

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. If you have any concerns regarding the food at your resort, please inform the accommodation provider straight away.

In the unlikely event that you or any member of your party is ill, please ensure that a doctor is seen locally and that you inform your accommodation provider during your stay. Please also contact us on 01772 550185 in order that we can provide you with appropriate assistance. The health and safety of our customers is paramount to us, and we will take up any complaints of illness or injury with our supplier to ensure we are only providing safe and enjoyable holidays to our customers.

PLEASE NOTE - We are aware of the growing trend in bringing false sickness claims against tour operators. If we have reason to believe that any claim or complaint made by you is false or exaggerated, we will work with our agent, the supplier and the relevant authorities to take appropriate action. Customers bringing false allegations against a tour operator may face prosecution in the UK or abroad.

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 15 May and 14 June 2018 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 2018, Chinese New Year will be on 16 February. 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 advice on health and safety across the globe, as well as local laws, and passport and visa information. Please check <https://travelaware.campaign.gov.uk/> regularly for updates ahead of travel, as the advice can change

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).

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 48 hours before departure. Cancellations 48 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 '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 please send 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: 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 in their any risk, 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.

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