



Rainscorp

32 Bancroft Chase  
Hornchurch  
Essex  
RM12 4DR  
United Kingdom

10 July 2025

Booking Ref: OFTH2252

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

If you have not received the document(s) stated below, please contact our Customer Service Department on 01708 200521 or email [tradeoperations@ocean-holidays.co.uk](mailto:tradeoperations@ocean-holidays.co.uk).

**ATOL Certificate**

**Booking Conditions**

**Retail Sales Invoice**

Please check that all passengers' titles and names are spelt correctly and have been booked exactly as they appear on the customers passport. 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 the customer being denied access to that element of their trip, and Ocean Florida does not accept any responsibility for this.

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

It may be a mandatory requirement to supply the airline with passenger API (Advanced Passenger Information) prior to departure. Customers 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 airport arrival.

It is also advised that customers re-confirms their outbound and departure flights 48 hours prior to their journey. Please ensure that your customer is fully aware with what is required for their flight as Ocean Florida will not accept any responsibility if the customer does 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 the customers responsibility to ensure visas are obtained prior to their departure as Ocean Florida is not permitted to advise on these details, but visa information can be obtained from the Embassy

[www.ocean-florida.co.uk/agents](http://www.ocean-florida.co.uk/agents)

T: 0170 820 0521 E: [tradeoperations@ocean-holidays.co.uk](mailto:tradeoperations@ocean-holidays.co.uk)

Ocean Holidays Ltd, Floor 9, North House, St. Edwards Way, Romford, Essex, RM1 3AE

or Consulate of the country that the customer is travelling to.

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>. Travellers who have been to Cuba since 12th January 2021, will not be able to travel on the ESTA Visa Waiver Programme, they need to obtain a visa to travel to the United States. For more information visit <https://travel.state.gov/content/travel.html>.

It is the customer's responsibility to ensure they take the necessary health precautions with regards to vaccinations, and their doctor and local travel health clinic will be able to advise them on this.

Ocean Florida advises all passengers of the need to have adequate travel insurance in place to ensure cover for their whole party's needs. It is imperative that this is purchased from the time of booking to fully cover the customer.

To request copies of travel documents please contact [oceanfloridatrade@ocean-holidays.co.uk](mailto:oceanfloridatrade@ocean-holidays.co.uk). 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.

We hope your customer has 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 -18:00 Monday to Sunday

Telephone: 01708 200521

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