



Mrs H Richards

107 Nelson Road
London
E4 9AS
United Kingdom

21 December 2016

Booking Ref: OFL20005628

Ocean Florida would like to thank you for making your reservation with us.

Please find enclosed all relevant documents for your forthcoming trip. If you have not received all the documents stated below, please contact our Administration Department on the telephone number below.

ATOL Certificate

Retail Sales Invoice

Please check that all passengers' titles and names are spelt correctly and have been booked exactly as they appear on your passports. Please also check all booking details carefully and advise Ocean Florida immediately of any errors, discrepancies or omissions as Ocean Florida will not accept responsibility for any problems encountered or costs incurred if this policy is not adhered to.

Travelling with incomplete or missing documentation may result in you being denied access to that element of your trip, and Ocean Florida does not accept any responsibility for this if you do not ensure that all documentation is received by yourself prior to your departure.

It is a requirement that we are supplied with first, middle and surnames as per your passports, for all passengers travelling on scheduled flights.

It may be a mandatory requirement to supply the airline with your API (Advanced Passenger Information) prior to departure. You can complete this information directly on the airlines website. Most airlines allow for online check-in within 24 hours of departure; again this can be carried out directly on the airlines website and many offer the facility to print off boarding passes in advance of your airport arrival. It is also advised that you re-confirm your outbound and departure flights 48 hours prior to your airport journey. Please ensure that you fully familiarise yourself with what is required for your flight as Ocean Florida will not accept any responsibility if you do not adhere to the flight provider's processes.

Please note that it is essential that a valid passport is held by all passengers with at least six months remaining on the return date of travel. It is your responsibility to ensure visas are obtained prior to your departure as Ocean Florida is not permitted to advise you on these details, but visa information can be obtained from the Embassy or Consulate of the country that you are travelling to. It is also your responsibility to ensure that you take the necessary health precautions with regards to vaccinations, and your doctor and local travel health clinic will be able to advise you on this.

When travelling to the USA it is a **mandatory requirement** to complete a visa waiver form prior to travel. Please visit <https://esta.cbp.dhs.gov>

Ocean Florida advises you of the need for an adequate travel insurance policy to be in place to ensure cover for your whole party's needs. It is imperative that this is purchased from the time of booking to cover you and your

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party for cancellations due to unforeseen circumstances.

The Manage My Booking section of our website allows you to view/ download your travel documents and make additional payment or settle the balance of your holiday. Please note that tickets and vouchers may not be available until approximately 7 – 14 days prior to travel. Some attraction tickets may be sent by post.

Please visit <http://www.ocean-florida.co.uk/managemybooking>

For further pre and post departure queries please visit our Frequently Asked Questions page at <http://www.ocean-florida.co.uk/faq/home/>

We hope you have an incredible trip and if there is anything that we can assist you with in the meantime, please do not hesitate to contact us.

Your sincerely,

Ocean Florida

09:00 – 17:30 Monday to Friday

09:00 – 13:00 Saturday