Travel document information
When you receive your travel document, please check it carefully to ensure that it is correct and that all the details are correct. Please note that the dates are inclusive. The names on your ticket or travel document must match those on your passport and travel documents. Make sure that your passport is valid for the duration of your stay in all countries you visit. British Airways and the relevant embassy or consulate will not be held responsible for any loss of your passport. You are responsible for all costs incurred if you lose your passport. It is not advisable to travel without a valid passport. 

SECTION 1 – HOLIDAY PRICES
Travel & Stay Options & Prices

Travel to your destination will be by scheduled flights on the specified airline or its code-share partner with meals and baggage as specified in your flight ticket. The accommodation description featured in your holiday price state the number of persons who can occupy the room type (e.g. 2-4 persons). Child reductions (where available) are only applicable to the child's portion of the holiday price. If costs rise of more than 8% you may choose to cancel your holiday for a full refund. All other prices are subject to change without prior notice. 

How to find out about visa requirements:
The Foreign and Commonwealth Office (FCO) provides information on visa requirements and also contains details relevant for travel to our embassies and consulates. You can also visit the FCO website at www.ukembassy.org.uk. The FCO travel advice pages are regularly updated and you are encouraged to check these pages before leaving for your holiday. For more information about visas, including how to contact the Passport Office: Visit www.usembassy.org.uk. See our USA brochure for more information.

A 'double' is a room with a double bed. A 'twin' is a room with two separate beds. A 'triple' is a room with three separate beds. A 'quadruple' is a room with four separate beds. A 'suite' is a room with separate sleeping and living areas.

SECTION 3 – GROUND ARRANGEMENTS
Accommodation

How to contact the Passport Office:

To ensure your holiday is everything you expected it to be, we suggest that you read the following guidelines carefully.

SECTION 3 – GROUND ARRANGEMENTS

Contact the Passport Office for advice.

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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 hotels 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 while overseas and to ensure you have the help and cooperation we provide. 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 in or display.

Swimming Pools & Water Features

Please make use of the pool facilities at your accommodation – 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 run or play near the pool when it is closed, even if the pool has a watertight underlay. You should never swim when you have been drinking alcohol. Whilst some of our hotels and apartments have water features, such as fountains or fountains, 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

Regardless of the safety standards and regulations overseas may not be of the same level as we enjoy in the UK. For instance, the design and height of rail crossings may differ. The setting and enforcement of local regulations is a matter for the Authorities of the country and the foreign suppliers of the services concerned. We are working with hotels to improve our safety standards wherever possible. You should familiarise yourself with fire procedures, including emergency exits in your accommodation, the swimming pool area and any underwater cockroach appliances. If it does not, your representation or an appropriate member of staff.

Children

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

Stomach Upsets

It is still a relatively common occurrence to suffer gastric illness when travelling to many of the overseas destinations that we feature. In such environments you may reduce the possibility of being affected, such as the avoidance of cold drinks, eating sound meals and ensuring you drink plenty of boiled water and avoid over exposure to the sun.

SECTION 4 – YOUR JOURNEY

Luggage Allowance

Please take note of the luggage allowance applicable to your flight. It is important that you bring the correct luggage with you and that you are familiar with what is allowed in your luggage please visit www.ics.org.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 will still be considered a direct flight – with the exception of the USA where you will disembark and clear customs at your first point of entry. A nodal flight may require a change of aircraft whilst in the air and stop flight will take you directly to your final destination airport without stopping.

Non-Smoking Policies

Airline: All of the airlines featured do not permit smoking on their aircraft. Some airports also have non-smoking policies; however some do provide designated smoking areas.

Hotels: Many of the hotels featured have non-smoking policies. 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 Info

Driving standards in some countries may be no as high as your experience in the UK and rental policies can differ. If you 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.

Unusual Services

We do not provide refunds for any unused prebooked services. Any changes you may need to make to your travel arrangements during your holiday may incur additional charges. If your 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, 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.nhs.uk, www.dh.gov.uk and www.who.int or your General Practitioner.

SECTION 7 – TRAVEL TIPS

ATBA - The Travel Association

Gold Medal is a member of ATBA with membership number 81280. ATBA and ATBA members help to uphold standards 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 ATBA’s Code of Conduct. For further information about ATBA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ATBA, 30 High Street, Sevenoaks, TN13 1SW or telephone 01732 798600 or www.atba.com.

Telephones

The words "Telephone Calls" and other customer service is customarily delivered, telephone calls to UK offices are recorded. Calls to GIBS cost 19p per minute at all times, GIBS direct line at 50p per minute and all lines, from BT fixed lines (mobile and other providers' charges may vary).

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 so recent enjoy, so that we can answer any questions and ensure there are no concerns about your fitness to fly.

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 will still be considered a direct flight – with the exception of the USA where you will disembark and clear customs at your first point of entry. A nodal flight may require a change of aircraft whilst in the air and stop flight will take you directly to your final destination airport without stopping.

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1. Our agreement
You will receive information about the main characteristics of your arrangements before you book. If we provide you with further information the details of which have not been confirmed to us, we will inform you of these circumstances. We will confirm your booking by writing to you. We will charge you for booking errors which are attributable to you or which are caused by circumstances and extraordinary circumstances as defined in clause 5.

2. Changes to your confirmed arrangements

2.1. Changes to your confirmed arrangements will take place when we reasonably consider that they are necessary to avoid or reduce unforeseeable and extraordinary circumstances as defined in clause 5.

2.2. Where we cancel your confirmed arrangements

2.2.1. If we cancel your confirmed arrangements

2.2.1.1. We will attempt to arrange for you to travel on an alternative service. We will either refund any money paid in respect of your booking or, if it is possible to arrange an alternative service, we will make this available to you. If it is not possible to arrange for you to travel on an alternative service, we will try to make alternative arrangements. Where we are responsible for the arrangements or services which were to form part of your confirmed arrangements, we will make an appropriate reduction in the price you paid. Where we are not responsible for the arrangements or services which were to form part of your confirmed arrangements, we will make an appropriate reduction in any amount that you have paid for the arrangement or service which was cancelled.

2.2.1.2. We will, subject to the exceptions detailed below and where your arrangements are a package, pay you reasonable compensation if: a) a significant change is made to your confirmed arrangements; b) your arrangements are entirely cancelled; and c) you have not been offered an alternative or have refused the alternative offered.

2.2.1.2.1. Subject to the exceptions detailed below and where your arrangements are a package, we will where appropriate, pay you reasonable compensation without undue delay for any damage which you sustain as a result of any lack of conformity with the contract which arises through our fault.

2.2.1.2.2. The exceptions to this are: a) any change or alteration which is insignificant; b) any change or alteration which is a result of unavoidable and extraordinary circumstances as defined in clause 5; c) any change or alteration which is a result of your failure to follow our or a travel agent’s instructions; d) where we are unable to assist with making a requested change and you do not wish to proceed with the original booking, we will treat this as a cancellation by you.

2.2.2. If you cancel your confirmed arrangements

2.2.2.1. You may cancel your confirmed arrangements at any time before departure and you will incur the following cancellation charges.

2.2.2.2. Changes in the event of a cancellation

2.2.2.2.1. 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 has been occupied by one person and is then cancelled).

3. Insurance

3.1. It is a condition of our agreement that you are covered by adequate insurance.

3.2. We will make a charge for processing these changes.

4. Disregarding your rights

4.1. You will enter into a binding contract with us when we issue our booking confirmation. The booking confirmation is a legally binding contract between us and the contract details are set out in the booking confirmation. Your booking will be subject to the terms and conditions of the travel supplier (as determined by us). We have no responsibility to you for your booking until we confirm your booking arrangements in writing. If you cancel your confirmed arrangements, you must refer to the booking confirmation for your rights and obligations.
We will not make a reduction in price or pay you compensation, and the above options will not be available where:

(a) we cancel or vary the holiday as a result of your failure to comply with any of your obligations under these terms;
(b) we cancel or vary the holiday because you have not paid any amounts required by us under these terms.

CHANGES AND CANCELLATIONS TO PACKAGE ARRANGEMENTS AFTER DEPARTURE

If we propose to make any substantial change, or to cancel your holiday after you have departed, we will inform you as soon as possible and you may

(a) receive a full refund of all moneys paid by you in respect of the holiday and any other arrangements booked with us; or

(b) be offered alternative arrangements of a comparable quality and price.

If we cancel your holiday you may refuse to accept the alternative arrangements or arrangement and claim a refund of the full cost of your package. We will also pay you compensation in accordance with Clauses 15 and 16 in respect of the cancellation. We will not make a price reduction or pay you compensation; and the above options will not be available where:

(a) it is your own fault; or
(b) the change(s) or cancellation by us arises out of your failure to take all necessary steps required by law to prevent the change(s) or cancellation by us. In particular, you must check all the information and details of your flights which are confirmed at your point of departure and/or issued to you at your destination.

If we make a price reduction or pay you compensation for reasons other than those listed above, we will make available to you the lowest price that we have been able to obtain for the alternative arrangements that we recommend.

We will not be responsible, make a price reduction or pay you compensation for any delay which is due to unavoidable circumstances and which on the basis of the information given to us concerning your travel plans, we could not have foreseen. We will not be responsible, make a price reduction or pay you compensation for any delay which is due to unavoidable circumstances and which were unforeseeable or were outside our control. Furthermore, we will not be responsible, make a price reduction or pay you compensation for any delay which is due to unforeseeable circumstances and the effect of those circumstances was such that we could not have taken all reasonable steps to avoid the circumstances and the effects. This clause will not apply to any delay which is due to unavoidable circumstances and which were unforeseeable or were outside our control. We will not be responsible, make a price reduction or pay you compensation for any delay which is due to unavoidable circumstances and which were unforeseeable or were outside our control. We will not be responsible, make a price reduction or pay you compensation for any delay which is due to unavoidable circumstances and which were unforeseeable of which we could not have taken all reasonable steps to avoid the circumstances and the effects.

If you experience difficulty or lack of conformity during your holiday, you may experience difficulty or lack of conformity during your holiday, you may contact us in writing at our offices in the following addresses and telephone numbers:

For complaints, please send written notice of your complaint to us within 28 days of the end of your holiday, and include all relevant information to assist us in investigating your complaint. We may also be required to pay for any loss and/or damage caused by your acts or omissions. If a change or cancellation occurs without your consent, we will not be responsible, make a price reduction or pay you compensation for any delay which is due to unavoidable circumstances and which were unforeseeable of which we could not have taken all reasonable steps to avoid the circumstances and the effects.