



*Holidays  
Designed For You*

**Terms and Conditions**

**November 2014**

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## **ATOL Booking Conditions**

Your Contract is with The Midcounties Co-operative Travel, a member of ABTA

ABTA No: P6652

ATOL No: 6053

VAT No: 862817892

### **Your holiday contract**

When you make a booking the contract is made with you the first named passenger (lead) being any person travelling or intending to travel on any arrangements operated by the company named above on the terms of these booking conditions and it includes all matters arising from it and is subject to English law and the exclusive jurisdiction of the English Courts.

You may however choose the law and jurisdiction of Scotland and Northern Ireland if you wish to do so. No variation of these terms will be valid unless confirmed in writing by us. A contract will exist as soon as we issue our confirmation invoice. By making a booking, the lead passenger confirms that all people's names in the booking (and their personal representatives) have agreed to be bound by these conditions and the terms of its suppliers.

### **Your financial protection**

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate.

This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you).

You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to

appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

## **ABTA**

We are a Member of ABTA, membership number P6652 We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs.

There is a limit of £25,000 per booking. This scheme does not apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within eighteen months of the date of return from holiday.

Outside this time limit arbitration under the Scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com)

## **Your holiday price policy**

You will be advised of the current price of the holiday that you wish to book before your contract is confirmed. When you make your booking you must pay the required deposit. (Excluding infants under two years of age at the date of return). Should your booking include budget or scheduled flights/ low cost airlines, cruises or other special arrangements the deposit required may vary up to the full ticket price. Some accommodation providers may also require additional deposits at the time of booking. You will be advised of the required amount of the deposit at the time of booking. The balance of the price of your travel arrangements must be paid at least 14 weeks before your departure date. Balance due dates may vary where scheduled flights are included and where ticketing deadlines are unexpectedly brought forward this may result in a request for earlier payment. If the deposit and/or balance are not paid on time, we reserve the right to cancel your travel arrangements and retain your deposit. The price of your holiday may change after you have booked due to 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 and exchange rates. 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 travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission.

If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting an alternative holiday if we are able to offer one, or cancelling and receiving a full refund of all monies paid, 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. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice.

Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

### **If you change you're booking (excluding name changes)**

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be made in writing from the person who made the booking or your travel agent.

You will be asked to pay an administration charge of £25 and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible.

Note: Certain travel arrangements (e.g. scheduled or low cost flights) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

### **Name changes before travel**

Charges are dependant on the carrier and in the majority of cases airlines will not allow name changes and you be required purchase a new ticket. Such charges are likely to include the full costs of the flight and will be subject to availability.

## If you cancel your booking

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking must be received at our offices.

Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in the table below:

Period before departure within which written cancellation is received by The Midcounties Co-operative Travel Amount of cancellation charges shown as a percentage of the booking price.\*

More than 98 days Full deposit\*\*

98-57 days 30% or deposit if greater

56-42 days 50%

41-22 days 75%

21-15 days 90%

14 days or less 100%

Note: if the reason for cancellation is covered under the terms of an insurance policy, you may be able to reclaim these charges. The full insurance premium is retained in the event of cancellation.

\*Bookings that include Budget/Low Cost or Schedule Flights and/or cruise may incur different cancellation charges. Some accommodation providers may also require additional non-refundable deposits. Please enquire at the time of booking.

\*\*Where a low deposit has been paid at the time of cancellation you will be required to pay the remainder of the full deposit.

## If we change or cancel your booking

It is unlikely that we will have to make any changes to your travel arrangements, as we plan the arrangements many months in advance. Occasionally we have to make changes and we reserve the right to do so at any time. Most of these changes are minor and we will advise you of them at the earliest possible date. We do use the services of independent suppliers such as hotels, airlines, over which we have no direct control. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, it may be necessary to cancel your travel arrangements less than 14 weeks before your departure date, for reasons of force majeure,

failure of a supplier or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us; if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in the table below.

In accordance with EU Directive – (EC) No. 2111/2005, article 9, we are required to bring your attention the existence of a 'community list', which contains details of air carriers that are subject to an operating ban within the EU Community. The community list is available for inspection at [http://ec.europa.eu/transport/air-ban/list\\_en.htm](http://ec.europa.eu/transport/air-ban/list_en.htm)

In accordance with EU regulations, we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such change is deemed a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. In any event, The Midcounties Co-operative Travel will not be held responsible for any additional "out of pocket" expenses your party may incur due to a holiday amendment.

When a major change occurs, we will inform you as soon as reasonably possible, if there is time before departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below:

Period before departure within which a major change or cancellation is notified to you or your travel agent. Credit/compensation per full fare paying passengers (excluding infants)\*

More than 98 days Nil

98-43 days £10

42-29 days £20

28-8 days £30

7-0 days £40

\*For children invoiced at reduced rates, credit/compensation will be paid on a pro rata basis of the adult rate.

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

Force Majeure: This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control.

These can include, for example, war, threat of war, riot, civil disobedience or strike, industrial dispute, terrorist activity and its consequences, acts of god, natural or nuclear disaster, fire, adverse weather conditions, unavoidable technical or maintenance problems with transport providers, closure of airports or any unforeseeable or unavoidable event beyond our control.

### **If you have a complaint**

If you have a problem during your holiday it is of the utmost importance that you immediately bring it to the attention of the relevant person (for example the resort representative, hotel manager or transport agent) who will do their best to put things right. If your complaint is not resolved locally, you should contact us to advise us of the problem so that we may endeavour to resolve it. However, should a problem remain unresolved, a complaint should be made in writing within 28 days of your return home to: Customer Service Department, 62, Wolverhampton Street, Walsall, West Midlands, WS2 8DD, providing your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you.

It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as any resort representative without delay and complete a report form whilst in resort. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

### **What happens to complaints**

We aim to resolve all complaints amicably, but if this is not possible your complaint can be considered under an arbitration scheme arranged by ABTA. We aim to acknowledge your complaint with 14 days and respond in full within 28 days thereafter. Please see the above clause on ABTA above. Full details will be provided on request or obtained from the ABTA website [www.abta.com](http://www.abta.com)

## Our liability to you

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you an appropriate compensation if this has affected the enjoyment of your travel arrangements. However, we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum amount calculated on the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to:

- The contractual terms of the companies that provides the transportation for your travel arrangements. These terms are incorporated into this contract; and
- Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices: Co-operative House, The Midcounties Co-operative, Warwick Technology Park, Gallows Hill, and Warwick CV34 6DA.

This clause doesn't apply to any excursions or activities that you might purchase whilst on holiday.

Under EU law Reg 261/2004 you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in these terms and conditions.

If any payments to you are due from us any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 [www.auc.org.uk](http://www.auc.org.uk)

## **Prompt assistance in resort**

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

Passport, Visa, immigration and vaccination requirements

A full British passport (valid for at least 6 months beyond the end of your holiday) is required for travel. Your specific passport and visa requirements and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements or if you are not in possession of the relevant vaccination certificates.

It is also your responsibility to arrange adequate insurance cover for your trip and to take relevant details of the policy with you.

## **Excursions**

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

## **Transportation**

It is your responsibility to ensure that you arrive in good time to board all flights or other methods of transportation. To assist you, we will notify you of the time by which you should arrive at all points of departure. If you miss a flight or other transportation we will try to arrange alternative transportation, but reserve the right to recover from you any costs we incur in making such arrangements.

Any rail, road and other departure times are supplied by the carriers. They are subject to inter alia, air traffic control restrictions, weather conditions, the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that departures will take place at the times shown on your tickets. The timings are estimates only. Midcounties Co-operative Travel does not

have any liability to you for any delays that may arise. Further, your dealings with all carriers are subject to the conditions of the carrier, some of which may limit or exclude liability. Where we are in a position to do so, we will give you information before you book concerning the airline on which you will fly, your airport of destination and type of aircraft on which you will travel. However if any of these details change subsequently, and you choose to cancel as a result, our normal cancellation charges will apply. Any arrangements in the event of a delay will be at the sole discretion of the airline or other carrier involved.

## Miscellaneous

### Conditions of Travel

We reserve the right to require any passenger to produce medical evidence of their fitness to travel. Passengers with a disability, which may require special treatment or assistance, must advise The Midcounties Co-operative Travel Group Travel 1 limited in writing of the condition so that appropriate advice and assistance can be given. NB Passengers may be refused passage where as a result of failing to notify The Midcounties Co-operative Travel and appropriate arrangements cannot be made.

The Midcounties Co-operative Travel has no control over the allocation of airline seats and cannot guarantee any seat requests. Baggage allowance will vary by destination-please check (with the airline used) for details. Passengers are advised that most airlines operate a non-smoking policy. You must declare any pregnancy to us at the earliest opportunity as on certain airlines conditions and restrictions apply. Pregnant women are not permitted, typically if the pregnancy is more than 28 weeks at the anticipated return date. We reserve the right to refuse passage onboard to any person who appears to be in advanced stages of pregnancy.

We reserve the right to determine the hotel, air carrier, flight routing (flights will not necessarily be direct or non-stop) and airport, for all holidays advertised.

### Holiday packages

We offer two types of holiday package and in most cases a mix of both will have displayed in the search results when looking for your holiday. These are package holidays and Flexi-package/Dynamically packaged holidays and each would have been identified by the appropriate logos as shown.

The package holiday is when all elements of your holiday are provided by the same tour operator such as Thomson, Thomas Cook, and Cosmos etc. These normally consist of a flight, hotel and transfer and usually include the services of the tour operator's representatives in resort. As flights

tend to be weekly they will normally offer 7 and 14 night holidays although to the more popular destinations they do sometimes have 10 and 11 night durations.

The flexi package/ Dynamically packaged holiday is more flexible as it offers you the opportunity to choose from a greater number of airlines flying at different times from a wider choice of airports and departure dates, as well as a broader range of hotels. The flexi package/Dynamically packaged holiday offers all the elements of a traditional package holiday and is ideal for the slightly more independent travellers, as often rep service is only available locally by telephone.

As the elements of a flexi package/ dynamically package are often with different suppliers it will usually mean slightly more paperwork as you may be required to submit a reference number or voucher at the airport, to your hotel and to the transfer provider.

Despite usually offering a lower price the flexi package/ Dynamically package offers no less protection than the more traditional package as The Midcounties Co-operative Travel offers you 100% security with either option.

## **Special Requests**

Where special requests for flight seats, room allocation, diet considerations etc are required we must be made aware of them at time of booking. Whilst every effort will be made to ensure that these requests are fulfilled, they cannot be guaranteed. Furthermore, Midcounties Co-operative Travel will not be liable for claims for consequential loss where written advice of special needs and requirements has not been received in writing at the time of booking. Where special requests for flight seats are passed on by Midcounties Co-operative Travel to an airline, the confirmation of seat numbers is at the discretion of the airline.

## **Behaviour**

You must not behave in a way that may cause distress or annoyance to others or may create the risk of danger or damage to property. If you are subject to arrest or prevented from travelling at the discretion of an airline or other transport providers, or if you are evicted from your accommodation at the discretion of the accommodation management, Midcounties Co-operative Travel will not refund any portion of the cost of your holiday and, if Midcounties Co-operative Travel incurs any expense because of your behaviour, you will be obliged to compensate Midcounties Co-operative Travel for these expenses.

## **Cruise Bookings**

It is the customer's responsibility to settle all of their on board accounts. Children under the age of 18 will not be carried unless accompanied by an adult over the age of 21 at time of boarding who accepts responsibility for their welfare conduct and behaviour. Should children under the age of 16 be travelling without both parents or with only one parent most cruise operators require written authorisation to board ship from absent parent.

Infants younger than 6 months at point of boarding may not be accepted on some ships, full detail is provided at booking stage and we accept no liability for incorrect information that may have been provided by you.

You must declare any pregnancy to us at the earliest opportunity as on certain cruise ships carriage of advanced pregnant women is not permitted, typically if the pregnancy is more than 24 weeks at the anticipated return date. We reserve the right to refuse passage onboard to any person who appears to be in advanced stages of pregnancy.

These booking conditions are our responsibility, as your tour operator. They are not issued on behalf of and do not commit any airline whose services are used in the course of your travel arrangements. Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be less than 2 years of age on the date of its return flight.

## **Travel Insurance Recommendations**

It is highly recommended that you take out adequate travel insurance cover for your trip. This should be done before you travel and you should be aware that it is in your best interest to take this travel insurance out now with immediate effect as you will find that most travel insurance policies offer you an instant cancellation cover for the travel services that you have now purchased.

## **IMPORTANT INFORMATION**

These are the agency terms on which The Midcounties Co-operative Travel with associated website address of [www.cooptravel.co.uk](http://www.cooptravel.co.uk) which are a trading name of The Midcounties Co-operative Travel, Co-operative House, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA. When making your agency booking with ourselves The Midcounties Co-operative Travel will arrange for you to enter into a legal contract with the Principal that will otherwise be known as your tour operator, airline or cruise company. For all Pre-packaged bookings, The Midcounties Co-operative Travel will act as the agent for the Principal who arranges your travel services. When booking a flexi-package (two or more separate supplier segments, The Midcounties Co-operative travel become the principle. As an agent, The Midcounties Co-operative Travel accepts no responsibility for the acts or omissions of the Principal or for the services provided by the Principal. The Terms & Conditions of the Principal will apply to your booking and The Midcounties Co-operative Travel advises you to read these carefully

as they do contain important information about your booking. Please contact us for copies of these if you do not have them.

Our Terms of Business are governed by English Law and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

## **Booking details**

When a booking is made all details will be provided to you. Once you have confirmed these details The Midcounties Co-operative Travel will proceed to confirm the booking with the Principal. Please check that all names, dates and timings are correct on receipt of your email and follow up documents, and advise us of any errors immediately. Any changes to these details will incur the charges stated within this documentation. Please ensure that the names given are the same as in the relevant passport.

The booking information that you provide to us will be passed on only to the relevant suppliers of your travel arrangements or other persons necessary for the provision of your travel arrangements. The information may therefore be provided to public authorities such as customs or immigration if required by them, or as required by law. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary and religious requirements.

Certain information may also be passed on to security or credit checking companies. If you are travelling to the United States, the US Customs and Border Protection will receive this information for the purposes of preventing and combating terrorism and other transnational serious crimes.

If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. If The Midcounties Co-operative Travel cannot pass this information to the relevant suppliers, whether in the EEA or not, The Midcounties Co-operative Travel will be unable to provide you're booking. At the time of booking, you consent to this information being passed on to the relevant persons. Full details of our data protection policy are available upon request.

## **Payments**

If you are booking within 14 weeks of departure, you will be required to make full payment for your booking. However if you are travelling outside of 14 weeks from departure a deposit can be paid and you must pay the full balance by the balance due date notified to you. If full payment is not received by the balance due date, The Midcounties Co-operative Travel will notify the Principal who may cancel your booking and charge the cancellation fees set out in their Terms and Conditions.

## **Cancellation and Amendments**

Any cancellation or amendment request must be sent to us in writing and will not take effect until it has been received. If you cancel or amend your booking the Principal will charge the cancellation or amendment charge shown in their Terms and Conditions (which may be 100% of the cost of the travel arrangements).

## **Insurance**

All Principals require you to take out travel insurance as a condition of booking with them. In any event The Midcounties Co-operative Travel strongly advise that you take out a policy of insurance in order to cover you and your party against the cost of cancellation by you; the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; and other expenses. If The Midcounties Co-operative Travel has issued your policy please check it carefully to ensure that all the details are correct and that all relevant information has been provided by you (e.g. pre-existing medical conditions). Failure to disclose relevant information will affect your insurance. Should you wish to take out travel insurance recommended by The Midcounties Co-operative Travel please refer to their terms and conditions and 14 day cooling off period.

## **Price policy**

The price of your holiday will be confirmed at the time of making your booking and will be detailed on your documentation. It is your responsibility to check these details carefully. We will also send you an invoice confirming your payment details and will contact you if there are any discrepancies in the pricing.

## **Delivery of documents**

All documents (e.g. invoices/tickets/Insurance policies) will be sent to you and The Midcounties Co-operative Travel will not be responsible for their loss unless such loss is due to our negligence. If tickets or other documents need to be reissued costs may be incurred by you.

## **Passports, Visas and health.**

The Midcounties Co-operative Travel can provide general information about the passport and visa requirements for your trip. Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. Neither The Midcounties Co-operative Travel nor the Principal accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

New Passport Regulations are now in place for first time adult passport applications (aged 16 or over). As part of the passport application process, interviews are now required to support your passport application. This is to ensure that your identity is protected, so allow enough time for your passport application to be processed.

Most countries now require passports to be valid for at least 6 months after your return date. (Machine readable passport required for travel to USA). Please note that for all air travel within the British Isles, airlines require photographic identification of a specific type. Please ask us for full details.

The Midcounties Co-operative Travel can provide general information about any health formalities required for your trip but you should check with your own doctor for your specific circumstances.

## **Who can buy a holiday from us?**

For the majority of our holidays we can only accept bookings from UK residents aged 18 years or over and there must be at least one adult (18 years or over) travelling on any one booking. Some tour operators such as Club 18-30 do allow 17 year olds to travel but they will need a letter of consent from a parent / guardian.

## **Final travel arrangements**

Please ensure that all your travel, passport, visa and insurance documents are in order and that you arrive in plenty of time for checking in at the airport. It may be necessary to reconfirm your flight with the airline prior to departure. Please ask us for details at least 72 hours before your outbound flight. You should take a note of any reference number or contact name when reconfirming. If you fail to reconfirm you may be refused permission to board the aircraft and you are unlikely to receive any refund.

## **Complaints**

Any dissatisfaction regarding your travel or holiday arrangements must be reported to the Principal or their local supplier or agent immediately. If you fail to follow this procedure there will be less opportunity to investigate and rectify your complaint. The amount of compensation you may be entitled to may be reduced, or you may not receive any at all depending upon the circumstances. If the matter cannot be resolved and it involves us or another ABTA member then it can be referred to the arbitration scheme arranged by ABTA [www.abta.com](http://www.abta.com)

## **Special requests**

Please advise us of any special requests. These will be passed to the Principal who will do their utmost to accommodate the request. However these can not be guaranteed.