, where appropriate and subject to our absolute discretion, try 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 ask us for such assistance within 90 days of the misadventure;
- (ii) You must make a claim under your insurance policy's legal expenses or other appropriate section. You must show us proof that your insurance company has received your claim; and
- (iii) in the event of there being a successful claim for costs against a third party or a suitable insurance policy or policies being in force, you must repay us the costs actually incurred by us in giving this assistance.

We may operate holidays 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 our part. Changes in itinerary may be caused by local political conditions, flight cancellations, mechanical breakdown, weather, border restrictions, sickness, or other unforeseeable circumstances. Pro rata refunds will be given for services 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.

## Orient Express Bookings

In making any bookings for any rail travel (including but not limited to travel by the Orient Express) then your contract also incorporates the train owner / carriers (collectively, the "Carrier") terms and conditions (the "Passenger Conditions of carriage") which shall govern the relationship, responsibilities and liabilities as between you, the passenger, and the Carrier. A copy of the Passenger Conditions of Carriage can be provided on request. By making your booking and accepting these terms you also agree to these Passenger Conditions of Carriage and accept the conditions therein, you agree that any dispute or claim that you raise with us will be subject to this Agreement and not the Passenger Conditions of Carriage and to the extent there is a conflict between this Agreement and the provisions of the Passenger Conditions of Carriage as they relate to you and us, this Agreement shall prevail and supersede the provisions of the Passenger Conditions of Carriage.

8. Air Carrier Liability for Passengers and their Baggage  
Flight notice, flight information and EU blacklist. This is a notice required by European Community Regulation (EC) No. 889/2002. This notice cannot be used as a basis for a claim for compensation, nor to interpret the provisions of European Community legislation or the Montreal Convention, and it does not form part of the contract between the air carrier(s), us and you. No representation is made by the air carrier(s) or us as to the accuracy of the contents of this notice.

This information notice summarises the liability 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 against a claim by proving that it was not negligent or otherwise at fault.

Advance payments. If a passenger is killed or injured, the air carrier must make an advanced payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16,000 SDRs.

Passenger delays. In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4,694 SDRs.

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 SDRs.

Destruction, loss or damage to baggage. The air carrier is liable for destruction, loss or damage to baggage up to 1,131 SDRs. In the case of checked baggage, it is liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier 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.

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 within 21 days, in both cases from the date on which the baggage was placed at the passenger's disposal.

Liability of contracting and actual carriers. If the air carrier actually performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.

Time limit for action. Any action in court to claim damages must be brought within two years from the date of 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 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 carriers that are subject to an operating ban within the European Community. The Community list is available for inspection at [www.air-ban.europa.eu](http://www.air-ban.europa.eu). In accordance with European Community Regulation (EC) No. 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer if your booking includes flight(s). We do this by listing carriers to be used or likely to be used on the Flights information section of our FAQs at [www.sovereign.com](http://www.sovereign.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 route. If we know about this in advance we will tell you. Flight times shown in the brochure, on the website 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.

Please check with the airline regarding luggage 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 Fly Certificate from your GP.

## 9. Complaints

If you have a complaint about your holiday whilst away, you must immediately notify our Service Representative and the relevant supplier of the service and contact us in the UK if further action is required by us. If you are not happy with their action taken in response please follow this up within 35 days of your return from holiday by writing to our Customer Relations Department at Specialist Holidays (Travel) Limited, The Atrium, London Road, Crawley, West Sussex, RH10 9SR or emailing us at [customer.relations@sovereign.com](mailto:customer.relations@sovereign.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 also offer you ABTA's scheme for the resolution of disputes, which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com).

You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved. 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.

Call our expert travel advisors on 0844 415 1984\*

\* calls cost up to 5p per minute plus a set up fee of up to 6p from a BT landline. Mobile and other providers' charges may vary.

**10. Behaviour**

On tours, safaris and excursions provided by us, it is necessary that you abide by the authority of the leader, who represents the Company. If you commit any illegal act when on the 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 others' property, or puts any other traveler or our staff or agents in the UK or in resort in any risk or danger, on the telephone, in writing or in person, we may terminate your travel arrangements 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 disruptive or that you are suffering from a contagious disease, they can also refuse 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 become responsible for your own return home and any other members of your group who cannot or will not travel without you. In any of these circumstances no refunds or compensation will be paid to you and we will not be liable for any costs or expenses you incur. If you are refused carriage because of your behaviour, or you are under the influence of alcohol or drugs, your airline may pass on your details and date of refusal 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 a result of your behaviour including but not limited to (i) repairing or replacing property lost, damaged or destroyed by you, (ii) compensating any passenger, crew, staff or agent affected by your actions and (iii) the cost of diverting the aircraft or ferry to remove you. Criminal proceedings may also be instigated. If you are affected by any condition, medical or otherwise, that might affect you or other people's enjoyment of the holiday, you must advise us of this at the time of booking.

The accommodation we arrange for you must only be used by those people named on your Booking Confirmation or Departure Documents. You are not allowed to share the accommodation or let anyone else stay there. You are responsible for the cost of any damage caused to your accommodation or its contents during your stay. These charges must be met by you and may have to be paid locally.

We expressly reserve the right to prevent you from participating in the excursions we provide, whether pre-booked or purchased in resort, if in the reasonable opinion of our staff or those of the excursion provider, you are either unsuited to undertake the excursion, or if you appear to be under the influence of drugs or alcohol. In these circumstances your sole remedy against us will be to obtain a refund of the cost of that excursion.

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

**11. Visa, Health, Passport, Travel Documentation**

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

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 the permit.

We are able to advise on mandatory health requirements; however, we are not medical experts. It is 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 injury or death as a result, we have no liability to you for any cost, loss or damage which you suffer nor will we refund you the cost of any unused portion of your travel arrangements. Clients with existing medical problems, pregnant women and anyone who has recently visited other countries should check requirements with their general practitioner.

When assessing whether holidays will operate we use information from our local offices in conjunction with advice from the British Foreign Office and other relevant government bodies. It is your responsibility to acquaint yourself with the travel advice provided by these government bodies. For more information, please visit our Travel Aware page and the government websites at [www.gov.uk/travelaware](http://www.gov.uk/travelaware) and [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) for your destination country.

**12. Privacy Policy**

Specialist Holidays (Travel) Limited's Privacy Policy sets out what information we collect, how we collect it, and what we do with it. Our Privacy Policy applies to you and is available on our website and through other channels. In all your dealings with us you must ensure that others you represent are aware of the content of our Privacy Policy and consent to your acting on their behalf.

**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 your social preferences, interests and activities and any information about other persons you represent (such as those on your booking).

Your information is collected when you request information from us, contact us (and vice versa), make a booking, use our website(s)/apps, link to or from our website(s)/apps, connect with us via social media and any other engagement we or our business partners have with you.

We will update your information whenever we can to keep it current, accurate and complete.

**Our Use of Your Information**

(1) For the purpose of providing you with our services, including your flight, holiday, security, incident/accident management 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. Some countries will only permit travel if you provide your advance passenger data (for example Caricom API and US secure flight data). These requirements may differ depending on your destination and you are advised to check. Even if not mandatory, we may exercise our discretion to assist where appropriate.

(2) We may collect and process your information for the purposes set out below and in our registration with the Office of the Information Commissioner, and disclose the same to our group companies for business purposes and also to companies and our service providers who act as "data processors" on our behalf, or to credit and fraud agencies (some of whom are located outside the UK/EEA). These purposes include administration, service, quality and improvement-related activities, customer care, product innovation and choice, business management, operation and efficiencies, re-organisation/structuring/sale of our business (or group companies), risk assessment/management, security, fraud and crime prevention/detection, monitoring, research and analysis, social media, reviews, advertising and marketing, loyalty programmes, profiling customer purchasing preferences, activities and trends, dispute resolution/litigation, credit checking and debt collection.

(3) Information (such as health or religion) may be considered "sensitive personal data" under the Data Protection Act 1998. We collect it to provide you with our services, 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.

If you do not agree to Our Use of Your Information above, we cannot engage/do business with you or accept your booking.

**Marketing Material**

(1) Using your information, we may from time to time contact you with or make available to you (directly or indirectly) information on offers of goods and services, brochures, new products, forthcoming events or competitions from our holiday divisions and our group companies. We will tailor the information you receive or see; this will enable us to make available to you more personalised and relevant communications. We may use innovative technologies and work with business partners to achieve this.

(2) We will assume you agree to email when you make an e-booking or provide us with your email in other situations such as in-store, competitions, promotions, prize draws and social media.

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

**Your Rights**

(1) On completing our Data Subject Access Request form, you are entitled to a copy of the information we hold about you (for a £10 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", opt-out of personalised emails 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 list of relevant brands, please send us your request.

Please write to Specialist Holidays (Travel) Limited, Legal Department, Origin One, 108 High Street, Crawley, West Sussex RH10 1BD.

**Foreign Controls**

Outside the European Economic Area (EEA), data protection controls may not be as strong as the legal requirements in this country

**USE OF TOOLS/"COOKIES" AND LINKS TO OTHER WEBSITES**

If our contact and dealing with you is via our website(s) or other e-platforms where our advertising is displayed, cookies may be used. To find out more about the types of cookies on our website(s), how we use cookies, to disable them or to change your preference and more, please refer to the information provided on our website(s). Other e-platforms may have different options and instructions. By using our website(s), you consent to our use of cookies.

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

**MONITORING**

To ensure that we carry out your instructions accurately, improve our service and for security and fraud, we may review, monitor and/or record: (1) telephone calls; (2) activities using CCTV in and around our premises; (3) transactions and activities at all points of contact; and (4) web, social media and app traffic, activities, etc. 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 your travel 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, 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 agent is subject to that company's own data protection policy.

# TERMS AND CONDITIONS

-Caricom 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 border security 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 Barbuda, The Bahamas, Barbados, Belize, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, Saint Lucia, St Kitts and Nevis, St Vincent and the Grenadines, Surinam, Trinidad 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 name, date of birth, and gender 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, or to review the system of records notice and the privacy impact assessment, please see the TSA Web site at [www.tsa.gov](http://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 deemed to be part of the contract. Your Departure Documents will be sent to you by email or post, depending on the type of booking you have made, approximately 21 days before your holiday. Further copies can be obtained from us by contacting Customer Services (see above) or from Specialist Holidays (Travel) Limited, The Atrium, London Road, Crawley, West Sussex, RH10 9SR. 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, prior documentation and the final Departure Documents we send to you, the information in the Departure Documents supersedes the previous information and will be considered the most up-to-date and accurate.

## 14. Special Requests

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

## 15. Participation Requirements

All clients are expected to satisfy themselves prior to booking that they are fit and able to complete the itinerary of their chosen holiday as described in this brochure. Anyone suffering from mobility impairment, illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication or 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.

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

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

## 16. Law & Jurisdiction

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

## BEFORE YOU BOOK

Please read the following information carefully. If there is anything you do not understand or want to know please ring us before booking.

### Minimum Age

Unaccompanied passengers under the age of 18, need a letter of consent from a parent or legal guardian. The minimum age of unaccompanied travel is 16 years on the day of departure. The lead name for any booking must be an adult.

### Brochure and Website Accuracy

We reserve the right to make changes after publication of information. Our experts inspect every property and facility regularly to ensure that the contents of our brochures and website are accurate. However, circumstances can change. For example, all the facilities in a resort might not be fully functional in early or late season. Sometimes a hotel may change its meal system from waiter service to buffet service, or back again or the number and type of restaurants available may change. A pool may be closed for maintenance, or air conditioning may only be available at certain times of the day and/or year.

Public holidays and religious festivals may also affect the availability of resort and hotel facilities. The tourist office for your chosen destination can provide details of such events, and other information.

We will tell you of any changes that we know about when you book your holiday. If you book through a travel agent, they can check our agents website for any changes in conditions. If you have already booked, we will tell you of any change in circumstances, which would significantly affect your holiday as soon as we can before you leave. We cannot accept liability for information, however obtained from outside sources, such as independent third party websites.

### Photography

The images used in our brochures and on this website are intended to give you an impression of the style of rooms at a hotel. We cannot guarantee to provide the same rooms as shown in the photographs.

### Special Assistance

If you have a special request for assistance (for example wheelchair assistance or dietary requirements) please let us know at the time of booking and complete our special needs form before making your booking so that we can assess your personal requirements. We will do our best to find a holiday to suit you, however we may be unable to meet your particular needs. Help with wheelchairs is available at most airports, but you must request it when you book. Please advise us at least 48 hours prior to your departure.

### Special Requests

We will consider special requests such as high or low floor preferences in a hotel, sea and pool views or adjacent rooms when you book. We will tell you whether there is a charge for the request. We can only guarantee requests charged for, or confirmed in writing. We cannot accept bookings dependent on the provision of special requests.

### Accommodation Only

We are happy to book just your accommodation. Even if you have made your own flight arrangements, please remember that we can also book you resort transfers for you. An accommodation only booking fee per person will be applied to your booking.

### Porters

Please be aware that not every hotel featured employs porters.

### Your Accommodation

In each hotel/apartment description on the website there is a section, which describes the type of room and its facilities. Please note mini-bars may not be stocked.

### Hotel Facilities

Not all facilities listed in a hotel description are free of charge. The following facilities will usually carry a small charge, unless otherwise stated: sunloungers, parasols, tennis, squash, crazy or mini-golf, pool tables, watersports, entry to disco/night-clubs, use of gymnasium/sauna, fans, air-conditioning, fridge hire, car parking fees at your hotel, refundable apartment deposits and à la carte meals. Please note that this is not intended to be a full list of the facilities for which charges may be made.

### Extra Facilities

Rooms with items such as balcony or sea view may carry an additional charge.

### Twin and Double Rooms

Where possible, we will always state if a room contains twin or double beds. However, all hotels vary and this is not always possible. If you require specific types of beds, please call our Travel Advisors who will check availability.

### Single Rooms

Single rooms and twin bedded rooms for sole occupancy are available in most hotels. Single rooms are generally inferior in both size and location. While there is normally a supplement for these rooms, the overall cost will usually be less than when a single person occupies a double room. If a single person occupies a double room they will usually be asked to pay extra (a single supplement).

Hotels price their rooms, as doubles or family rooms and they do not reduce the rates if a single person occupies them. The costs to the hotel of providing the room - heating, lighting, cleaning etc. are the same regardless of how many people occupy that room.

### Extra Beds

Some hotels have twin or double bedded rooms where a third or fourth bed may be added. In the case of a triple, this saves paying the single room supplement for the third person. Four bedded rooms are more suitable for families with young children. It should be noted that in some cases the 3rd/4th beds may be camp beds or divans, and the room may well end up cramped. In addition, the number of beds actually provided may be reduced, compared with the description on your invoice, to suit the size of your party.

In the case of studios or apartments, this can mean that although you may have paid an extra accommodation supplement, unoccupied beds are sometimes removed to suit the size of your party and to allow more space.

Call our expert travel advisors on 0844 415 1984\*

\* calls cost up to 5p per minute plus a set up fee of up to 6p from a BT landline. Mobile and other providers' charges may vary.

### Junior Suites and Suites

Unless otherwise stated in the hotel description, a junior suite typically comprises a larger room with a living area, whilst a suite has a separate bedroom and living room.

### Infants

There is generally only room for one cot in each hotel room or apartment for which a small cost may be incurred locally. We can order a cot to be placed in your room. Infants are not provided with an aircraft seat, in-flight meals and do not receive a baggage allowance. Infants will not receive meals in hotels and do not count towards occupancy in studios or apartments.

### Views

Rooms described as having a sea, pool or garden view may not have a full sea or pool view because of trees or plants obscuring the view.

### Adjacent Rooms

We will endeavour to meet any special requests for families or friends to have rooms/apartments next door if they are indicated on the booking details, but unfortunately we cannot guarantee this.

### Interconnecting Rooms

Interconnecting rooms are two rooms that have a lockable connecting interior door. These are available at selected accommodation. If you require interconnecting rooms you will need to book and pay for two of these rooms. The full adult price is applicable for the minimum occupancies of both rooms. Child discounts therefore cannot be applied until the combined minimum occupancy has been reached. For example, a family of 2 adults and 3 children would pay the adult price for 2 adults and the first 2 children, and then the discounted price for the 3rd child.

### Satellite TV

Where available, satellite TVs usually feature basic channels only and not the full range of stations available in the UK. In many cases this will mean only CNN and Eurosport may be available in English.

### Nights in Your Accommodation

The prices shown in our brochure and on this site tell you how many nights your accommodation has been reserved for you. Check-in time is usually 3pm and check-out is usually 11am, but this can vary by hotel. If you arrive on an afternoon or evening flight, your room will be available when you arrive, but you will have to vacate your room in the morning of your departure day. You may be able to keep your room until the evening, but this is at the discretion of the hotel management, and they may charge you. If you have booked half or full board, you may lose a meal on arrival or departure, due to the timing of the flight. If this happens in the case of a night flight, the lower cost of these flights can represent a substantial saving.

### Meals

Many of the hotels and apartments we feature offer a choice of board arrangements. Bed and Breakfast means bed and continental breakfast. Half Board means continental breakfast and evening meal. Full Board means continental breakfast, lunch and evening meal.

In many hotels, buffet style meals are a regular feature. Sometimes a full English breakfast may also be available, but unless specifically stated otherwise in the hotel description, an extra charge will be payable locally. Guests on half board meal basis may use the hotels main restaurant only. If another restaurant is used, e.g. à la carte, speciality etc., a supplement will be charged locally. Where there is a choice of meal arrangements, you should give your requirements at the time of booking and all members of your party must choose the same arrangement. If you do not choose a meal arrangement, your invoice will show only the basic arrangement. If you later ask for a change to the confirmed meal arrangement, you will have to pay an amendment charge. Please also remember that you must pay locally for meals for infants.

Please note that some hotels have a dress code for dinner. You may wish to check this prior to your departure. Where a certain number of restaurants are stated, not all may be open at any one time. This may be due to maintenance work or because fewer guests are resident in the hotel.

Christmas and New Year Gala meals are usually formal occasions, and appropriate dress will be required.

### Flexi Dine

Flexible dining arrangements are available at some hotels and allow you to eat in the hotel for a proportion of your holiday, and at local restaurants for the rest. The evenings that you eat in do not have to be consecutive, but you may be required to eat at your hotel for your first evening meal.

### Weddings

Whilst we will discuss detailed arrangements with you personally, it may be worth noting that arrangements should generally be made at least three months ahead of travel. Local law may dictate that you are resident for a minimum number of nights in your chosen destination before getting married and you may have to complete certain formalities locally before your wedding. There is a non-refundable deposit payable at the time of booking for all wedding packages, in addition to the standard deposit. This amount will be advised to you at the time of booking.

### All Inclusive Holidays

See the hotel description to see what your All Inclusive holiday includes. All Inclusive packages end when you check out of your room, even if your flight does not leave until later that day. In some cases, you can pay a fee to continue using the All Inclusive facilities. There may be exceptions to All Inclusive, for example bottled water. room service items may not be included. Meals may only be taken in the buffet restaurant or fixed menu restaurant.

### Proof of Identity

You may need to wear an identity bracelet or carry an ID card to ensure that only participants in the All Inclusive package benefit from the meals, drinks and facilities. If your identity bracelet is lost, the hotel may charge for a replacement. Your identity cards or bracelets may be confiscated if you misbehave or abuse the All Inclusive basis.

### Dining

British dishes are available in most hotels; in some destinations local cuisine is served. Snacks can include sandwiches, pizzas and hamburgers. Many hotels offer free picnics if you are spending a day out.

Some hotels offer weekly theme nights. At All Inclusive properties not all the bars and restaurants may operate on an All Inclusive basis, and supplements for specific imported alcoholic drinks and à la carte dining may be charged.

### Drinks

The bar may charge for international spirits or branded beers. Around the pool, drinks may be served in plastic cups for safety. To provide a faster service, hotels may limit each person to one or two drinks each time you visit the bar. When the bar closes for the evening, a cash bar may operate into the small hours. Local laws on the minimum age for alcohol consumption apply.

### Evening Activities

Most All Inclusive properties feature resident 'animation' teams. They organise games, competitions, demonstrations, cabarets, folklore spectacles, live music, discos and most evening shows, although local entertainers may appear on some evenings.

### Daytime Activities

A range of non-motorised watersports is usually available, from snorkelling to wind-surfing. Motorised watersports are usually payable locally. For safety reasons, some activities require supervision or may only be available with the animation team in an organised event. The minimum age to participate in shooting, archery and scuba diving is usually 14. Hotels may operate a booking system for popular activities, and you may have to pay a deposit to hire equipment.

## GENERAL BOOKING CONDITIONS

### Card Payment

We can only accept card payments from passengers travelling in the booking.

### Other Services

From time to time, we are asked to assist in requesting the provision of facilities from third parties in resort. When we are, we will endeavour to assist, on an ex-gratia and purely discretionary basis. However, it is understood and agreed that any such services provided by third parties do not form part of the contractual relationship between you and us and are therefore not subject to these booking conditions. We can only accept liability for services pre-booked and paid for in the UK.

### Pre-Bookable Spa Packages

- When you receive your confirmation invoice, please check that it details the package you have pre-booked
- Please take your invoice on holiday with you and hand it to the spa reception in resort.
- Please book your treatments directly with the spa reception as soon as possible on arrival in resort.
- Please note that the treatment bookings in resort will be subject to availability, and your first choice of day and time may not be available.
- Please note - free entrance to the spa may be limited to the day at which you have booked your treatments.
- Treatment duration times may vary per property and the times stated are a guide only.
- Package prices stated are per person.
- See the applicable property for further details of what is included in the pre-bookable packages.

It is your responsibility when booking spa packages to ensure that you are in a fit medical condition to undertake treatments. If you are unsure, please consult your doctor. Some treatments may require an initial medical assessment and if customers do not reach a certain level they may not be able to have the treatment.

### What is Included in Your Package Holiday

The basic holiday cost shown in the price panels of our brochures and on our website includes:

- Return flight from the UK to your overseas airport,
- Transfer to and from the resort airport and your accommodation, which will usually be by private taxi transfer or shared mini-bus. If a hire car is to be provided as part of your holiday arrangements, and this is to be collected at the airport, our Sovereign Concierge will show you to the car hire office to collect your car. In that event, no transfer arrangements will normally be provided for any members of your party;
- Accommodation and meals as confirmed on your invoice;
- Baggage allowance;
- Some airport taxes;
- Aviation insurance and security charge;
- Air Passenger Duty;
- The services of a Sovereign Concierge (or agent acting on our behalf) at your UK airport and in resort;
- All obligatory hotel service charges and taxes;
- VAT on all holidays to EC countries;
- Fuel supplements.

## What is Not Included

The basic holiday cost as shown in our brochure price panels and on our website, does not include:

- Flight supplements;
- Excursions and other personal expenditure;
- Holiday insurance;
- Any applicable supplements for rooms, meals or extra occupancy in apartments;
- Any applicable transfer charges, supplements and administration charges for tailor-made holidays, including twin centres;
- Any charges that hotels/apartments may make for facilities such as portage, sun-loungers, sauna, tennis club and equipment;
- Any applicable charges for pre-bookable items such as Car Hire, Optional Taxi Transfers, VIP Airport Lounges etc.
- Deposits requested on arrival by some apartment/villa owners;
- An administration charge for Late Bookings;
- Overseas departure and arrival taxes and visa charges which are imposed by the country that you are visiting and payable locally. Due to their changing nature amounts cannot always be pre-advised;
- Cost of visas or inoculations, where necessary. Please also read the section entitled Travel Advice included in these Booking Conditions.

## Aviation Insurance and Security Charge and Fuel Supplements

We have included in our prices a charge representing the extra aircraft insurance and security costs, which have been imposed on airlines and tour operators, to the basic price of your holiday.

You should be aware that this charge may change at any time. Since these costs are beyond our control, we reserve the right to increase the amount of this charge at any time. We will of course inform you of any such change should that become necessary. In view of the current volatility of world oil prices, a fuel supplement has been included in our prices. This is subject to change at any time.

## Group Discounts

If you are travelling as part of a group please contact us as early as possible and we'll negotiate the best offers for you from airlines, hotels and local agents.

## Child Prices and Ages

Up to two children are entitled to the child reductions, which may be either a percentage reduction or monetary reduction to the adult price. Child prices apply to children aged 2 - 12 (2 - 16 in self-catering accommodation) on the date of their return flight, unless otherwise stated in the accommodation description.

1. Child prices only apply if the child is sharing the accommodation with two full fare paying passengers;
2. Any flight, room, extra facility and board supplements must be paid in full for all children travelling at a reduced child rate;
3. Third and subsequent children pay the full adult price, unless otherwise stated in the description;
4. A full deposit must be paid for all children eligible for reduced child prices;
5. Where an accommodation is based on a minimum number of persons (not adults) occupying, children DO count towards occupancy.

## Free Child Places

On selected Family Collection properties, and on selected dates, we offer free child places subject to a minimum stay of 7 nights, highlighted by the Free Child Places special offer.

1. In order to qualify, the child must share a room with at least two full-fare paying passengers;
2. Only one free child place can be claimed in any room or apartment;
3. If the first child is free, a second child still pays the second child price shown in the price panel, third and subsequent children pay the full adult price;
4. The free child places may not be available for every type of accommodation on every departure date;
5. The free child place cannot be combined with Group Discounts, but can be combined with other special offers shown on this site;
6. The child's age must comply with the age restrictions of the holiday;
7. We charge the normal deposit for each free child place;
8. You must pay any optional room, board and flight supplements for the free child;
9. The free child place offer is subject to availability and may be withdrawn at any time.

## Self Catering Holidays

Prices are based on the number of persons sharing the apartment or studio. The number shown is the number of persons allowed to share. If fewer persons share the apartment or studio each person may pay an extra accommodation supplement per person per night.

## Minimum Numbers

For some holidays on this website a minimum number of people need to book to enable the holiday to take place. If this number is not achieved and we have to cancel your holiday we will tell you immediately, at least 10 weeks before departure. If you cannot transfer it to another holiday, we will refund the full cost of your holiday. Where we cancel for this reason you are entitled to the options detailed in the paragraph 'If we change or cancel your holiday' in the section 'If we change your booking', but you are not entitled to compensation in these circumstances.

## BEFORE YOU TRAVEL

### Travel advice

We work with the Foreign and Commonwealth Office to help British travellers stay safe overseas. Check the FCO website at [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel) for advice and the latest information about specific countries and for more information, please visit our Travel Aware page and the government websites at [www.gov.uk/travelaware](http://www.gov.uk/travelaware) and [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice) for your destination country.



## Passports

For travel to most countries, a British passport must remain valid for at least 6 months after your scheduled return to the UK. Some countries apply different rules: contact the Embassy of your destination country for current information. The initials on your flight tickets must exactly match those on your passport.

If you need a passport then apply early. You do not have to wait until a current passport expires before you renew it. If you are applying for a passport for the first time you will have to attend in person a passport agency office. For help and advice about passport applications and fees contact the Passport Adviceline on 0300 222 0000 or visit [www.passport.gov.uk](http://www.passport.gov.uk)

We, or the airline, may refuse travel if you do not have a valid passport, visa and entry permit. We are not obliged to help you if you are refused travel.

Your passport and travel documents must be intact: you may not be able to travel if they are damaged or have been tampered with. If you have any doubts about the validity or condition of your passport please contact the Passport Adviceline on 0300 222 0000.

## What is a Machine Readable Passport?

An increasing number of countries require Machine Readable Passports. A Machine Readable Passport has the holder's personal details e.g. name, date of birth, nationality and their passport number contained in two lines of text at the base of the photo page. This text can be read by machine. All UK passports issued in the UK since 1988 are machine readable, however British passports issued overseas may not be. For further information please contact the US Embassy on 09055 444 546 (calls charged at £1.30 per minute) or visit [www.usembassy.org.uk](http://www.usembassy.org.uk)

## Lost or Stolen Passports

Report the loss or theft of your passport immediately to the local police, the British Foreign and Commonwealth Office (FCO) Consulate, Embassy or High Commission. You can find the details of your local FCO by visiting [www.fco.gov.uk](http://www.fco.gov.uk)

You will also need to fill out a lost/stolen declaration form (LS01) and submit reference details of a local police report. For more detailed information, visit [www.fco.gov.uk](http://www.fco.gov.uk). To minimise the risk of loss or theft, keep your passport in a safe place, separate from other documents. We also advise keeping a copy of your passport in a separate place - both at home and abroad - as this greatly speeds up the process of replacing your passport, should it be lost or stolen. Note your passport number before you travel and keep it separate from your passport. This will help the local British Consulate to supply a temporary passport at short notice if you lose the original.

## Information for Non British Citizens only

Non-British citizens (including citizens of British Dependent Territories, those who hold citizenship by virtue of a connection with Gibraltar, British subjects who have a right to live in the UK, and EC and other nationals) should consult the Embassy of your destination country and the Home Office Immigration Department to check whether you need special documents for the countries you are visiting or for your return to the UK.

If you wish to visit Cyprus and have a Turkish Cypriot stamp in your passport, contact the Consulate or the Cyprus High Commission, as you may need a supplementary passport.

## Visas

Visas may be required (please check with the relevant Embassy or Consulate, your Travel Advisor or Travel Agent at the time of booking for updated information). It is your responsibility to check the latest requirements with the appropriate authority before travelling. Nationals of other countries should check entry requirements with the relevant Embassy or High Commission.

At the time of writing, British Citizens required visas for several destinations we feature:

- Turkey – British Passport holders require a tourist visa to enter Turkey. Apply online at [www.evisa.gov.tr](http://www.evisa.gov.tr) - a fee of approx USD20 applies.
- Egypt – British Passport holders travelling to Sharm el Sheikh or Dahab for up to 14 days do not require a visa (a free entry permission stamp will be issued upon arrival), If you are flying to Cairo, Luxor, Hghada or Marsa Alam or intend to stay longer or leave Sharm el Sheikh to take an excursion or Nile Cruise a tourist visa costing approx £15 needs to be obtained. These can be bought from the airport however we recommend you purchase them in advance from the Egyptian Consulate, as queues at the airport can be very long ([www.egyptianconsulate.co.uk](http://www.egyptianconsulate.co.uk)).
- Dubai – British passport holders require a visa, but these are free and can be obtained on arrival for a maximum stay of 30 days.
- Oman – British passport holders require a visa. These can be obtained on arrival at Muscat airport and cost approximately £15 per person. Alternatively you can get a visa from the Embassy of the Sultanate of Oman ([www.omanembassy.org.uk](http://www.omanembassy.org.uk)).
- Maldives – Tourist visa valid for 30 days issued on arrival (Free of charge to all tourists in possession of valid travel papers).
- Dominican Republic – A tourist card is required for entry. These can be bought on arrival for US \$10, but to avoid long queues we recommend you purchase them in advance from the Embassy of the Dominican Republic ([www.dominicanembassy.org.uk](http://www.dominicanembassy.org.uk)).
- United States - Most British Citizen passport holders do not need a visa to visit the US if they intend to stay in the US for less than 90 days and as long as they have a Machine Readable Passport. This is called the Visa Waiver Programme, and more information on this is available from the US Embassy.

Since 26 June 2005, the requirement to have a Machine Readable Passport has been strictly enforced and you will be denied entry to the United States if you do not hold one. Your passport is Machine Readable if the foot of the personal information page (at the back of the passport) bears 2 lines of text as letters, numbers and "<"s. If there are no lines of text, then the passport is not Machine Readable.

Further information on UK passports is available from the UK Passport Service. Since 12 January 2009, Visa Waiver Program travellers must apply and receive travel authorisation via ESTA at least 72 hours prior to travel.

- Canada - When travelling to Canada you must check with your foreign office and the Canadian authorities that you have the correct passport and comply with the visa requirements. Under Canada's eTA program, citizens from countries other than the United States, who do not need a visa to enter Canada, will need to obtain an online authorisation before flying to Canada, unless otherwise exempted. The earlier travellers get their eTA, the sooner they will benefit from knowing they have been pre-screened to enter Canada. A fee of \$7 is payable for processing an application for an electronic travel authorisation. An application for an electronic travel authorisation must be made by means of an electronic system that is made available by the Department (Citizenship and Immigration Canada) for that purpose.

An electronic travel authorisation is valid for a period of five years from the day on which it is issued to the applicant or until the earliest of the following days, if they occur before the end of that period: (a) the day on which the applicant's passport or other travel document expires, (b) the day on which the electronic travel authorisation is cancelled, or (c) the day on which a new electronic travel authorisation is issued to the applicant.

PLEASE NOTE: It is your responsibility to have the appropriate visa and any other required documentation for your holiday.

Notice regarding the use of personal details of passengers travelling to the Caribbean Antigua, The Bahamas, Barbados, Jamaica, Saint Lucia, Tobago, Turks and Caicos Islands.

Please note that some or all of the above Caricom states will enter into an agreement with the USA whereby advance passenger data, required by and provided to Caricom states for border security purposes, will be passed to the USA Department for Homeland Security for processing on behalf of those Caricom states.

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.

Passenger Name Records (PRN) or Advance Passenger Information (APIS)

Passenger information is required in advance by a number of countries and airlines. It is your responsibility to provide this information to us or the airline as instructed. Failure to do so may result in you being denied boarding or refused entry to your destination. You will be liable for any additional costs incurred.

Emergency Contact Details (ECD)

ECD may be required by us or the airline. It is your responsibility to provide this information if required.

Your APIS and ECD data will be handled as described in our Data Protection Policy.

Departure Taxes

Selected worldwide destinations impose a departure tax. These overseas airport taxes are payable locally, usually in cash, and can be applicable for domestic and international departures. Although departure taxes are correct at the time of writing, they can change without notice.

Antigua US\$28; Barbados BD\$55; Dominican Republic US\$20; Grenada US\$20; Maldives US\$14; Mexico US\$55; St Lucia US\$26 ; The Grenadines EC\$40; Turks & Caicos US\$15

Responsible Travel Tips

Health Matters

Standards of hygiene and safety in other countries may differ from those in the UK, so please take care, particularly with your choice of food and drink. We recommend that you drink bottled water and avoid ice in drinks, uncooked food (especially shellfish) and food from street vendors. Only buy ice cream from hotels and reputable shops. In hot climates, limit your exposure to the sun and drink lots of fluid. Compulsory vaccinations were not required for British Citizens travelling to destinations featured on this website at the time of writing. However, typhoid, tetanus, hepatitis A and B, diphtheria, tuberculosis inoculations are recommended for: Antigua, Barbados, St Lucia, Dominican Republic, Turks & Caicos, The Grenadines, Grenada, Egypt, Tunisia, Morocco, Maldives, Mauritius, Dubai, Oman and Mexico. Yellow Fever certificates are also required if travelling from an infected area. Consult your doctor at least two months before your departure if you are not a British Citizen or require advice on health precautions for your destination.

Other sources of information include the Department of Health's free leaflet Health Advice for Travellers, your doctor, a specialist travel clinic or MASTA (Medical Advisory Services for Travellers Abroad) at [www.masta-travel-health.com](http://www.masta-travel-health.com).

Banned Products

Please be aware that the introduction by travellers of personal packages of meat, meat-based products, milk and dairy products into the EU are banned, with the exception of baby food and special foods (used in the context of medical treatments).

FLIGHT DETAILS

We can book flights for you using a wide range of available airlines, including scheduled, no-frills carriers and charter airlines. The quality of these services will vary and you may find lower baggage allowances and no on-board meals.

Check in and Flight times

These are local times based on the 24-hour system. They are for guidance only and may change, especially with regard to the individual country's daylight saving time policy. Your invoice will show the proposed flight details, and your flight tickets will show the actual details. Please check your flight details when you receive your tickets. Check in at least 2 hours before departure. Online check-in is not always available and is dependent on the type of flight booked and the operational requirements of the airline concerned. Your initials and the spelling of your name must be identical on your ticket and in your passport.

Baggage Allowance

Allowances vary depending on the airline, destination, route and class of travel booked. Please check with our travel advisors for details. Baggage weighing more than the baggage allowance will be subject to a charge payable at check-in. Single items of luggage weighing over 32 kgs will not be accepted by the airline. Airlines normally allow one small piece of hand luggage with a maximum size of 45cm x 35cm x 20cm. Infants under the age of 2 on the date of their return flight have no baggage allowance. Call us for information on items such as pushchairs and wheelchairs.

Charges for Excess Baggage and Sports Equipment

Subject to a charge we can pre-book golf club carriage. If you do not pre-book your golf clubs, you can make the necessary arrangements when checking in at the airport but additional charges will apply. Carriage of all excess luggage and sports equipment is subject to a charge and capacity on the day of departure.

Meals Onboard

Many airlines no longer automatically include meals on their flights. Please check with our travel advisors for details. If you book an onboard meal please tell us if you require a vegetarian, kosher, gluten free or diabetic meal. These are on a request basis only and are not guaranteed.

Sitting Together

For your peace of mind and comfort, you can reserve your seat on selected airlines subject to a charge. Please note that:

- Seat numbers are given when you check in;
- We try to accommodate your party on one side of the aisle, although we cannot guarantee this;
- We will refund your fees if we cannot supply 'Sitting Together'. However as we cannot guarantee 'Sitting Together', this is the limit of our liability to you.
- 'Sitting Together' is only applicable to those customers who have the same booking reference. We cannot cross-reference multiple bookings.

Seats With Extra Space

These are often close or next to emergency exit doors, behind a bulkhead or behind a dividing wall. They may therefore have additional space in front of the seat, but not always additional room to stretch your legs out. Emergency exit row seats are only available to passengers who are able to move quickly and operate the emergency exit without difficulty if necessary in line with European Aviation Safety Authority (EASA) regulations. Just a few things to bear in mind before you book an emergency exit row seat:

Any passengers who because of...

- physical or mental impairment or disability
- age or sickness
- physical size
- have difficulty moving quickly cannot sit in these seats. Neither can anyone...
- under the age of 14 (whether accompanied or not)
- who requires an extension seatbelt
- under the influence of alcohol
- travelling with an assistance animal.

These regulations have been put in place by the EASA and are for the safety of all passengers. The cabin crew have the final say and we kindly ask that their decisions are respected. Seats with extra space can be pre-booked on a number of airlines for an extra charge. Please either select the option when you're booking your holiday, or call our Customer Services Team to request an amendment. Extra Leg Room seats are not available to pre-book on all airlines. Some choose to allocate these seats at check-in due to the restrictions listed above.

Prebookable Wheelchairs

Wheelchairs need to be pre-booked at least 4 days before departure. We try to ensure that wheelchair passengers will be first to embark and last to disembark.

Heightened Security

Please be aware that due to heightened security guidelines, the security checks carried out by US Customs, for both entry into and exit from the USA, have in some instances led to the forcible opening of locked luggage by custom officials. For further information on these security guidelines please check Airline Security information available on [www.usembassy.org.uk](http://www.usembassy.org.uk) or contact the US Embassy on 0207 499 9000.

Carriage of Butane lighters

Please be aware that the carriage of Butane lighters on board any aircraft operating to or from the USA is prohibited. This means that you cannot carry either on your person, or packed in your baggage, any butane lighter or any other form of lighter. Failure to comply with this requirement may result in you and other members of your party being denied boarding.

Lost / Damaged Baggage

The airline is responsible for your baggage allowance. Under The Montreal Convention, if you do not notify the airline of any loss or damage to your baggage immediately upon the discovery of the loss/damage, the airline will have no liability to you. As scheduled airlines often change routes and fuel stops, we cannot always notify you in advance if a fuel stop or technical stop is part of your flight schedule. It may also be necessary on some holidays for you to change aircraft, and sometimes airlines, at one of the stops without notice.

Direct flights

A direct flight is one which has the same flight number for the entire journey, but may involve a technical stop which may require you to get off or even change aircraft. You may also be required to clear immigration in the country concerned. As scheduled airlines often change routes and fuel stops, we cannot always notify you in advance if a fuel or technical stop is part of your flight schedule.

Flight Delays

Delays, for whatever reason, are the responsibility of the airline and subject to their conditions of contract. Where a delay results in lost holiday time, no refunds will be given by hotels for unused accommodation or meals since these are held until your arrival and not re-sold. Similarly, airlines do not always offer compensation for flight delays and will not alter your homeward flight to account for any lost holiday resulting from outbound flight delays.

Deep Vein Thrombosis

Travel involving prolonged immobility can cause deep vein thrombosis (DVT). This occurs when a blood clot forms, usually in the lower leg. It is a serious medical condition, and needs treatment with blood thinning drugs or anticoagulants to prevent clots breaking off from the DVT and travelling to the lungs, causing significant illness and, on rare occasions, death. The risk of deep vein thrombosis occurring while travelling by air is extremely low. However, you can take precautions to further reduce the risk. Who is most at risk from DVT? People with a history of thrombosis, women taking an oral contraceptive pill or who are pregnant, those recently hospitalised, smokers, the obese, some patients with congestive heart failure and people with malignant disease. Dehydration may exacerbate the problem.

# TERMS AND CONDITIONS

What can I do to reduce the risk? Exercise your feet and legs from time to time, or walk around if that is possible. Elastic stockings may be helpful. Drink plenty of non-alcoholic liquids to prevent dehydration. See your doctor if you believe you might be particularly prone to DVT.

## Pregnancy

If you are pregnant you should check with your doctor that it is safe for you to travel. If you are more than 28 weeks pregnant at the time of your return flight, airlines insist on a medical certificate stating that you are fit to fly. If you are more than 34 weeks pregnant at the time of your return flight, they will refuse to carry you. Please check your travel insurance policy for any restrictions that apply to travelling whilst pregnant.

## Infants

Please check the charge for infants at the time of booking. Infants under 2 years of age will not be entitled to an in-flight meal. Infants under 6 months must sit on an adult's lap and wear an infant lap-strap. Infants under 2 years must sit on the adult's lap secured by an extension seat belt provided by the airline. If an additional seat has been purchased for an infant, a car seat can be used. Some child car seats can be used on British-registered airlines for children aged from 6 months to 3 years. The child will need his/her own aircraft seat and will be charged the appropriate price. The carriage of car seats is at the discretion of the airline. These regulations may differ when travelling with a non-British registered airline. Please contact your Sovereign Travel Advisor for information on approved car seats.

## Medical Conditions

If you have a medical condition, serious illness, recently undergone surgery, or have suffered a recent accident, you must be cleared for travel by the airline and may require a Fitness to Fly Certificate from your GP.

N.B: Conditions that require medical clearance include respiratory, coronary or infectious illness.

## Alcohol on Aircraft

You are not allowed to drink your own alcohol on a flight, whether you bought it on board, on holiday or in the UK.

## Flight Supplements

The holiday prices in the accommodation price panels in our brochure are based on flights that do not carry a supplement. Flight supplements reflect the additional cost of flying from certain airports, or on certain days of the week.

Unless specifically stated on your itinerary, upgrade supplements for premium, economy, business or first class, quoted to you by your Travel Advisor are for upgrades to your main international flight sectors ONLY, i.e. those flight sectors directly from and returning directly to the UK. Internal flights within destinations and flights between destinations for multi centre holidays may not be included in your flight upgrade cost. Please contact your Sovereign Travel Advisor for upgrade prices and full details.

## Non-Smoking Flights

There is a non-smoking policy on the majority of our flights.

## Disorderly Behaviour

The captain has authority over the aircraft and passengers at all times when they are boarding or on board. He/she may prevent you from travelling if you are considered unfit to do so, or if you pose a danger to the aircraft or passengers. The captain will exercise this right if, for example, you are found to be drunk before or after boarding, if you smoke on board or use threatening, abusive or insulting words or behaviour. In those circumstances, we or the airline, at our reasonable discretion, may terminate your holiday, and we will not be responsible for completing your holiday arrangements. Sovereign and the airline will also not be liable for any refund, compensation or other costs you may have to pay. We may also seek compensation from you for any losses caused by your behaviour (e.g. the cost of diverting an aircraft). Disruption on board an aircraft is a criminal offence, and you may be prosecuted.

## Air travel Conditions of Carriage

You must comply with the conditions of carriage applied by land, sea and air carriers. The provisions of the Warsaw Convention 1929 (as amended) concerning the carriage of passengers and their luggage by air, and the airlines' conditions of carriage, may apply to you and your party during your flight, and during boarding and disembarkation. These provisions and conditions may limit or exclude liability for death or personal injury, or loss of or damage to luggage, and may make special provisions for valuables. We will supply a copy of the conditions of carriage applicable to your holiday, and of the Warsaw Convention, if you request them.

## EU Airline Blacklist:

In accordance with EU directive (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 carriers that are subject to an operating ban within the EU Community. The Community list is available for inspection at <http://air-ban.europa.eu>

In accordance with EU regulations we are required to advise you of the actual air carrier operating your flight / connecting flight / transfer. We do this by listing carriers to be used or likely to be used on this site.

We will notify you of the actual air carrier when we send you your itinerary. Any changes to the actual carrier after that point will be notified to you prior to check-in or at the boarding gate.

## ON HOLIDAY

### Complimentary UK Airport Lounges

This offer only applies to guests booking a Sovereign package holiday that includes a flight. Complimentary Airport lounges may not be available at all UK airports and children under 12 are not permitted in some lounges, please check at the time of booking. This offer is not available on your return journey at overseas airports. We will try to provide all services on every occasion, however they are subject to availability and operational feasibility, dependent on the location, date and time of travel. We reserve the right to change or cancel these services without prior notification.

### Your Journey from Airport to Resort

On arrival at your destination airport if you have booked a transfer you will be met by the Sovereign Concierge/representative (or Agent acting on our behalf) and shown to the transport to take you to your chosen resort. Please refer to the information in the hotel description for the approximate transfer times. These do not, however, allow for any delays, which may be caused by waiting for other incoming flights or local traffic conditions etc.

If a hire car is to be included as part of your holiday arrangements, and this is to be collected at the airport, our Sovereign Concierge/Representative will show you to the car hire office to collect your car. In that event, no transfer arrangements will normally be provided for any members of your party.

We are under no obligation to transfer wind-surfers, bicycles, surfboards or other unconventional luggage to your accommodation. Please make your own arrangements for this, or call your Sovereign Travel Advisor at least 2 weeks before departure to establish whether the particular item can be accepted in the transfer taxi / minibus (where applicable). In some destinations, baby seats are not provided so please check with us for details.

### Accommodation Check-in/Check-out

Check-in time is usually 3pm and check-out is usually 11am, but this can vary by hotel. If you arrive on an afternoon or evening flight, your room will be available when you arrive, but you will have to vacate your room in the morning of your departure day. You will require a credit card to check-in and a deposit may be taken from the card for the duration of your stay. You may be able to keep your room until the evening, but this is at the discretion of the hotel management, and they may charge you.

Where you are required to vacate your room between 10.00am and noon on the day of departure we will try to arrange, where possible, a room to be made available for changing and storing luggage.

### Resort Development

From time to time, building work and its associated noise is unavoidable in a resort. We do not control such work, and we do not always receive advance notice of when it will begin. We will notify you as soon as possible if we think that building work will affect your holiday. If we consider the work will have a significant effect on your holiday, you will be entitled to exercise the options outlined in the section headed "If we change or cancel your holiday". In some resorts the provision of roads, power and water supplies, etc, does not always keep pace with the demands of rapid tourist development, so you may experience problems with, for example, plumbing or drainage. Roads and pathways in some countries may not be up to the standard found in the UK, therefore please be aware that some roads and paths may be uneven.

### Personal Safety

Take sensible precautions when you visit the areas featured on this website. Do not walk in unlit areas at night and avoid wearing or carrying valuable items. Respect flag systems on the beaches and the advice of our Sovereign Concierge or local agents.

### Health & Safety Standards

Standards of hygiene and safety in other countries may differ from those in the UK. The properties we use meet local health and safety standards. We work with accommodation owners to raise standards, and we use leading UK advisors. Take care, particularly with your choice of food and drink. We recommend that you drink bottled water and avoid ice in drinks, uncooked food (especially shellfish) and food from street vendors. Only buy ice cream from hotels and reputable shops. In hot climates, limit your exposure to the sun and drink lots of fluid.

### Local Laws & Customs

Laws and customs of the countries you visit can be very different to those in the UK. Be aware of your actions to ensure that they do not offend, especially if you intend to visit religious areas. There may be serious penalties for doing something that might not be illegal in the UK. You are strongly advised to check with the appropriate embassy, consulate or British and Commonwealth Office or <https://www.gov.uk/foreign-travel-advice> for further information regarding local laws and customs of the countries you plan to visit. It is your responsibility to familiarise yourself with, and respect local laws and customs. If you fail to do so, we will have no liability to you for any cost, loss or damage which you suffer nor will we refund you the cost of any unused portion of your travel arrangements.

### Fellow Travellers

Whilst we can appreciate that other hotel residents can on occasion not act entirely as we would wish, we regret that we cannot be responsible for any inconvenience or loss incurred as a result of their behaviour. Some hotels may be accommodating group parties, or providing entertainment/facilities for private functions during your holiday.

### Wildlife

Mosquitoes, ants and other insects are endemic in warmer climates, particularly in the country areas.

### Solar Power

Some properties rely on solar power to heat water. If there is insufficient sunlight, shortages of hot water may occur.

Call our expert travel advisors on 0844 415 1984\*

\* calls cost up to 5p per minute plus a set up fee of up to 6p from a BT landline. Mobile and other providers' charges may vary.

**CAR HIRE INFORMATION**

Sovereign will be pleased to book a hire car for you. We recommend our services, as then we can assist you with any queries that arise. For some of our villas we consider car hire is essential or you may simply want to check out another beach or two, explore inland, or visit other towns in your holiday destination, Sovereign offers you great deals on holiday wheels. Our Travel Consultants can talk to you about whether a car is essential: please just ask their advice about cars and transfers.

We will give examples of the types of car you will receive, but please note it may be a similar type of vehicle rather than the make/model listed. If you do not see the type of car you require in our information, please ask.

You can book your car when you book your holiday. We will confirm the rental arrangements and price on your holiday invoice, and you will receive a car hire voucher, along with your other holiday documents, about three weeks before your departure. Simply hand the voucher to the car hire company as proof of your reservation, collect your vehicle and hit the road.

**Included in the Price**

Unlimited mileage • Collision damage waiver • Third party insurance • Fire and theft waiver • Local taxes • Airport fees • Bail bonds where applicable.

**Collision Damage Waiver / Loss Damage Waiver**

(CDW / LDW) These sections of our insurance policy cover you for damage sustained in an accident unless you deliberately cause the damage, are under the influence of drink or drugs, or use the vehicle in a prohibited way (e.g. for hire). In addition, if you commit a driving offence or drive negligently, or the local suppliers of the car decide that you are at fault, you may not receive a replacement vehicle. Prices quoted are fully inclusive, although an excess may apply. Vehicles may not be insured on unmade or unfinished roads. Please consult the car hire company upon collection/delivery or ask our Travel Consultants.

**Theft Waiver**

(TW) Reduces the renter's liability in the event of theft, damages caused due to theft or attempted theft of the vehicle to an excess amount where applicable. Negligence connected with the theft of the vehicle may lead to the car hire company requiring the full amount for the cost of the vehicle.

**Personal Accident Insurance**

(PAI) This optional insurance may be covered by your holiday insurance (check before you travel). If you require PAI, it can be purchased locally on collection of the hire car.

**What is not included in the price**

Deposit, Excess Charges, Petrol, Personal Accident Insurance (unless specified), special request items, out of hours charges, garaging, parking and traffic fines, additional driver charges and age-related driver surcharges where applicable. All costs are payable locally. In some locations an optional insurance may be offered to reduce or waive the renter's liability. Additional insurance may be required if driving outside the country of hire. Items paid locally may be subject to tax. Please note that in most destinations, windscreens, tyres, undercarriages, towing charges are not covered under the insurance policy.

**Local deposits and petrol**

Most hire companies require a deposit to cover petrol in the car and other charges incurred during the hire period. A valid major credit card will be required in most cases, and must be in the lead driver's name, but cash may be requested.

**Minimum / Maximum Age Limitations**

In most destinations, the minimum no surcharge hiring age is between 21 and 65, but exceptions apply in some locations and there will be an additional charge. Minimum age requirements on larger cars may be higher in some locations. The maximum driver age may also vary. Please ask for further details.

**Super Cover**

In many destinations an excess on Collision Damage Waiver may apply. With Super Cover you can waive this by paying a supplement. This facility is only available in some destinations.

**Additional Drivers**

Charges may apply for additional drivers which will be payable locally. Please ask for further details.

**Period of Hire/Daily Rate Calculation**

Hire periods are calculated on a 24-hour basis. After collection of the car, hire period extensions and late returns will be charged by the car hire company at the local daily tariff.

**Hire Charge**

Clients will be charged the rate prevailing on the day of collection. No increase or reductions apply if the hire continues into a higher or lower season.

**One Ways**

One way rentals must be confirmed in advance and may be subject to drop-off charges, payable locally.

**Child Seats and Special Requests**

Child seats, roof racks (not available on some vehicles) and additional items are available on request in most locations, but they cannot be guaranteed. In many countries child seats are required by law. There is usually a charge payable locally. Parties travelling with infants or small children may need to upgrade or hire an additional car to accommodate an infant or child booster seat. Please note rear seat belts may not be provided in all vehicles. Please ask for further details. Requests for these items should be made at the time of booking.

**Delivery and Collection**

In some locations, delivery and collection to/from accommodation is available, although a charge may apply. Charges may also apply for collection or delivery outside office hours. Full address details and a time of delivery must be given at the time of booking. Deliveries cannot be made to private accommodation.

**Driving Areas**

You may have to provide additional documentation if you plan to drive outside the country or state where you hire the car, and you may have to pay extra charges.

**Local Charges**

The costs of all incidental items payable locally are subject to local tax.

**Driving Licence**

Drivers must produce a full British Driving Licence held for at least 1 year (2 years in some locations, please check with our Travel Consultants). Drivers holding non-British licences should contact us prior to pick-up. If you have a new photocard licence, you must also produce the paper documents that accompany the photocard. We must be advised of any endorsements at the time of booking and Sovereign reserve the right to refuse the booking on this basis. All persons driving the vehicle must be in possession of their driving licence at all times for inspection by the local authorities. No refunds will be given for rentals rejected if you don't have your licence or you haven't disclosed endorsements.

**Car Capacity and Vehicle Type**

All vehicles are insured for a maximum number of passengers. Sovereign cannot accept liability for the vehicle being unsuitable for all passengers and luggage. Please ask for further details for approximate passenger capacity of the car groups available. We are unable to guarantee a particular make or model of car. The car shown on your voucher is for guidance only and may be substituted for a similar alternative or upgraded vehicle.

**Provision of Cars**

Car suppliers can refuse a vehicle to anyone considered unfit or ineligible to drive. In these circumstances we will not be responsible for the completion of your travel arrangements, for any refund, compensation or any other costs you may have to pay.

**Mechanical Difficulties**

In the case of breakdown or mechanical difficulties, you must call the car hire company immediately, using the telephone number, which appears on the rental agreement. The local car hire company must give authority for repairs or replacement cars. If you are involved in an accident, the local police and car hire company MUST be contacted. Keep copies of all relevant documentation you are asked to complete. This may be needed if you wish to make an insurance claim.

**Extra Day Charges**

Hire periods are calculated on a 24 hour basis. Therefore, additional charges may apply if you enter into an additional 24 hour hire period. If we are not made aware of this prior to your departure, charges will be made at the local rate by the car hire company.

We are brokers for the car hire companies. Clients are subject to the car hire company's own terms and conditions and the laws of the country where the rental takes place. Sovereign accepts no responsibility for loss, damage, alterations, delays or changes caused by civil strife, industrial dispute, including air traffic control disputes, terrorist activity, natural and nuclear disaster, fire or adverse weather conditions, unavoidable technical problems with transport, closure or congestion of airports or ports, cancellation of scheduled airlines or the financial failure of airlines.

**Remember to take your driving licence, passport and a credit card in the main driver's name for your deposit! Without these you may be unable to collect your vehicle.**