

These Terms and Conditions of Booking ('Booking Conditions') together with our Privacy Policy and any documents referred to in them will apply to: (A) Our supply of products and services; and (B) Our contact with you, so please read them and the product descriptions through carefully before booking.

Please note that to book any of the products described to you over the telephone you must agree to be bound by these Booking Conditions. If you have any questions about the Booking Conditions, please contact us for clarification prior to booking.

References to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred. References to "Travel Arrangement(s)" in these Booking Conditions are to the accommodation, flights, transport, and other services we offer for sale. References to "Supplier" means the supplier of the Travel Arrangements including but not limited to accommodation providers, transfer providers, car hire companies, and airlines. References to "Principal Supplier" or "Principal" means the Supplier with whom your contract is with.

Please print a copy of these Booking Conditions for future reference.

Please understand that if you refuse to accept these Booking Conditions, you will not be able to make any bookings with us for any products or services we offer for sale.

## About Us

We are Ocean Holidays Limited trading as Ocean Florida 'Ocean', 'we', 'us', 'our') a company registered in England and Wales Company No: 08573713, with its Registered Office and main trading address at 9th Floor, North House, St Edwards Way, Romford, Essex, RM1 3AE.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that he/she:

- a. has read these Booking Conditions and has the authority to and does agree to be bound by them;
- b. consents to our use of personal data in accordance with our Privacy Policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable, special categories of data (such as information on health conditions or disabilities and dietary requirements);
- c. is over 18 years of age and resident in the United Kingdom and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services;
- d. accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

**Please Note:** We act in the following capacities: as a Package Organiser/Principal in the sale of Package Holidays in accordance with the Package Travel and Linked Travel Arrangements Regulations 2018 ('PTRs'); as a Principal in the sale of single-element bookings; or as agent in the sale of single-element bookings. You will be advised at the time of booking which one of these scenarios applies to your booking and it will also be confirmed on your Confirmation Invoice. For the avoidance of doubt, we do not sell Linked Travel Arrangements (as defined under the PTRs).

## SECTION A – APPLICABLE TO ALL PRINCIPAL BOOKINGS

### 1. Contract

1.1 When making your booking we will arrange for you to enter into a contract with us for a Package Holidays, as Principal and as specified on your Confirmation Invoice. Your booking with us is subject to the relevant parts of these Booking Conditions and we advise you to read these carefully prior to booking.

1.2 All bookings are subject to availability at the time of booking. We do not guarantee that any of the Travel Arrangements or Packages we advertise will still be available at the time of booking.

1.3 By providing us with the details of the Travel Arrangement or Package you wish to book over the telephone, you are requesting us to book the relevant Travel Arrangement or Package on your behalf. Once you have received your Confirmation Invoice, you have entered into a legally binding agreement with us to purchase the Travel Arrangement or Package.

1.4 After we receive your booking and all appropriate payments, we will issue a confirmation invoice ('Confirmation Invoice') via email with a booking reference number. We dispatch this Confirmation Invoice to the lead name and you will become directly responsible for the payment of the total holiday price and if applicable, any cancellation charges. A binding contract will come into existence between us when we dispatch the Confirmation Invoice.

1.5 In addition to being bound by our Booking Conditions you will also be bound by the terms and conditions of the companies we choose to facilitate your booking, such terms and conditions are available on request.

### 2. Booking

2.1 The lead name is responsible for ensuring the accuracy of the personal details and any other information supplied to us in respect of yourself and all other members of your booking party and for passing any information regarding the booking or any changes made in relation to the booking to all members of the booking party including, but not limited to, information on schedule changes or copies of booking confirmations.

2.2 It is important to check the details on the Confirmation Invoice to ensure that all elements of your booking are exactly as requested. Please check that all names, dates and timings are correct on receipt of all documents. Please ensure that the names given are the same as in the relevant passport.

2.3 Save as expressly set out in these Booking Conditions, only the necessary booking information that you provide to us will be passed on to the relevant suppliers of your travel arrangements or other persons necessary for the provision of your travel arrangements. The information may be provided to public authorities such as customs or immigration if required by them, or as required by law. This applies to any special category (sensitive) information that you give to us such as details of any disabilities, or dietary and religious requirements. In making this booking, you consent to this information being passed on to the relevant persons. 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 we cannot pass this information to the relevant Suppliers, whether in the EEA or not, we will be unable to provide your booking. Our privacy policy is available at - <https://www.ocean-florida.co.uk/privacy-policy/>.

2.4 In the event of any discrepancy in the details contained on the Confirmation Invoice please contact your booking agent immediately as it may not be possible to make changes at a later date and/or you may have to pay amendment or cancellation fees in accordance with clause 6.8.

### 3. Price

3.1 We reserve the right to alter the prices of any of the Packages or Travel Arrangements and the prices do change from time to time. You will be advised of the relevant current price before your booking is confirmed.

3.2 All prices include any applicable VAT.

3.3 We will do our best to ensure that all the information and prices that we advise you of or publish are accurate, however, occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the Package or Travel Arrangement that you wish to book before your booking is confirmed. Where the Package or Travel Arrangement has been incorrectly priced and the booking has already been confirmed, we reserve the right to cancel the booking and refund all monies paid to you.

3.4 Resort fees including, car parking and refundable deposits are now commonly charged by hotels/resorts, which can only be paid locally and not at the point of booking. We will do our best to inform you of such fees but accept no responsibility for the payment of fees. If you are unclear as to whether resort fees will be payable please ask your agent and we will do our best to advise you.

### 4. Payment

4.1 The lead name, acts on behalf of all other persons on the booking and is responsible to us for all payments in respect of the booking. All payments must be made direct to your booking agent, who will in turn pass your payment onto Ocean Holidays.

4.2 All pricing is reflected in GBP unless otherwise specifically denoted and is valid at time of publication but is subject to change. Unless otherwise stated, prices include all government levies and airport taxes as at the date of publication but not resort fees as per clause 3.4. Dates, itineraries and prices are indicative only. Prices are valid for travel for the date ranges shown.

### 5. Special Requests/Medical Issues

5.1 If you wish to make a special request, you must do so at the time of booking. We will try to pass any reasonable requests on to the relevant Supplier, but we cannot guarantee that any requests will be met.

5.2 The fact that a special request has been noted on your Confirmation Invoice or any other documentation or that it has been passed on to the Supplier is not confirmation that the request will be met.

5.3 Failure to meet any special requests will not be a breach of contract on our part unless the request has been specifically confirmed.

5.4 We are happy to advise and assist you in choosing a suitable Package or Travel Arrangement. As some of the Packages or Travel Arrangements may lack even the simplest facilities, such as ramps for wheelchairs, lifts etc., it is important that, when booking, you advise us of any disabilities and special requirements to make sure the holiday meets your specific needs. We accept no liability if we are not advised of any special requirements your party have before a booking is completed. In the event that we are advised of a special requirement after a booking has been completed, your booking may be subject to additional charges to make the required arrangements.

5.5 If we reasonably feel unable to properly accommodate the particular need of the person(s) concerned, we will not confirm the booking or, if full details are not given at the time of booking, cancel when we became aware of these details.

## 6. If you Change or Cancel your Booking

6.1 If, after our Confirmation Invoice has been issued, you wish to change your Package or Travel Arrangement in any way, we will do our utmost to make these changes, but it may not always be possible. Any request for changes must to your booking agent.

6.2 Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge up to 100% of that part of the Package, or the whole Package or Travel Arrangement. In some cases any changes made may mean you having to pay for the cancelled arrangements and purchasing a new Package or Travel Arrangement at full price.

6.3 If some of your party cancel in addition to paying the applicable cancellation charges we will recalculate the holiday cost for the remaining travellers as you may have to pay additional charges.

6.4 If you wish to cancel an element of your Package or Travel Arrangement before the full balance is paid your deposit will not be refunded and will not be used to cover the outstanding balance. Certain arrangements may incur a cancellation charge of up to 100% of that part of the arrangement of the Package or Travel Arrangement after it has been confirmed.

6.5 Flights are non-refundable once tickets have been issued.

6.6 We recommend that in the event of any cancellation you contact your insurance company as you may be able to reclaim the loss depending on the reason for the cancellation and the policy you have taken.

6.7 You should note that certain Packages and Travel Arrangements 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 arrangement or the whole Package or Travel Arrangement.

#### 6.8 Cancellation Charges:

All cancellation charges are also subject to our administration charge in addition to the below.

| Notification Period | Cancellation Charge**                                        |
|---------------------|--------------------------------------------------------------|
| 14 weeks or more    | Loss of deposit #                                            |
| 14-8 weeks          | 70% of Package/Travel Arrangement price* or deposit if more  |
| 8-4 weeks           | 90% of Package/Travel Arrangement price* or deposit if more  |
| Less than 4 weeks   | 100% of Package/Travel Arrangement price* or deposit if more |

\*If you change your booking, 'Package/Travel Arrangement Price' does not include any handling/amendment fee or other costs paid which are not refundable in the event of your cancellation.

# If at the point of cancellation, the full deposit has not been paid due to the deposit being paid in installments you will be required to pay the full deposit due.

#### Cancelling – Foreign, Commonwealth & Development ('FCDO') Advice and Covid 19

6.9 Where you are choosing to travel to a destination subject to the FCDO advisory against non-essential travel, you accept that once your booking has been confirmed, if you decide not to travel due to the FCDO advisory, you will have to pay our standard cancellation charges as shown in clause 6.8 of these Booking Conditions – you are not entitled to cancel and receive a full refund in these circumstances, as it is assumed and you confirm that you have made your booking with full knowledge of the FCDO advisory against non-essential travel. Where a full refund is not available, we are offering flexibility to find the best possible solution for you, this will include a date change or a fully protected credit note.

Please visit <https://www.ocean-florida.co.uk/7-reasons-to-book-with-confidence/> for our latest Covid Commitment and options for your holiday.

6.10 Where your chosen destination is exempt from the FCDO advisory against non-essential travel at the time of booking but is subsequently removed from the FCDO exemption list and at that point becomes subject to the FCDO advisory against non-essential travel, you accept that you will not have the right to cancel your booking and receive a full refund. If you choose to no longer travel in these circumstances, you will have to pay our standard cancellation charges as shown in clause 6.8 of these Booking Conditions, as you made your booking with full knowledge of the risks of travelling during the Covid-19 pandemic.

6.11 Please note that we will have no liability for any refunds, compensation, costs, expenses or other losses of any kind incurred by you (including, where applicable, the cost of medical treatment), in the following circumstances:

(a) If you, or anyone in your booking party, test positive for Covid-19, or are notified or otherwise become aware that you have, or suspect you may have, come into close contact with someone who has tested positive for Covid-19 (or where they otherwise suspect they may have Covid-19) and have to self-isolate for a period of time.

If this happens within 14 days of your departure date, you must contact us immediately as you may no longer be able to travel. We will offer you the following options where possible and subject to availability:

- a. Postponing your holiday to a later date. We will notify you of any impact on the price the postponement may have (please note that you may have to pay full cancellation charges on some elements of your holiday, such as the flight, as well any increase in cost imposed by suppliers);
- b. If not everyone on the booking is affected, you will have the right to transfer your place on the holiday to another person nominated by you, subject always to compliance with the requirements within our Booking Conditions;
- c. Cancelling your booking, in which case we will impose our standard cancellation charges as at the date of cancellation by you. You may be able to claim these costs back from your travel insurance – please check your policy wording.

If this happens whilst you are on your Package, please notify us immediately and we will provide such reasonable assistance as we can in the circumstances. However, we will not be responsible for covering the cost of any curtailment of your Package, Travel Arrangement, missed transport arrangements, additional accommodation required, or other associated costs incurred by you. Your travel insurance may cover some of these costs for you – please check the policy wording.

(b) You fail any tests, checks or other measures imposed by a supplier, airline, port or airport, border control authority or other government body or local authority or fail to submit for testing or assessment when requested to do so, and as such you are denied boarding, entry to the destination, access to the travel services or you are otherwise unable to proceed with your Package or Travel Arrangement, or any part of the Package or Travel Arrangement, or you are required to self-isolate within the destination. Your travel insurance may cover some of these costs for you – please check the policy wording.

## 7. If We Change Your Booking

7.1 As we mostly arrange and plan your Package or Travel Arrangement many months in advance, we may have to make changes to your booking both before and after your booking has been confirmed.

### Changes

7.2 Most changes are minor, but from time to time we may have to make a major change to your booking.

7.3 If we make a major change to your Package or Travel Arrangement, we will inform you as soon as reasonably possible if there is time before your 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 Package or Travel Arrangement and receiving a full refund of all monies paid. This doesn't apply for minor changes.

7.4 Examples of minor changes may include, but are not limited to alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of airline or routing (including from non-stop to indirect flights), change of departure airport (including change of departure airport between local airports), change of accommodation to another or higher standard within 30 minutes/30 miles of the original accommodation or change to a cruise itinerary.

### Cancellation

7.5 We may in exceptional circumstances be required to cancel your booking in which case a full refund of all monies paid will be made to you. We regret we cannot meet any expenses or losses that you may incur as a result of change or cancellation, including any additional Travel Arrangements that you have made via another company.

7.6 Very rarely, we may be forced by Unavoidable and Extraordinary circumstances (see clause 7.8) to change or terminate all or some of your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds, pay you compensation or meet any costs or expenses you incur as a result.

7.7 Where you have booked a Package, additional terms and conditions apply to your booking, please see clauses 6.2-6.4.

### Unavoidable and Extraordinary Circumstances

7.8 In these Booking Conditions, Unavoidable and Extraordinary Circumstances (also known as Force Majeure) means a situation which is beyond our or the Supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such situations are likely to include, but are not limited to whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, flood, epidemics and pandemics, fire, airport, port or airspace closures, restrictions or congestion, flight or entry restrictions imposed by any regulatory authority or other third party, an FCDO advisory against travel to a particular destination and any other government restrictions on travel. Except where otherwise stated in these Booking Conditions, we have no liability including for compensation, costs and expenses in such situations.

7.9 Brexit Implications: please note that certain Packages and/or Travel Arrangements may be affected as a result of the United Kingdom's decision to leave the European Union. This could include an unavailability of certain flight routes, access to certain ports and airports and changes to the visa requirements of British citizens

travelling to, within or through the EU. This is something we will continue to monitor and will advise you as soon as possible if we become aware of any confirmed bookings that will be affected. However, since this is something which is completely unprecedented and outside our control, we would treat any such changes as Unavoidable and Extraordinary Circumstances, and whilst we will endeavour to provide suitable alternative arrangements or refunds where possible, we will not be liable to pay you any compensation.

7.10 We shall have no liability to you for any failure to perform, or delay in performance of, any of our obligations that is caused by Unavoidable and Extraordinary circumstances.

## 8. Travel Requirements

8.1 You accept responsibility for both you and your party in respect of the following:

a) You must ensure that you and your party have valid passports and appropriate visas. 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. Further information regarding visas and travel destinations advice can be found at [www.fco.gov.uk](http://www.fco.gov.uk). Your passport should have a minimum of 6 months validity from the date of travel.

You should check if vaccinations are required for your chosen destination with your doctor.

b) It is mandatory for anyone transferring through the US under the Visa Waiver Programme, to obtain approval to travel no later than 72 hours prior to travel by completing an online process ESTA (Electronic System for Travel Authorisation) scheme. The cost of an ESTA is currently approximately \$14 per person and can be obtained by visiting <https://esta.cbp.dhs.gov> or visit the Visit USA website at [www.visitusa.org.uk](http://www.visitusa.org.uk) where further information on the scheme and up to date fee can be found. Once completed and approved the ESTA application is valid for 2 years and allows multiple visits without the need to reapply. Travellers can apply for an ESTA even if they have no firm plans to travel to the US. Failure to obtain an ESTA could result in the passenger being denied boarding by the airline.

c) From 15 March 2016 any visitor travelling to Canada – including those who don't currently need a visa to visit – will have to get an electronic travel authorisation (eTA) to enter Canada. From 1 August 2015, travellers will have the opportunity to go online and apply for their eTA ahead of time. For more information see the official Canadian government website.

d) Airline regulations state that women who are 28 weeks or more into pregnancy at the time of return travel must have a doctor's certification stating that they are fit to travel. Normally, permission to travel is refused after 32 weeks. We can only accept your booking upon the clear understanding that we cannot be liable if any airline refuses to accept you or any member of your party as a passenger for this reason.

e) You must be responsible for the behaviour of yourself and your party. (Please refer to clause 14).

f) For all guests residing in a villa/condo or town home you will be required to pay a compulsory guest registration fee. If this is not paid before your arrival in resort you will be asked to pay the fee locally. The fee will cover you for any accidental damages up to the value of \$1000. The fee cannot be paid at the point of booking.

g) When checking into a villa the lead guest must be at least 25 years old.

## 9. Foreign, Commonwealth & Development Office ('FCDO') Advice

9.1 Please note that the FCDO currently advises against all but essential travel to a number of overseas destinations, including popular holiday destinations in which we operate. However, many of these destinations remain open and welcoming to UK tourists and flights to and from these destinations continue to operate. Whilst holiday destinations remain open to UK tourists, flights continue to operate and holiday services can be performed, we will continue to offer holidays to our customers who wish to travel.

9.2 If you book a Package or Travel Arrangement with us during the Covid-19 pandemic, you confirm that you have checked, understand and accept the FCDO travel advice relating to your chosen destination, including where there may be a requirement on you to quarantine upon your return to the UK (or in destination), and understand and accept that there is a heightened risk of travelling during the Covid-19 pandemic, beyond that associated with travel during ordinary times. You are also required to purchase a specialist travel insurance which includes certain cover for Covid-19.

## 10. Travel advice

10.1 For up-to-date travel advice from the UK government, visit [www.gov.uk/foreigntravel-advice](http://www.gov.uk/foreigntravel-advice) and <https://travellaware.campaign.gov.uk>. We recommend that you consult these websites before booking in order to make an informed decision about your chosen destination, and again before departure.

## 11. Your Experience

11.1 You acknowledge that the suppliers providing your Package or Travel Arrangement will need to comply with national and/or local guidance and requirements relating to Covid-19 and have implemented certain measures as a result. This will likely include specific requirements regarding personal protective equipment, such as use of face-masks by staff (and you may be required to wear a face-mask as well), social distancing, maximum number restrictions on the use of certain facilities, designated alternative entrance and exit routes, mandatory hand sanitisation, limited entertainment options and limited food/drink availability and temperature testing. We do not expect these measures to have a significant impact on your enjoyment of your Package or Travel Arrangement and all measures will be taken with the purpose of securing your safety and those around you.

## 12. Assistance in Resort

12.1 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 Unavoidable and Extraordinary Circumstances and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

### 13. Complaints

13.1 In the unlikely event that you have any reason to complain or experience any problems with any element of your Package whilst away, you must immediately inform us and the relevant supplier of the particular part of the Package that you wish to complain about whilst in resort.

13.2 Most problems or complaints can be resolved whilst you are away, however if you remain dissatisfied please contact your booking agent in writing within 28 days of your return.

13.3 We will require any documentation to support your complaint in order for us to investigate any problems you may have incurred.

13.4 If you fail to follow these procedures we will have been deprived of the opportunity to investigate and rectify your complaint.

13.5 In the event that we are unable to resolve your complaint, the Travel Trust Association can act as an independent intermediary. All complaints are dealt with in writing. Should you feel the need to make a complaint, please detail the matter in writing and post it to Travel Trust Association, Albion House, High Street, Woking, Surrey, GU21 6BD. You are required to enclose copies of any previous correspondence that you may have had with us and any paperwork that is at all relevant e.g. receipts, invoices, etc.

13.6 Upon receipt Travel Trust Association will act as an independent intermediary in your grievance with the member and shall liaise between both parties. Should the response that you receive from the us not be satisfactory, the Travel Trust Association can then offer you an arbitration service. The arbitration service is administered and managed independently from Travel Trust Association and the Travel Trust Association member. The arbitration scheme is arranged by the TTA and provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The Scheme does not apply to claims for an amount greater than £2,500 per person. There is also a limit of £10,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. Details of the scheme can be supplied on request.

### 14. Behaviour

14.1 When you book a Package or Travel Arrangement you accept responsibility for the proper conduct for yourself and your party whilst on the Package or Travel Arrangement.

14.2 If you are prevented from utilising any element of your Package or Travel Arrangement as a result of your behaviour, or you appear to be unfit for travel or likely to cause disturbances or discomfort to other persons whether due to alcohol consumption, misuse of drugs or general misbehaviour, we will be entitled to terminate the Package or Travel Arrangement of the person(s) concerned. Full cancellation charges will apply (if applicable) and any extra costs incurred in making alternative arrangements will be payable by you.

14.3 For the avoidance of doubt, where the person(s) concerned are required to leave the Package or Travel

Arrangement early we will have no further responsibility to them including any travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

14.4 You will be responsible for making full payment for any damage or loss caused by you or any member of your party during your time away. Payment must be paid direct at the time to the Supplier concerned failing which, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's legal costs) as a result of your actions.

## 15. Flights

15.1 Occasionally flight operators change the flight times and for that reason it is important that you confirm your flight times two days prior to departure.

15.2 For inbound flights, it may be necessary to reconfirm your flight with the airline. Please check this in the correspondence received from the airline or flight provider including all the relevant booking conditions. 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.

15.3 We cannot accept responsibility in the event that you miss your flight if you do not confirm your flight times as described above.

15.4 We are not always in a position at the time of booking to confirm the carrier(s), aircraft type and flight timings which will be used in connection with your flight. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. The carrier (s), flight timings and type of aircraft shown on our website and on your ATOL receipt are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your tickets which will be dispatched to you approximately 7-14 days prior to travel. You must check your tickets very carefully immediately on receipt to ensure you have the correct times. It is possible that flight times may be changed even after the tickets have been dispatched, we will contact you as soon as possible if this occurs. Any change in the identity of the carrier(s), flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges.

15.5 Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be published at EU airports and will also be available from airlines. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. If your airline does not comply with these rules you should complain to the CAA's Passenger Advice and Complaints Team (PACT) on 020 7453 6888 or visit [www.caa.co.uk](http://www.caa.co.uk).

15.6 Please note that in accordance with Air Navigation Orders, in order to qualify as an infant status, a child must be 2 years and under on the day of his/her return flight.

15.7 Flight reference numbers will be made available 12 weeks prior to departure and upon the payment of any outstanding balance.

15.8 Where you have booked a Package or Travel Arrangement that does not include flights and you have booked flights separately in order to take part in a Package or Travel Arrangement we accept no responsibility for any flights, cancellations, amendments whatsoever.

## 16. Insurance

16.1 It is a condition of travel on our Packages and Travel Arrangements that all travellers are adequately covered by travel insurance prior to departure. Insurance should cover personal accident and medical expenses, evacuation and repatriation, baggage loss, and cancellation or curtailment of holiday in addition to the clause 16.2 below.

16.2 You must purchase a specialist travel insurance policy which includes specific cover for Covid-19 related issues and incidents which may affect your Package or Travel Arrangements and, if necessary, travelling to a destination subject to a FCDO advisory against travel. It remains your responsibility to read and understand the insurance policy and ensure that it is suitable and adequate for your particular needs. Please read your policy details carefully and take them with you on holiday. If you choose to travel without adequate insurance cover, we will not be liable for any losses suffered by you in respect of which insurance cover would otherwise have been available.

## 17. Excursions

17.1 Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your Package or Travel Arrangement. 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.

## 18. Law and Jurisdiction

18.1 These Booking Terms and Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with exclusively by the Courts of England and Wales only (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable).

26th April 2022