

TRAVEL DOCUMENTATION

When you receive your travel documentation, please check it carefully and notify us or your travel agent immediately if you think any of the details are inaccurate. The names on your itinerary must match those on your passports otherwise you will be unable to travel and will incur amendment or cancellation charges. It is essential that you check your documentation and ensure that your first names and surnames are spelt exactly as they appear in your passports. We are not liable to you for any problems or complaints you may have as a result of holiday details having been noted incorrectly if you do not advise us of these prior to travel.

SECTION 1 – HOLIDAY PRICES

Travel & Stay Options & Prices

Holiday prices are influenced by a variety of factors particularly depending on the type of travel option you book. It is not possible to show the supplements and fares for all our different travel arrangements due to the range of options available, and the prices contained within this brochure are for guidance only. We can usually offer you a choice of travel options and dates/times of travel. You will also find our transport providers may offer a choice of seat classes or upgrade options – your travel agent will be able to confirm the current prices. Prices apply to UK residents only; non-UK residents may incur additional charges.

Scheduled Flights: The prices we show for scheduled flights are based upon the lowest fare available. The airlines will limit the number of seats available at these prices by flight and date of travel. If the price shown in the brochure is not available when you book, we will offer you the next best seat price. The price includes current taxes (such as air passenger duty), aircraft insurance, security, fuel and other associated costs known at the time of booking. Our prices are affected by changes in these costs (see section 'Extra Charges - before booking').

Airline Services: A number of airlines that we offer no longer include meals, seats or luggage allowance within the basic price offered. Please ask us for specific details at the time of booking.

Airline Failure Protection: A charge made by us on all our holidays that include a flight so that in the event the Airline on which you are due to travel ceases to trade, we are able to arrange alternative flights (if available) or issue you with a refund, as appropriate.

Extra Charges - Before Booking

The prices shown are based on current airfares including fuel surcharges. Airlines reserve the right to change prices prior to ticketing and we must reserve the right to increase prices due to changes in fuel costs or taxes. We will advise you of the current price at the time of booking and we will absorb any increase of less than 2% of your holiday price. If costs rise of more than 10% you may choose to cancel and receive a full refund. For further information please refer to the booking conditions.

Departure Airport Taxes: Where applicable, all UK and overseas taxes have been included in your holiday price. The only overseas taxes we have not included are those that must be paid in the respective countries and cannot be collected prior to your UK departure. This will include tourism enhancement fees or some passenger service taxes.

Accommodation Supplements & Restrictions

Hotel prices are shown per person (based on two people sharing) in a standard twin or double room for the number of nights as stated in the accommodation description. The lowest available rates are displayed but please allow for supplements depending on the dates you stay. Prices will vary depending on, for example, peak periods, weekend/midweek stays, local holidays, special events and the room type you select. Hoteliers may also require a minimum length of stay at certain times of the year. Please ask your travel agent for prices and any minimum stay restrictions applying on the day you book. We reserve the right to change prices. Prices can go up or down.

Local Charges

At some accommodation certain amenities may carry a local charge. Unless we have stated that a service or facility is 'free' in our accommodation descriptions, you may be asked to pay a charge. There are a few examples of what you might expect to pay for locally, but always check first as there may be others.

- A daily resort fee or an additional charge for sun loungers maybe applicable.
- Daily car parking charge at some hotels/apartments.
- Local taxes payable on checkout.
- Entertainment and activities away from your accommodation.
- Highchairs, cots, hotel run children's clubs and meals for infants.
- Meals and beverages from restaurants and bars at your accommodation.
- Safety deposit facilities, room service, mini bar, TV/satellite TV, telephone calls, air conditioning and sea views.
- Facilities and equipment such as pool towels, spas, whirlpools, indoor pools, sauna, table tennis, billiards and darts and other sporting equipment.

Frequent Flyer Schemes: Not all airline tickets sold by Gold Medal are eligible for mileage/points accrual. We strongly advise that you check with the airline(s) concerned regarding the use of frequent flyer membership(s) with your booking.

SECTION 2 – BEFORE YOU TRAVEL

Scheduled Flights

Flights may be booked in conjunction with hotel and ground arrangements and flight times at the time of booking will be provisional. Final times will be advised with your travel documents shortly before the departure date.

Special Offers

Unless otherwise stated, special offers will only apply for certain periods of stay and at certain hotels. These will be stated in our brochure. Conditions may apply to these offers and you will be advised at the time of booking. All offers are subject to availability and can be withdrawn at any time without notice. The offer validity period generally applies to completed stays within the date banding, but this may vary according to the individual hotel.

Honeymoons & Other Special Events

Where you advise and pay for a honeymoon offer as noted on your invoice this should be guaranteed by the hotel. For other special offers such as anniversaries and birthdays we will pass this information on to the relevant hotel, however no guarantees can be given.

Complimentary Room Upgrades

Where applicable and unless otherwise stated, offers of room upgrades shown in the brochure will be determined by availability when you travel and your room will be allocated on arrival at the accommodation. If your room is upgraded, please note that this will not necessarily be to the next highest category featured in our brochure, as we do not sell all room types at all hotels. Room upgrades are subject to availability on arrival.

Passports & Visa Checklist

- British Citizens holding a 10-year UK passport (5 years for children), issued in the UK should note that some overseas countries have an immigration requirement for a passport to remain valid for a minimum period after the date of entry to that country (typically 6 months).
- Non-British Citizen passport holders or British Citizens holding a UK Passport issued abroad or holders of British Subject Passports should contact the appropriate consulate or embassy for advice.
- Passport and visa regulations can change - check with your Travel Advisor or the relevant embassy well in advance of travel.
- Apply early: If you need to apply for a passport or renew an expired passport, you should do so well in advance of travel.

- If you are 16 or over and have never had a passport in your own name, you should apply for one in good time before booking your holiday. The UK passport service has to confirm your identity before issuing your first passport and will ask you to attend an interview in order to protect your identity.
- If a visa is required, allow plenty of time to apply. Your passport may need a minimum number of blank pages - check with the FCO.
- You may not be able to travel and insurance may be invalid if the names on your passport and travel documents do not match. If any member of your party changes their name, we must be notified immediately so that we can change booking documentation.
- All passengers must ensure they have valid, acceptable passports, any required visa, any other documentation for both the final destination and any stop-off points en-route.
- Ensure advanced passenger information is submitted in advance of travel for all destinations.
- Failure to hold correct documentation or submitting incorrect details with advanced passenger information or visa applications may result in refusal of carriage or entry to a country. If you do not have the correct documentation you may be refused travel by the airline.
- You may be liable to pay fines, surcharges, other financial penalty, costs (including the cost of an immediate return flight) and any other sums of any description, which are incurred or imposed by the airline or incurred by us.

How to contact the Passport Office: General passport enquiries should be directed to the Passport Office. Visit: www.direct.gov.uk/passports or telephone: 0300 222 0000.

How to find out about visa requirements: The Foreign and Commonwealth Travel Advice Unit provides information about visa requirements and also provides contact details for relevant Embassies. Visit: www.fco.gov.uk, alternatively e-mail traveladvice@publicenquiries@fco.gov.uk, telephone the Foreign Office Travel Advice Unit on 0845 850 2829 or ask your Travel Advisor.

Advanced Passenger Information

Airlines are required to collect biographical information contained in the section of your passport that can be read by machine (such as name, passport number). We refer to this as your advance passenger information, which Airlines will pass onto the eBorders programme both prior to your departure from a UK Airport to an overseas destination, and on any journey to the UK. Airlines are legally required to collect your advance passenger information - for details visit the UK Border Agency website: www.ukba.homeoffice.gov.uk or your airlines website. For some destinations this will be obtained at the airport but for others we will ask you to provide the information to us or your airline at time of booking or at least 72 hours before your travel. Please also carefully note any instructions about Advanced Passenger Information on your confirmation invoice or tickets.

USA Visitors/In Transit – Entry Requirements: Checklist for all passengers. Passengers travelling to or via the USA must comply with the following entry requirements. For full details on all these, please visit www.usembassy.org.uk.

- You must have a valid machine readable or biometric passport
- You must be eligible for the Visa Waiver Programme or apply for a visa
- Ensure you have provided to us and/or your airline your Advance Passenger Information (also referred to as US Secure Flight Passenger Data)
- Log onto the US official website 'ESTA' at <http://esta.cbp.dhs.gov>
- Apply for authorisation to travel.

SECTION 3 – GROUND ARRANGEMENTS

Accommodation

Every effort has been made to describe each hotel and standard room accommodation we feature as fairly and accurately as possible. Nevertheless, hoteliers may change facilities/services after publication of this brochure. We expect hoteliers to inform us of any major changes without delay and, where possible, we will inform you prior to departure. Meals as specified are included only where stated; all other arrangements are on a room only basis. Accommodation is priced per person based on twin share occupancy unless otherwise stated. Please ask our reservations staff at the time of booking for exact details. When we mention room types in our brochure, in most cases you can expect to receive a room similar to that described below. Please note however that whilst room categories in different hotels may have the same or similar names, the criteria for their classification is likely to differ, as these are the names the hotels use and they do not have standard definitions.

Every effort has been made to ensure that the hotels and other accommodation featured in this brochure are correctly represented and will fulfil your expectations for quality and service. It is important to note that, where used; the star classification system is our own and does not conform to any internationally recognised system. The rating, in our opinion, reflects a true representation of the merits of each property. Inevitably, standards will differ slightly between the many destinations which we feature.

Shared Accommodation

On most escorted and independent tours featured, a single room costs more. However, on selected tours we can sometimes offer shared accommodation in a twin room with another single person, giving you the benefit of not having to pay a single supplement. This is subject to someone suitable being willing to share. Otherwise, a normal supplement will be charged on your confirmation invoice. If you are willing to share, please indicate this when booking.

Single Supplements

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 and they do not reduce the rates if they are occupied by a single person. The costs to the hotel of providing the room – heating, lighting, cleaning etc. are the same regardless of how many people occupy that room. The prices we charge reflect the costs of under occupancy of the rooms contracted to us by the hotel, we do not mark up these supplements.

Room Types Information

In all types of accommodation described below, if there are less than the maximum number of persons in your own party, the room type may contain less than the maximum number of beds indicated.

Hotel Rooms

A 'double' is a room with a double bed. A 'twin' is a room with two single beds. A 'single' or 'twin for sale use' is a room with one or two single beds. A double bed may be two single beds with double bedding. Single rooms are often smaller, may not have a balcony and may not be of the same general standard as normal twin rooms. Some hotels have rooms, which sleep up to 4 persons. Room layout may consist of up to 4 separate beds or a combination of double, twin, camp beds, sofa beds or rollaway beds. In some hotels 3rd and 4th beds may be only suitable for a child, but in other hotels there may be a reduction available if 4 adults share the room. Rooms for up to 4 persons may not be any larger than standard twin or double rooms so space is likely to be limited and the room may be cramped. Where rooms do accept extra beds, some hotels may require an additional local charge to be paid which can vary by destination, e.g. rollaway bed in USA – please ask for details when you book. Though we do our best to help, please note that we cannot guarantee the room configuration or type of beds that you will be provided with. Please note, for accommodation in some parts of the USA, especially Las Vegas, there must be at least one person aged 21 years old or above travelling on the booking and present when checking in. Please check requirements before booking.

Suites/Junior Suites/Villas

A Suite and Junior Suite usually contain a lounge/living area. A Suite is likely to contain a separate sleeping area whereas a Junior Suite the sleeping area may not be completely separate. Room layouts can vary

by destination. Our descriptions of Suites/Junior Suites and Villas usually state the number of persons who can occupy the room type (e.g. 2-4 persons). Children paying less than the full cost do not count towards occupancy of the Suites/Junior Suites or Villas.

Child Reductions: Child reductions are generally available for children who are under the age of 12 on the date of travel. To obtain this reduction in cost, children must share a room with two full paying adults and use existing bed within the room type booked. Where an additional bed is required, our reservations staff will be pleased to advise you of the additional cost. Rooms shared by adults and children are requested through our system and are therefore subject to availability.

Tour Itinerary

All our tours are, by their very nature, complex and include services from many different airlines, hotels and ground transportation companies. Due to the demand for these services, it is not always possible to guarantee particular airlines, flights, aircraft, ferries, trains and/or the hotels featured on a particular itinerary or departure date. It is with this in mind that we reserve the right to change any of the listed services and, if necessary, even modify the itinerary itself without prior notice. Where any alteration significantly changes your tour itinerary or tour dates, we will always make every effort to give as much advance notification as possible. Changes to tours may also be necessary once the tour has commenced, changes may include the sequence of visits being altered according to local conditions.

Meal Service

Meals as specified are included only where stated; all other arrangements are on a room only basis. Many properties are not necessarily used to catering for special diets and therefore if you have particular or specific requirements, you may find that the choice is limited. As a matter of courtesy to fellow guests, property owners may require diners adhere to a dress code whilst dining in their restaurants.

Hotel Check-in

Your room will normally be available for check-in from 2pm onwards. If you intend to arrive late due to a pre-arranged flight schedule or transfers, your hotel will need to be advised of your late check-in. On the day of departure you will be asked to check out before 12 noon. Should you wish to request a late check out as you have a late afternoon or evening departure, the hotel may decide to apply additional charges. If you wish to pre-book and guarantee an additional half-day's occupancy, please ask our reservations staff for details and prices. Customers may be required to leave a credit card deposit at hotel check in. If a credit card is not available then sometimes a cash deposit may be needed instead.

Air Conditioning

Some properties have individual air-conditioners located in either the bedroom or the living area, allowing you to adjust the atmosphere to your own liking. In some descriptions we have indicated that there is centrally controlled air conditioning. This means it is operated at the discretion of the management, both in bedrooms and public areas. In such cases air conditioning may be restricted to particular times of the day and to the hottest months of the summer. It may be that only cool air is provided, not necessarily warm air as well. There may be a local charge for air conditioning in some rooms.

Accommodation Maintenance

Certain accommodation featured in this brochure is operational all year round. From time to time it will be necessary for certain facilities to be withdrawn for general maintenance purposes. Water and electricity supplies may be interrupted whilst this essential maintenance is undertaken.

Other Guests

We do not have exclusive use of all properties featured in this brochure. It is possible therefore, that there may be guests from other countries and of mixed age groups at your accommodation. Many hotels we feature do operate corporate conference facilities and there may be occasions where business meetings are taking place during your stay.

Hotel-Run Children's Clubs

Standards and facilities at kids' clubs featured in this brochure may vary. We are unable to accept responsibility for or give any guarantee for the standard of the facilities and qualifications of personnel at hotel run clubs. Kids' club(s) may not meet standards of similar facilities in the UK and guests are strongly advised to remember that local standards and requirements in respect of such clubs may differ overseas and so you must ensure that you are completely satisfied with the facilities and staff providing this service before you enrol your child or children into the club and into the club's care.

Gala Dinners

Many hotels require the compulsory purchase of gala dinners over the Christmas and New Year period. Please enquire when booking as to whether this requirement is applicable to your hotel.

Building Works

Building works and noise are sometimes unavoidable in certain developing areas, resorts and cities. Unfortunately, such development is not directly under our control, nor do we necessarily receive advance notice of when they begin. Should we be aware of any building works that may be considered to be a seriously detriment to your enjoyment, we will notify you as soon as possible. If necessary, we will offer you the opportunity to transfer to an alternative hotel. Some public facilities at hotels, such as restaurants, bars and swimming pools, may only be available during mid-week or high season. We will, wherever possible, inform you if this is the case at the time of booking. In some destinations work is carried out by local/national authorities of which we have no control and cannot be held responsible.

All Inclusive

To help you choose your all inclusive holiday we have highlighted what activities and facilities are included with each accommodation. This is based on information we have received from the hotel management, often dictated by the properties current seasons all inclusive package. Please allow for some facilities or activities to be altered or substituted when you travel though, as hotels do regularly review and update what they offer as all inclusive.

Identification: When you arrive at your hotel you are likely to be provided with some form of identification (a card, necklace, bracelet etc), which will have to be shown when ordering drinks, meals and other included facilities. Ensure you take care of this as a penalty charge is likely to be imposed if lost.

Behaviour: Both ourselves and each of the all inclusive hotels reserve the right to withdraw the identification facility of any guest(s) whose behaviour, or whose child/children's behaviour is such that it is, in the opinion of the management, detrimental to the enjoyment of the other guests.

Alcohol: Having drinks freely available throughout the day can be a temptation to over-indulge. Please therefore consider your fellow guests (and your own health) while bearing in mind that hotel management have every right to refuse service to guests they believe to be intoxicated or under age (in accordance with local law).

Bottled Mineral Water: In some all inclusive hotels bottled mineral water does not form part of the 'unlimited soft drinks service'.

Locally Sourced Drinks/Snacks: Drinks included are generally only locally produced brands; cocktails, international and premium brands and fruit juices are not available unless stated. The type and variety of snacks served (between meal times) will vary between hotels and resorts, and may be of a more traditional / local variety.

What's Not Included: Any additional facilities or services available may incur a charge. Consequently, not all bars/restaurants are available free of charge.

Coming Home: Most hotels remove access to all inclusive facilities, including food and drink at the time of checkout, which is generally 12 noon on the day of departure.

Safety & Hygiene

Your health and safety is of paramount concern to us, especially if children are involved. In addition to monitoring the hygiene and safety standards in all the hotel and apartments that we use, it is appropriate that we bring to your attention the need for you to be careful and to take necessary precautions whilst overseas and we need your help and cooperation with this. We would ask you to pay close attention to the following information, together with any other information we, our agents or suppliers, provide to you before you go, during your flight and when you arrive in your destination and at your hotel. It is most important that you familiarise yourself with this information and any other information you are given or on display.

Swimming Pools & Water Features

Please make use of the pool shower facilities before swimming - this helps to prevent any potential infections and helps to keep the pool clean. Every pool is different and most hotels / apartments do not employ lifeguards, so you are strongly recommended to familiarise yourself with the pool layout, identifying the deep and shallow ends before using. Do not use the pool after dark or when the pool is closed, even if the pool has underwater lights. You should never swim when you have been drinking alcohol. Whilst some of our hotels and apartments have water features, such as slides or flumes, which may appear in our photography, generally we do not recommend these are used. It is possible such features may have been replaced or removed since the photography was taken.

Overseas Safety Standards

Regrettably the safety standards and regulations overseas may not be of the same level that we enjoy in the UK. For instance, the design and height of balconies may differ. The setting and enforcement of local regulations is a matter for the Authorities of the country and the foreign supplier of the services concerned. We are working with hoteliers to improve standards wherever possible. You should familiarise yourself with fire procedures, including emergency exits in your accommodation, the swimming pool(s) area and any unfamiliar cooking appliances. If in doubt, ask your representative or an appropriate member of staff.

Children

Children must be supervised by you at all times, especially near water, on balconies or in unfamiliar buildings and surroundings.

Stomach Upsets

It is still a relatively common occurrence to suffer gastric illness when travelling abroad and being exposed to a different environment. There are many ways you can reduce the possibility of being affected, such as, not eating undercooked food, avoiding ice in drinks, ensuring you drink plenty of bottled water and avoid over exposure to the sun.

Out & About

Due to rough terrain and uneven surfaces, we recommend that you are extra careful and vigilant when visiting temples and other sites of interest and when crossing roads. Crimes against people and property are a fact of life throughout the world and you have the same responsibility for your own safety as you do at home. In some places the local police may not be very cooperative or interested when you report a theft or need insurance confirmation so always take care of your property. It is recommended not to approach cats and dogs and other animals as these may carry the rabies disease which can be passed on through bites and scratches. Please exercise caution before entering the sea, as the seabed is not even and changes in depth. The sea is capable of springing surprises and we have not inspected the beach or seabed for its safety.

SECTION 4 – YOUR JOURNEY**Luggage Allowance**

Please ensure that luggage taken with you is in good condition. We will advise you of the luggage allowance applicable to your flight at the time of booking, this will be confirmed on your e-ticket. Many airlines charge extra for baggage. Hand luggage can normally be carried,

however please check with your carrier prior to travel. For further information regarding your allowances you can contact the airline with which you are travelling. Due to increase security at airports please ensure you are familiar with what is allowed in your luggage please check www.caa.co.uk.

Flight Routing

A direct flight may touch down en-route for refuelling, or to pick up and/or drop off passengers. In these instances you are not normally required to disembark and the flight is still considered to be a direct flight - with the exception of the USA where you will disembark and clear customs at your first point of entry. A non-direct flight may require a change of aircraft en-route while a non-stop flight will take you directly to your final destination airport without stopping.

Non-Smoking Policies

Airlines: All of the airlines featured in this brochure do not permit smoking on their aircraft.

Airports: Some airports also have non-smoking policies; however some do provide designated smoking areas.

Hotels: Many of the hotels featured have non-smoking rooms. If you require a non-smoking room, please make your request at the time of booking. These requests cannot be guaranteed.

SECTION 5 – DRIVING**Car Hire Information**

Driving standards in some countries may not be as high as you experience in the UK and rental policies can differ. If you do hire a car during your holiday we recommend that you select reputable companies, preferably those who provide assistance cover in case of breakdown or emergency. Gold Medal offers car hire services in many countries, please ask for information.

Unused Services: We do not provide refunds for any unused pre-booked services. Any changes you may need to make to your arrangements during your holiday may incur additional charges. If car hire is booked subsequently to booking your package holiday this will not form part of your package and therefore will not be covered under the package rules and regulations.

SECTION 6 – MEDICAL AND HEALTH REQUIREMENTS

Health Precautions: Health facilities, hygiene and disease risks vary worldwide. You should take health advice about your specific needs as early as possible. Sources of information include the following websites: www.fco.gov.uk, www.hpa.org.uk and www.nathnac.org or your General Practitioner or a specialist clinic. If you are visiting a European Union (EU) country you should obtain a European Health Insurance Card (EHIC) and take it with you when you travel. The EHIC can be obtained free of charge by completing an application form available from main Post Offices and from www.dh.gov.uk/travellers. Please note, the EHIC is in addition to Travel Insurance, not instead of it.

Travellers with Reduced Mobility

Overseas Accommodation and Overseas Transport Arrangements: The majority of overseas accommodation, overseas transport (including transfers) and other holiday services provided overseas are not equipped to cater for the needs of persons with reduced mobility. Furthermore the natural terrain and the layout of some resorts can sometimes make life difficult for wheelchair users. It is therefore important, if you have any disability, that the appropriate enquiries are made about the suitability of particular accommodation, resorts, transport and services, and that you are fully satisfied you have made the correct choice before you book and confirm your holiday. Please contact our Reduced Mobility team on 0800 916 0658 who will be happy to assist. We cannot be held responsible if you fail to tell us about special needs/requirements that will affect your holiday experience and this means we will not compensate you.

At the Airport & Onboard Your Flight: If you have a disability, reduced mobility or special need that you require assistance with,

either at the airport or onboard the aircraft please let us know as soon as possible. We would like to know if you have a pre-existing medical condition or recent injury, so that we can answer any questions and ensure there are no concerns about your fitness to fly.

Travelling when Pregnant: Most airlines enforce strict regulations for expectant mothers. Airlines generally allow expectant mothers to travel anytime up to 24 to 36 weeks into their pregnancy with a covering note from their GP. We strongly advise you to consult your local GP and airline concerned if you plan to travel whilst pregnant.

To contact the Reduced Mobility Team please call 0800 916 0658. (This is a dedicated number for special assistance enquiries and cannot transfer calls to other departments.)

SECTION 7 – TRAVEL TIPS**Maps/Climate Charts**

Maps are to be used as a guide only and are not to scale. Climate information is based on averages.

Money

We recommend the purchase of a Cash Passport for the bulk of your holiday money, with a small amount of local currency for initial sundry items. Major credit cards are also widely accepted in all the destinations in this brochure. In some cases local currencies may have to be purchased after arrival or there may be restrictions on the amount you are permitted to buy in advance. We suggest you contact your Travel Agent for details.

Power & Water Supplies

In most destinations you will find the supplies of water and power to be extremely reliable; however, in some countries this is not the case and these places may frequently suffer from power cuts and restrictions on the water used.

Public Holidays

In Muslim countries, dates of religious festivals are fixed by local sightings of the moon. Ramadan, is a period of fasting and there may be restrictions on drinking alcohol and eating in public. Ramadan is estimated to fall between 27 May and 25 June 2017 and during this period some shops and restaurants may close. Chinese New Year is a major celebration throughout Asia so flights and hotels may be extremely busy during this time. Most ethnic Chinese businesses, including shops and restaurants (but not hotels), may be closed. In 2017, Chinese New Year will be on 28 January. If you would like to know more about international public holidays and impact of events, please contact the appropriate tourist board or speak to your travel agent.

FCO Advice

The Foreign & Commonwealth Office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad. For further information please visit www.fco.gov.uk/knowbeforeyougo.

ABTA - The Travel Association

Gold Medal Travel Group plc is a member of ABTA with membership number V6805. ABTA and ABTA members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street London SE1 9EQ Tel: 0203 117 0500 or look at the website: www.abta.com

Telephone Calls

To ensure excellent customer service is consistently delivered, telephone calls to UK offices are recorded. Calls to 0871 costs 10p per minute at all times and 0844 cost 5p per minute at all times, from BT fixed lines (mobile and other providers' charges may vary).

Booking conditions

Please read the following booking conditions carefully as they set out the terms and conditions of the contract between you and our Gold Medal Travel Group PLC ("we", "us" and "our"). The booking conditions apply to bookings of packages, accommodation only and/or flight only. Bookings may only be made by and for residents of the UK. We reserve the right to cancel any bookings relating to non-UK residents. Your contract will be governed by English law and any disputes will be dealt with in the courts of England and Wales. Our obligations to you will depend on whether or not you buy a package holiday. A package holiday ("Package") as defined by the Package Travel, Package Holidays and Package Tours Regulations 1992. Section A. Package Holiday consists of transport and accommodation booked at the same time at an inclusive price. Section B. Other Travel arrangements such as flights, or accommodation booked separately are sold by Gold Medal as an Agent for the supplier and you will have a direct contract with them. Section C indicates applicable to all bookings.

A. PACKAGE HOLIDAY

The information in our brochure and on our website, along with the terms set out below and the terms set out in section C, apply when you book a Package.

A1. Your Contract/Financial Protection

All Sales that include the amount of £2.50 per person as part of the ATOL Protection Contribution we pay on your behalf. The air holidays and flights in the brochure are ATOL Protected, since we hold an Air Travel Organisers Licence granted by the CAA (ATOL 2916). In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us. For further information visit the ATOL website www.atol.org.uk. We are also members of ABTA (V6805) and comply with their Code of Conduct and provide financial protection for package holidays where appropriate. Where you book with us via an agent, payments you make to that agent will be held by the 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 pass on such payments to us or so long as we do not fail in the unlikely event of our failure, any of your payments held at that time by the agent or any payment subsequently accepted from you by the agent, is and continues to be held by the 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. If we, or the suppliers identified on our ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may arise 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 reassigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

A2. Price Changes

Changes in transportation costs, including 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 Package may change after you have booked. However there will be no change within 30 days of your departure. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your Package, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, 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 Package you will have the option of accepting a change to another Package if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. You must cancel within 14 days from the issue date printed on your final invoice. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should the price of your Package go down due to the changes mentioned above, by more than 2% of your Package cost, then any refund due will be paid to you.

A3. Changes Made By Us Before Travel

From time to time we may have to change details of the package you have booked. If any change will have a significant effect on your package, we will tell you about it before we travel, if there is time. Changes we will tell you about include:

- Change of your UK departure airport (although a change between London airports including Gatwick, Heathrow, Stansted, Luton will not usually be considered significant).
- Significant change of your destination.
- A change of more than 12 hours to the time you leave the UK or your destination.
- If we downgrade your accommodation by one full Tour Operator rating

If you do not want to accept a significant change, which we tell you about before you depart, we will, if we are able to do so, offer you an alternative package of equivalent or closely similar standard and price at no extra cost, or a less expensive package, in which case we will refund the difference in price. If you do not wish to take the alternative we offer you, you can choose a different package offered for sale by us and pay, or receive a refund of, any price difference. Or, if you prefer, you can cancel your Package and receive a full refund of any money you have paid to us, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Unless the change is as a result of circumstances listed in the paragraph below headed 'Circumstances Beyond our Control', we will pay you compensation. If you have not accepted the change but have accepted an alternative holiday, the compensation we will pay you will be nominal and will be to compensate you for the inconvenience of having to make alternative arrangements but otherwise we will have no liability to pay you compensation. If you have accepted the change, again, the compensation will be nominal unless, upon your return, you can justify to us that you suffered an actual loss as a result of the change we made to your holiday. If you have not accepted the change and have accepted a refund of your holiday cost, the compensation will be a nominal sum designed to compensate you for your inconvenience of arranging for the refund and making alternative arrangements you subsequently make but otherwise we will have no liability to pay you compensation.

A4. Minor Changes By Us Before Travel

Any change which we do not consider significant, is a minor change. We will endeavour to tell you about a minor change before you travel but we are not obliged to do so and we will not pay compensation. The flights we offer are operated by a range of scheduled or charter airlines, using wide or narrow body jet aircraft. It may not be possible at the time of booking to specify the airline or type of aircraft. Please note that two airlines may share the same services, therefore a flight may not be operated by the airline whose designated code is shown on your itinerary and ticket. We are required to inform you of the identity of the airline operating your flight. Any changes to the operating airline will be notified to you in all cases at check in or at the boarding gate. We reserve the right to change airlines or aircraft types at any time and changes of this type will not constitute a significant change.

A5. Cancellation By Us

We reserve the right to cancel any package sold but we will not do so within 10 weeks of departure except on rare occasions for example if there is insufficient demand for your particular Package, or are forced to do so because of unusual circumstances we could not have foreseen, where we could not avoid the results of those circumstances even after taking all reasonable care. (See 'Circumstances Beyond Our Control' below) No compensation will be payable in these circumstances, whenever they happen, and we will only have to offer you the below choices. We can also cancel if you fail to make payment for your booking on time. If we have to cancel a package for any particular reason, we will tell you as soon as reasonably possible. In these circumstances, we will, if we are able to do so, offer you an alternative Package of equivalent or closely similar standard and price at no extra cost, or a less expensive package, in which case we will refund the difference in price. If you do not wish to take the alternative we offer you, you can choose another offered for sale by us and pay any price difference. Or, if you prefer, you can receive a full refund of any money you have paid to us, except for any amendment or credit card charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy.

A6. Circumstances Beyond Our Control

Except where we say differently elsewhere in these conditions, we will not pay any compensation, reimburse expenses or cover losses for any amount or otherwise accepted responsibility if we have to change your Package after departure, or we, or our suppliers, cannot supply your Package, as we, or they, had agreed, or you suffer any loss or damage of any description, as a result of circumstances beyond our control. When we refer to circumstances beyond our control, we mean any event that we, or the supplier in question, could not foresee or avoid, even after taking all reasonable care. Such circumstances will usually include, but are not limited to, war, terrorist activity, civil unrest, industrial dispute, bad weather (actual or threatened) and significant building work ongoing outside of your accommodation, which is not known to us in advance of your departure date and building work from a third party (such as resort development).

A7. Changes Made After Travel

If, after your departure, a significant part of your pre-booked Package arrangements cannot be provided, you will be offered a suitable alternative if possible. If appropriate, we will also pay you compensation in accordance with that table in the section entitled 'Changes Made By Us Before Travel' unless the reason for the change is due to circumstances beyond our control (see section entitled 'Circumstances Beyond Our Control'). If it is not possible to offer you a suitable alternative or, for good reasons, you do not accept the alternative arrangements, you will have the right to cancel your booking. In this event, you will have the right to be returned by the same means of transport to your original departure point at no extra cost provided that transport is available. This does not impose an obligation on us to make specific transport arrangements for you if none are available.

A8. Flight Delays

Where a flight is cancelled, delayed or overbooked, you may be entitled to make a claim against the airline concerned under the Denied Boarding Regulations 2004. Full details will be available at all EU airports and from your airline. However, you should note that reimbursement of the cost of a flight that forms part of your holiday is the responsibility of your airline and will not automatically entitle you to reimbursement of the cost of your holiday from us.

A9. Our Responsibilities Towards You

We accept responsibility for any claim that the package you buy is of a reasonable standard and as originally described to you, subject to any amendments you accept prior to departure. If any part of the package is not as described, we will pay you reasonable compensation as appropriate for that part of the package unless this is due to circumstances beyond our control. We have taken all reasonable steps to ensure that the services provided by ourselves and our suppliers are of a reasonable standard but we do advise that not all local standards will reach the standards you might expect in the UK.

If whilst on holiday you suffer an injury, illness or death as a result of a fault on our part, or on the part of our suppliers or their employees acting in the course of their employment we may pay compensation similar to that which you might receive under English law, in an English Court. However, we will not do so if your injury, illness or death was your own fault, the fault of someone unconnected with the package we sold or if it was due to an event which could not have been avoided even with all due care or which could not have been anticipated.

You must notify us of any potential claim within 3 months of returning home and agree to assign any rights you have against the supplier at fault to us to enable us to recover any payments we make to you. Where the incident is covered by an international convention, such as those relating to international air and sea travel and hotel or rail transport, our liability will be limited accordingly. Please ask to see the relevant Conventions that may apply to your package.

Please note, we cannot accept responsibility for any services which do not form part of our contract; for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you. If you suffer an injury/illness or death whilst taking part in an activity which does not form part of your package holiday, we will, at our reasonable discretion offer advice and assistance to enable you to consider taking legal action against those responsible.

Maximum liability: Our maximum liability is £5,000 per booking form and if you have legal expenses insurance, we would expect you to make a claim against that policy and in all cases, if you recover compensation, to repay any costs which we incur on your behalf. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £1,000 for luggage and £300 for personal possessions (including money).

Where any claim or part of a claim relates to any transport (including the process of getting on/off the transport) provided by any air, sea, rail or road carrier or any stay in an hotel, the maximum we will have to pay you in respect of that claim or that part of a claim if we are found liable to you on any basis is up to the maximum which would be payable by the carrier or hotelier concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, Athens Convention for international travel by sea, Warsaw Convention as amended or unamended the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Berne Convention for international travel by rail). Where the carrier or hotelier would not be obliged to make any payment to you under the international convention or regulation in respect of a claim or part of a claim, we are similarly not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the carrier or hotelier for the complaint or claim in question. Copies of the applicable international conventions and regulations are available on request.

Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses.

A10. Airline Collapse

In the unlikely event that the airline with which you are travelling ceases to trade whilst you are abroad, you must contact us at the earliest opportunity to allow us to seek to find you an alternative return flight. We shall not be liable for any costs you incur in making your own return flight arrangements if you have not given us the opportunity to arrange an alternative flight home for you.

B. SINGLE COMPONENTS

The terms set out below, together with the terms set out in Section C apply when you book a 'Flight Only' or only a 'Hotel'. They apply whether you book one component or more than one component. Booking more than one component does not create a Package.

B1. Price Changes

Price increases may occur any time prior to departure, you will be liable to pay any such increases in full. If, before you book, we know of circumstances that may cause an increase in the price of your booking after you have paid, we will endeavour to provide details to you.

B2. Transfer of Bookings

In the case of a scheduled flight only booking, transfer to another person will involve cancelling the original booking, thereby incurring any relevant cancellation charges and then making a new booking, which will be subject to availability and any additional price increase.

Transfer of any other type of booking is subject to the supplier's own terms and conditions and the applicable amendment or cancellation charges as stated in section C.

B3. Changes Made to Your Booking

Where a supplier makes a change to a non-Package booking you do not have the same legal rights as with a Package booking. If we are aware of any change which we believe will materially affect your booking we will tell you as soon as reasonably practicable but you must appreciate that we will only have an obligation to tell you if we

have been told in the first place by the supplier. In the case of flights, we recommend once you have departed the UK that you check directly with your airline or view our scheduled flight details on www.checkmytrip.com for any schedule changes. When a change occurs it is the responsibility of the supplier to make alternative arrangements; it is not our responsibility. Where, however, we believe a change has a significant effect on your booking, we will endeavour to arrange with the supplier(s) to provide you with suitable alternative arrangements. If suppliers impose additional costs for any alternative arrangements you will be obliged to pay those. If the supplier authorises a refund to be made, we will pass this onto you, less insurance premiums and Airline Failure Protection where applicable.

B4. Our Liability to You

Our responsibility is to make arrangements for the provision by the relevant suppliers (including air carrier of air transport, accommodation owner/supplier, car hire provider) of the components you book, but we do not have any responsibility for the operation of the component itself. We have no liability to you for any dissatisfaction, loss of enjoyment, loss, injury or damage which results from your use of the single component unless we have negligently failed to select a normally competent provider of the relevant component. Further, we have no liability to you in any event for any consequential loss which you may suffer in relation to any arrangements which you book to coincide with the single component you have booked with us. Please note, with the exception of flight only or flight plus bookings in the unlikely event of our collapse/insolvency, any money you have paid is not protected by a scheme of financial protection. It is important to you, we recommend you book a Package with us or obtain suitable travel insurance.

C. ALL BOOKINGS

Before you book please visit our website or discuss your choice of destination, accommodation and transport with our reservations staff or your travel agent, to make sure it will be suitable for you and the people you will be travelling with. Some travel and accommodation arrangements are only available on a request basis - where this is the case you will be advised at the time you make your enquiry and details of the arrangements on request will be shown on any documentation we issue. Any arrangements that we advise you are on request are not confirmed or guaranteed and are subject to change until we receive confirmation from our supplier.

C1. Your Holiday Booking

The person who signs the booking form or completes the booking online or by telephone is the 'lead name'. He or she must be over 18 years of age and is responsible for payment of the total booking price, including any insurance premiums and subsequent cancellation or amendment charges that may be payable. He or she also agrees to provide accurate and full information to the remainder of the travelling party in relation to the booking, including any changes thereto and confirms that all the other members of the party, including any that may be added at a later date, agree to be bound by these conditions, and all other information in the relevant brochure and on our websites (as applicable). If you are making the booking on behalf of a minor, under the age of 18, who is not travelling with a person 18 or over, we will only allow the minor to travel on the following terms: The parent/legal guardian must be present when the booking is made; the booking is subject to the minor satisfying our suppliers conditions of travel (minimum age restrictions do apply and vary by airline); the parent/guardian will be required, as deemed appropriate by us, to: (a) sign a booking form, (b) complete a letter of authorisation/consent for the minor to travel, (c) provide a photocopy of the photo page in the parent/guardian and minors passport, (d) pay any applicable charges/costs applied by the airline. For all bookings as described in Section A and/or Section B above, a contract will exist between you and us when we issue a confirmation invoice/receipt/e-mail.

Please check your confirmation invoice, ticket and any other documentation you may receive in relation to your booking as soon as you receive it. You must contact your travel agent immediately if any information appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if you do not promptly notify your travel agent of any inaccuracy in any documentation. In the event that we are notified of any changes we will endeavour to rectify or arrange for the rectification of any inaccuracies notified to your travel agent, however you will be liable for any costs involved in doing so pursuant to clause C6.

C2. Payment Terms

If your booking is made more than 10 weeks before the intended departure date, you must pay either: (i) the full (deposit) amount on the carrier's conditions for the travel arrangements in question; or (ii) a non-refundable deposit as required by us and/or the supplier of the services for the arrangements in question, the amount of which will be advised at the time of booking. You will be advised at the time of booking what payment is required for your particular arrangements. The balance of the cost of your travel arrangements must be paid within 10 weeks before the departure date. If your booking is made within 10 weeks of your intended departure date, the total cost of your travel arrangements must be paid at the time of booking. PLEASE NOTE FAILURE TO PAY ON TIME WILL RESULT IN CANCELLATION. If you are purchasing a travel insurance policy through us, the premium for this will also be payable at time of booking.

C3. Special Requests

If you have a special request for anything that is not automatically part of the travel arrangements you book through us, please advise us when you book and we will pass this information on to the companies we work with. Making a special request does not guarantee that we, or the relevant supplier, can meet your request.

If you or any member of your party has any disability or medical condition which may affect your arrangements, please provide your travel agent with full details at the time of booking so that we can advise as to the suitability of the chosen arrangements. If we/the airline/other supplier reasonably feel unable to properly accommodate the particular needs of the person concerned, we reserve the right to decline the booking. In the event that full details are not given at the time of booking, we reserve the right to cancel the booking when we become aware of these details. Cancellation charges in accordance with clause C7 will apply.

C4. Insurance

You must take out adequate travel insurance suitable for your needs before you travel. We cannot be responsible for any costs you incur as a result of you failing to do so. For your own peace of mind the insurance should cover you if you have to cancel your arrangements, or for any emergencies that arise while you are away. Please check your policy when you receive it and take it with you on your travels. The insurance is covered by a 14 day cooling off period which applies if you have not travelled or made any claim under the insurance policy. After this time the insurance policy is non-refundable, it is your responsibility to check the specific terms of the insurance policy at the time of purchase.

C5. Excursions

Excursions include, but are not restricted to, any sightseeing trips, gigs, events or other tours attended in resort for which additional payment is required. Excursions can either be booked and/or paid for in resort ("Resort Booked Excursions") or pre-booked and paid for when you book your Holiday ("Pre-booked Excursions"). All excursions are supplied by third party suppliers and are subject to the clause C8. We accept, subject to clauses A9 (entitled "Our responsibilities towards you") and C8 entitled "Suppliers' Conditions", responsibility for Pre-booked Excursions. However, Resort Booked Excursions do not form part of your Package and are not governed by the Package Travel, Package Holidays and Package Tours Regulations 1992. We do not have any responsibility or liability whatsoever for anything which may go wrong at a Resort Booked Excursion. We, our suppliers, our employees or agents are acting, depending upon the actual Resort Booked Excursion, either as agents for the relevant Resort Booked Excursion supplier or as agent for you. In any event the contract for any Resort Booked Excursion is between you and the Resort Booked Excursion provider. It is your responsibility to note carefully any conditions of contract contained in any Resort Booked Excursion, literature, ticket or receipt you are given. For Resort Booked Excursions you may be subject to the laws of the country in which you take your excursion and may be required to bring any disputes or claims before the Courts of that country also.

C6. Changes You Make Before Travel

If you want to change the arrangements you have booked in any way, we will try to help you, although we cannot guarantee that we will always be able to do this as changes are subject to availability at the time and to the transport providers terms and conditions. Please note that typically changes to scheduled flight tickets, ferry and Eurostar tickets are very restrictive. Where we can make a change, we will charge for any additional services, facilities, or other items changed, at the price which applies on the day the change is made. In addition, we will also apply charges for each person on the booking and for each item you want to change as shown in the table below. Any booking discount you may have received at the time the original booking was made, may be altered or reduced whenever changes are made. If you have paid supplements for accommodation and the number of people in your accommodation changes, you may have to pay extra and may lose any free or reduced infant and child places or any free group places. And remember any change to your departure date, airport, transport, destination, accommodation, or length of holiday has to apply to all members of your booking.

Note: Name changes (including initial changes), destination and date changes can be treated by such suppliers as a cancellation and rebooking, regardless of the period of notice given to us. If the supplier treats the change as a cancellation and rebooking we will pass on to you the cost imposed by the supplier, which could be up to 100% of the transport element of your booking and you must also pay the charge listed in the table below.

	Notice given more than 70 days	Notice given 70 days to 8 days before departure	Notice 7 days or less before departure
Transport e.g. air, sea, road, rail	£50 charge for each change	Cancellation charges - see 'Cancellation By You'	Cancellation charges - see 'Cancellation By You'
Date of Travel (See Note 1)	Cancellation charges - see 'Cancellation By You' £50 charge	Cancellation charges - see 'Cancellation By You'	Cancellation charges - see 'Cancellation By You'
Destination Airport	£50 charge for each change	Cancellation charges - see 'Cancellation By You'	Cancellation charges - see 'Cancellation By You'
Name Change (See Note 2)	£50 charge per name change	£50 charge per name change	£50 charge per name change
Accommodation	No charge (See Note 4)	No charge (See Note 4)	Cancellation charges - see 'Cancellation By You'
Optional Extras (See Note 3)	The greater of £50 or Loss of Deposit	Cancellation charges - see 'Cancellation By You'	Cancellation charges - see 'Cancellation By You'

Note 1: In all cases a change to the outbound travel date, once confirmed, is regarded as a cancellation and rebooking, not an alteration to the booking.

Note 2: You are not permitted to change all the names on any booking and at least one of the passengers (over 18) on the original booking must remain, unless you are prevented from travelling for reasons beyond your control and not simply from a change of mind. If the services booked are dependent on a minimum number of people using the service, we will have to recalculate the total cost if the number of passengers travelling has altered. The cost may therefore increase but as this is not a cancellation charge, it may not be covered by your insurance.

Note 3: When we refer to 'Optional Extras', we mean anything you choose to add to your booking that is additional to the inclusive transport and accommodation arrangements you book. For example, car hire, weddings or park tickets. If you cancel any Optional Extras for which there is a cost, we will apply the charges above. If you cancel any Travel insurance you booked through us your premium will not be refunded, as cover under the policy will already have begun.

Note 4: No charge will be made for changes to accommodation made during the period stated, with the exception of accommodation booked to coincide with peak periods or special events or when we negotiate special offer rates with our accommodation providers. Such rates may not allow changes to accommodation once booked - any such changes will incur up to 100% charges. Where this applies, you will be advised at the time of booking.

C7. Cancellation By You

The lead name on the booking must give notice to cancel in writing either to their travel agent or to the correspondence address as stated on the invoice and the charges shown below apply from the date we receive the notice at our offices or the travel agent activates the cancellation. In order to cover our expected losses from the cancellation of the booking there is a set scale of charges which must be paid by you if you or anyone travelling with you cancels. Note: These cancellation charges apply to all bookings, except in circumstances where a booking includes items or services where our suppliers own cancellation charges exceed those shown below. In these circumstances any additional cancellation charges will be advised at the time of booking. Please ensure you are certain of the fees applicable to your booking by asking us before proceeding to book your arrangements.

Time we receive your notice to cancel before departure	Cancellation charge (Package Holidays)	Cancellation charge (Accommodation Only)
More than 70 days before departure	Loss of deposit	Loss of deposit*
70 to 57 days before departure	30% cost of the holiday (or loss of deposit if greater)	Loss of deposit*
56 to 29 days before departure	50% cost of the holiday (or loss of deposit if greater)	60% of the total cost (or loss of deposit if greater)*
28 to 15 days before departure	80% cost of the holiday (or loss of deposit if greater)	80% of the total cost (or loss of deposit if greater)*
14 to 0 days before departure	100% cost of the holiday	100% cost of accommodation

*Accommodation Only: Accommodation booked to coincide with peak periods or special events or when we negotiate special offer rates with our accommodation providers may be non-refundable once booked. Where this applies, you will be advised at the time of booking.

In the event of cancellation by some but not all party members, additional charges may be payable (for example, where a twin or double room will only be occupied by one person). Any such additional charges must be paid at the time of cancellation or with the balance of the cost of the arrangements as advised.

Flights: The cancellation charge of flight only bookings will be 100% of the cost of the booking. Please ensure that you are certain of the fees applicable to your booking by asking your travel agent before proceeding to book your arrangements. Air tickets returned to us for a refund are subject to an administration fee of £50 per ticket. Refunds will not be paid by us until they have been received by us from the relevant airline or consolidator.

Please note that where an outbound portion of your flight coupon is not used, the return sector will be automatically cancelled by the airline and will be classed as void. No automatic right to any refund exists for such part-used tickets.

Car Rental: There is no charge to change/cancel car hire more than 24 hours before departure. Cancellations 24 hours or less before departure will incur 100% cancellation charge. If you fail to cancel your reservation prior to the pickup time and do not collect the vehicle on the pickup date, or if you fail to comply with the pickup terms (please see car suppliers website for full terms and conditions), we reserve the right to make a 'no-show' charge of 100% of the total car rental booking value and unused or part-used car hire rental will be non-refundable.

Other Travel Arrangements: (apart from accommodation only and car hire) If you need to cancel you must contact us. Cancellation charges vary depending on the services booked and will be higher the later you cancel and will be clearly stated at the time of booking.

C8. Suppliers' Conditions

Our third party suppliers have their own booking conditions and conditions of carriage, and you will be bound by these, so far as the relevant supplier is concerned. Our suppliers' conditions will also apply to your contract with us, and in the event of any conflict between the suppliers' conditions and our conditions, the suppliers' conditions will prevail, save to the extent that any term in the suppliers' conditions is deemed to be invalid or unenforceable, in which event our conditions will prevail. Some of our Suppliers' conditions may limit or exclude liability on the part of the relevant supplier, and, by virtue of their application to your contract with us, may also limit or exclude our liability to you, and they are often subject to international conventions. Where relevant, copies of such conditions may be available for inspection at the office of the relevant supplier.

C9. Baggage

The amount of compensation you may receive for any loss or damage to luggage is limited in accordance with the conventions listed in clause A9. For claims for missing or damaged baggage you must follow the rules on the back of your ticket or contained within the carrier's conditions of carriage. Please note time limits apply within which to notify us or the carrier and make a claim. We will not accept liability for high value items which you should insure for the appropriate amount.

C10. Flight & Other Travel Timings

Flight timings are provided by airlines and are subject to Air Traffic Control restrictions. All means of transportation are subject to weather conditions and the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that transport will depart at the times stated on any itinerary or tickets which you receive. All timings are estimates only, and we do not have any liability to you for any delay, which may arise, or for any schedule alterations.

Please note that a flight described as a 'direct' will not necessarily be non-stop. Where a sector of a flight itinerary is not utilised without contacting the carrier directly, any remaining sectors may be subject to cancellation without further notification. Where this situation arises we are unable to accept responsibility for any costs incurred.

Please note the existence of a "Community list" [available for inspection at http://ec.europa.eu/transport/air-ban/list_en.htm] detailing air carriers that are subject to an operating ban within the EU Community.

C11. Complaints

We aim to provide the best holiday possible. However, if you are not satisfied please complain as soon as possible to the relevant person (for example, the accommodation management or transport supplier). If they cannot help, you should contact your Travel Agent, who made your booking or contact Gold Medal using the emergency contact number shown on your travel documentation and we will do everything reasonably possible to sort the problem out. When you get back home send us a letter to our offices in the UK, within 28 days of returning home. If you have special needs that prevent you from writing to us then, where possible, we will accept details of your complaint over the telephone. For complaints arising from Scheduled airlines, we will act as a liaison between you and the airline, to try to assist in resolving the problem. If we cannot help and you wish to take matters further, you must contact the airline directly. The address to send your completed form and covering letter to is: Gold Medal Customer Relations Department, The Trident Centre, Port Way, Ribble Docklands, Preston, PR2 2QG. Email your complaint to: posttravelcustomerrelations@goldmedal.co.uk

We would point out that failure to follow the above procedures during your holiday, and/or failure to complain within 28 days of your return, may reduce or extinguish any rights you have to claim compensation from us, or from any relevant supplier. Any such rights will be reduced or extinguished if, had you followed the above procedures during your holiday, you or we could have taken steps to reduce any loss or damage suffered or entirely prevented it from being suffered. It is difficult and sometimes impossible to properly investigate a complaint if we are not told about it reasonably quickly once the holiday is over. Your right to claim compensation may also be reduced or extinguished, should any delay in your complaint being notified during or after your holiday, prevent us from carrying out a proper investigation. We aim to resolve all complaints ourselves, but if this is not possible your complaint can be considered under a scheme devised by ABTA and administered by CEDR Solve.

We will give you details of this scheme if you ask. The scheme does not apply to claims over £25,000 in total or more than £5,000 a person, or to claims mainly about illness or injury. To take advantage of the scheme you must contact the CEDR Solve within 18 months of returning from your holiday. Alternatively, you may wish to refer the matter to the European Commission's Online Dispute Resolution Platform which can be accessed using the following link: <http://ec.europa.eu/odr/>

Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses.

C12. Travel Documents & Health Advice

It is your responsibility to have valid travel documents. If we or your carrier are fined as a result of you holding incorrect documents, you will have to pay us the full amount. For up to date UK Government health & travel advice please visit www.fco.gov.uk, www.hpa.org.uk and www.nathnac.org and contact your GP. See our Holiday Information pages and website for further information.

C13. Information Accuracy

We publish brochure and website information many months in advance and, as far as we know, all information is correct at the time of publication. However, things may still change after publication and we check regularly to see if we need to update or correct any information or prices. If there are any significant information changes or we find any mistakes, we will put details on our computer reservation system or website so you will receive the latest information when you make your booking. Descriptions of accommodation, facilities and services we provide are based on information obtained from our suppliers. Sometimes the facilities described will be withdrawn for reasons such as maintenance, bad weather or lack of demand from guests. Where our suppliers advise us about significant changes to descriptions or about the withdrawal of any significant facility, we will tell you as soon as possible. Some activities or facilities, watersports for example, may not be available all year round. There may be a charge for some facilities, for example, TVs, safety deposit boxes, sunloungers, parasols, tennis courts, pool tables and air-conditioning. In some places during high season (and even at other times) there is a possibility you will be disturbed by noise from less considerate groups, so please bear this in mind when choosing your destination and accommodation. Any transfer times we quote for travel between airport and resort are approximate and, depending on circumstances, the journey time to your own chosen property may be longer.

The prices contained within this brochure are for guidance only. The price of your arrangements will be confirmed at the time of booking by your travel agent and may be different to the price appearing in this brochure.

C14. Data Protection

By making a booking with us, you agree we may use and disclose the information you provide for the following purposes: to enable us to process your booking (which will include passing your information to third party suppliers, such as hoteliers and airlines, and may involve sending your information to countries that do not have an equal level of privacy legislation to that in the UK); for market research and analysis purposes; for improving customer service; for the detection and prevention of fraud or other crime (which may include providing your information to organisations such as Banks and credit card companies); for compliance with legal requirements (which will include passing your information to public authorities such as customs and immigration) and for marketing contact by means of post or telephone to provide you with offers, products and services from companies within the Gold Medal Travel Group and carefully selected third parties. If you purchase travel insurance from us, we will need to pass your personal data (including sensitive personal data and personal/sensitive data relating to other members of your travelling party) to the insurance company. Telephone calls to/from ourselves may be recorded for training and quality purposes and for preventing/detecting crime. If you have booked with us via our website, or if you have chosen for us to contact you by e-mail, we will communicate with you using the e-mail address you have provided to supply you with your travel documentation. We are entitled to assume that the e-mail address you have provided is correct and that you understand and accept the risks associated with using this form of communication. Please note that you may still need to contact us by post or via our call centre as required by our booking conditions. If you wish to make a data subject access request for a copy of any personal data we hold on you, please write to: The Company Secretary, Gold Medal Travel Group PLC, The Trident Centre, Port Way, Ribble Docklands, Preston, PR2 2QG. If you wish to opt out of receiving marketing communications from us, please advise one of our sales consultants or make the appropriate opt out choices on the website when you book.

C15. Your Responsibility

We want all our customers to have an enjoyable, carefree holiday. But you must remember that you are responsible for your actions and the effect they may have on others. If we, or another person in authority, believe:

- your actions could upset, annoy or disturb other customers, our suppliers or our own staff, or put them in any risk of danger, or damage property; or
- you are unfit to travel; we may end your holiday and terminate your contract. You and your travelling party will be prevented from using your booked accommodation, transport, and any other Travel Arrangements forming part of your booking and we will not be liable for any refund, compensation or any other costs you have to pay. Alternatively at our discretion, you may be permitted to continue with your holiday but may have additional terms of carriage imposed upon you. See 'In-Flight Safety in the All You Need To Know/Holiday Information sections of the relevant brochure and on our websites for further details.

In addition to the above and the effect your actions may have on others, you must particularly also bear in mind that you are responsible for your safety, and that you are responsible for the condition of the property you occupy. We are not responsible for any accidents which occur in or around swimming pools due to your inappropriate, or irresponsible behaviour, or for any accidents which occur anywhere on properties because of glass, china or the like which you have broken and/or have left in a way in which injury can result. We expect that you will enjoy your holiday with us. We appreciate that you may wish to drink alcohol as part of your enjoyment. You must, however, do so responsibly and we will have no liability to you for any injury, loss or damage you suffer as a result of your judgment being impaired wholly or partly by alcohol. We will hold you and the members of your travelling party jointly and individually liable for any damage to the accommodation, furniture, apparatus or other materials located within the accommodation, together with any legal costs we incur in pursuing a claim. It is your duty to report any breakages, defects or damage to an appropriate person immediately. If your behaviour or the behaviour of any members of your travelling party causes any transport aircraft to be diverted we and/or the carrier will hold you and those members jointly and individually liable for all costs incurred as a result of that diversion. We cannot accept liability for the behaviour of others in your accommodation or flight, or for any facilities/services withdrawn as a result of their action.

C16. Booking Conditions Amendments & Right to Refuse Travel Arrangements

We reserve the right to add, withdraw and/or amend any of our bookings conditions at any time and without notice and furthermore reserve the right to refuse any booking.

Gold Medal Travel Group PLC, The Trident Centre, Port Way, Ribble Docklands, Preston, Lancashire, PR2 2QG, Registered in England number 01376076.