BOOKING AGREEMENT

You enter into a booking with us when we issue our confirmation invoice. If you then cancel, there will be cancellation charges. Initially this may only be a deposit, but can go up to 100%.

You can make changes to your booking in certain circumstances. We make a charge for this. We can change and cancel your booking. We'll pay you compensation in certain circumstances.

We are responsible to you for providing your holiday but there are legal limits.

We are a Member of ABTA and we provide protection for your money. For holidays which include a flight, your protection is provided under the terms of our ATOL (Air Travel Organiser's Licence) and for holidays which include ferries or land-based arrangements only, the financial protection is provided by way of a bond held by ABTA (Association of British Travel Agents.

N.B. Read the full terms below for more information and for other important rights and obligations.

YOUR HOLIDAY BOOKING IS WITH PREMIER HOLIDAYS LTD.

1. **Our details**

Premier Holidays Ltd, Building 1020, Cambourne Business Park, Cambourne, Cambridgeshire CB23 6DW. Telephone: 03444 937 444 Email: customerservices@premierholidays.co.uk. Registered number: 1791598.

2. **Your holiday booking**

A booking will exist as soon as we issue our confirmation invoice. This booking is made on the terms of this booking agreement and also the contents of the general information that is contained within the brochure and on our website, which incorporate any other restrictions and obligations. When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions.

3. **Paying for your holiday**

When you make your booking you must pay a deposit. Deposit amounts may vary and we will advise you of the amount at that time. The balance of the price of your travel arrangements must be paid at least 10 weeks before your departure date. Occasionally, for certain types of bookings, the balance may become due earlier than this. If this is the case, you will be advised of this at the time of booking. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit.

4. If you cancel your holiday

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows (see also the exception below):

Period before departure in which you notify us	**Cancellation charge (excluding insurance)**
71 days or more	Deposit only
70 – 57 days	50% of holiday cost or deposit if greater
56 – 43 days	75% of holiday cost or deposit if greater
42 – 29 days	85% of holiday cost or deposit if greater
28 – 22 days	90% of holiday cost or deposit if greater
21 days or less	100%

Flight only bookings are 100% non-refundable.

Please note that if you were advised on any variations to your balance due date at the time of booking, then cancellation terms will also be varied to reflect this and you will be advised of this when you book. For example, holidays which include a cruise, and certain tour itineraries, will generally have an earlier balance due date and amended cancellation charges.

Note: *If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.*

You can cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign, Commonwealth & Development Office.

5. If you change your booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your 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 in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £50 per person, 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.

A 'change' is deemed to be a correction or an enhancement to the existing holiday. If you request major alterations to your holiday (this includes, for example, changing dates of travel, substituting destinations or any other changes which significantly alter the original holiday) this will be termed a cancellation and charges, as per clause 4, will apply.

Note: *Certain 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 arrangements.*

You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing as soon as possible – this would normally need to be at least 21 days before departure. Both you and the new traveller are responsible for paying all costs we incur in making the transfer. We would advise you that airlines do not generally permit names to be changed on bookings and it may, therefore, not be possible to transfer your booking. In this case, your booking will be treated as a cancellation and you will be liable to pay the cancellation charges detailed in clause 4.

If you alter any arrangements during your holiday (for example, checking-out of the hotel early or returning a hire car early) no refund for unused accommodation or services will be made. Where flights are not used, this is likely to result in all other flights on your itinerary being automatically cancelled by the airlines and we will not be liable for any losses or expenses you incur as a result of this.

6. If we cancel your booking

We reserve the right to cancel your booking. We will not cancel less than 10 weeks before your departure date (or after your balance is due if this is more than 10 weeks before your departure), except for unavoidable and extraordinary circumstances, or failure by you to pay the final balance, or because the minimum number required for the package to go ahead hasn't been reached. The minimum number required, if applicable, will be provided to you with the holiday description, along with the time limit for us to tell you if the package has to be cancelled.

Unavoidable and extraordinary circumstances means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport.

If your holiday is cancelled you can either have a refund of all monies paid or accept an alternative holiday of comparable standard from us if we offer one (we will refund any price difference if the alternative is of a lower value).

In the event a refund is paid to you, we will:

1) provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy.
2) pay compensation as detailed below except where the cancellation is due to unavoidable and extraordinary circumstances (see definition above).

Period before departure in which we notify you	Amount you will receive from us
71 days or more	nil
70 - 43 days	£10
42 – 29 days	£20
28 – 22 days	£30
21 days or less	£40

This does not exclude you from claiming more if you are entitled to do so.

7. If we change your booking

(a) Changes to the price

We can change your holiday price after you've booked, only in certain circumstances:

Changes in the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports or exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 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. If this results in an increase equivalent to more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel:

1) you must do so within the time period shown on your final invoice
2) We will provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy.

Should the price of your holiday go down due to the cost changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. 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.

For Advance Registrations (which will be clearly detailed on the confirmation) where we cannot confirm all components of the booking at the time of issue, we will endeavour to do

so as soon as possible. Should we be unable to confirm any components you may opt to accept revised alternatives with any applicable price adjustments or cancel your holiday and receive an immediate refund of any monies paid.

(b) Changes other than the price

It is a term of your booking that we are able to make changes to any aspect of your booking. If the change is insignificant, we will ensure that you are notified about it. Examples of insignificant 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 or higher standard, changes of carriers.

If we are constrained by circumstances beyond our control to alter significantly any of the main characteristics of the travel services that make up your package you will have the rights set out below.

- We will contact you and you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative holiday, where we offer one (we will refund any price difference if the alternative is of a lower value). We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the timescale given your booking may be cancelled.

- If you choose to accept a refund:
  1) we will provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy.
  2) we will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

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

Period before departure in which we notify you	Amount you will receive from us
71 days or more	nil
70 - 43 days	£10
42 – 29 days	£20
28 – 22 days	£30
21 days or less	£40

8. Our liability to you

You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. If any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed,

by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to: you or another member of your party; or a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable; or unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

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

a) The contractual terms of the companies that provide the travel services that make up your package. These terms are incorporated into this booking; and

b) 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 and conditions under which compensation can be claimed 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 the extent of or the conditions under which compensation is to be paid under these or any conventions.

You can ask for copies of the travel service contractual terms, or the international conventions, from us at Premier Holidays Ltd, Building 1020, Cambourne Business Park, Cambourne, Cambridgeshire CB23 6DW. Under passenger rights law 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 will be publicised at relevant airports and available from airlines. However, reimbursement in such cases 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 booking conditions. If any payments to you are due from us, any payment made to you by the airline or any other service provider will be deducted.

If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances, we will bear the cost of necessary accommodation, if possible of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your holiday.

N.B. This entire clause 8 does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday.

9. Protecting your money

We provide full financial protection for our package holidays.

1) For flight-based holidays this is through our Air Travel Organiser's Licence number 2713 issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone 0333 103 6350, email claims@caa.co.uk. 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 will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't 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).

If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

2) When you buy a package holiday that doesn't include a flight, protection is provided by way of a bond held by ABTA – The Travel Association 30 Park Street London SE1 9EQ. For further information please see www.abta.com. You agree to accept that in the event of our insolvency, where your holiday is protected under the bond we hold with ABTA, they may arrange for the services you have bought to continue, or for a suitable alternative to be provided at the same cost as your original booking. You also agree to accept that in circumstances where the travel service supplier provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid.

If you are a resident of the Channel Islands or Isle of Man, then no ATOL financial protection is included.

10. ABTA

We are a Member of ABTA, membership number V0762. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

11. Complaints

If you have a complaint about any of the services included in your holiday, you must inform our resort representative or our Head Office Customer Services team by calling: 01223 516333 or emailing: customerservices@premierholidays.co.uk without undue delay who will endeavour to put things right.

If it is not resolved locally, please follow this up as soon as possible after your return home, ideally within 28 days by writing to our Customer Services Department at Premier Holidays Ltd, Building 1020, Cambourne Business Park, Cambourne, Cambridgeshire CB23 6DW giving your booking reference and all other relevant information. Please keep your letter concise and to the point. If you fail to follow the requirement to report your complaint in resort we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking. Please also see clause 10 above on ABTA.

12. Additional assistance

If you're in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

13. Passport, Visa, Identification and Immigration Requirements

Your specific identification, 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 identification, passport, visa or immigration requirements.

14. 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.

15. Travel Agents

When you buy a flight-based holiday, all monies you pay to the travel agent are held by him on behalf and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to us for so long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by him, is and

continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us. When you buy a holiday not including a flight, all monies you pay to the travel agent are held by him on our behalf at all times.

16. Law and jurisdiction

This booking is 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 live there and wish to do so.

IMPORTANT INFORMATION

Accommodation descriptions

Hotels use a variety of descriptions for rooms to indicate varying views as well as better facilities. For example, a standard room type, but with sea view, may be described as 'superior' or 'deluxe', although the décor and size of the room itself will be the same. In some cases, a 'superior' or 'deluxe' room may be the standard room type available in the hotel, so you should not automatically assume that this indicates a room of a higher standard. Some beach resort rooms are described as seafacing. However, these rooms may not necessarily have a view of the sea, as it may be affected by plants and trees which grow quickly in tropical climates.

Rooms are often described as being 'twin' or 'double'. This simply means that the room is suitable for an occupancy of two and does not guarantee a particular bed configuration. We are happy to forward special requests to the hotel, although these cannot generally be guaranteed.

"Family rooms" may be slightly larger than standard twin rooms with extra beds (as required) which may be bunks or folding beds. In general, family rooms are one room only and although good sized rooms, may not have an overly generous amount of space.

Where single rooms are booked, these may be specifically designed for single occupancy and therefore, less spacious than twins or doubles. Location and views are not always the best in the hotel.

Most rooms have private facilities. This means a bath OR shower. If you have a specific preference for a bath or shower, you should let us know and requests will be passed to the hotel, although we cannot guarantee that these will be fulfilled. Washbasins may sometimes be in the bedroom rather than the bathroom.

The names and arrival details of all room occupants will be required at the time of booking. Many hotels will make a charge payable locally if occupancy is amended during your stay

Many resorts now charge a compulsory "resort fee" per night of your stay. This is payable locally and will be added to your room bill. What is included in this fee does vary from one hotel to another, but typically, it may give you access to WiFi, free local and long distance

calls within the country (not international). It may also cover use of some hotel facilities such as fitness rooms, tennis courts etc.

It is common practice for hotels to take a credit card imprint on check-in as a guarantee for incidental expenses. If you do not possess a credit card, a cash deposit may be required, which will be refunded at check-out less any incidental charges.

Accuracy
Every care has been taken to ensure that all information we provide is accurate. However, due to circumstances beyond our control some details may change. It is possible that an advertised facility may be withdrawn or temporarily unavailable according to season or due to weather conditions, lack of demand, a private function, for maintenance, renovation etc. We will advise you of any significant changes to facilities at the time of booking or as soon as practical if information is received after your booking has been confirmed and if time permits. Similarly, some attractions advertised may not be open year round or on every day of the week. Please ask at the time of booking if this is important to you. Weather information, mileage and maps are guidelines only.

Assistance requirements
We are delighted to offer advice for travellers with special needs or disabilities. Not all hotels have adapted rooms, lifts do not always serve all floors and/or may not be able to accommodate all types of wheelchair and some airports and types of aircraft may not be able to accommodate certain requirements. In order for us to ensure that we can meet your needs, and that we comply with airline regulations, it is essential that you complete an assistance requirements form, which can be found on our website at: http://www.premierholidays.co.uk/assistance_requirements/form. The detailed information you provide will enable us to ensure that all the suppliers of services for your holiday are aware of your requirements and we can, if necessary, make adjustments to your itinerary at the outset to accommodate them. If the form is not sent to you, please ensure that you ask for it.

Building and development work
Some locations may unavoidably have work underway to public areas and facilities. Whilst we will endeavour to advise you of any building or refurbishment work underway at any properties you have booked, which may adversely affect your stay, we cannot anticipate where work will take place outside of the hotel grounds. All the hotels featured strive to maintain high standards and, as such, there may be the necessity for some ad-hoc and unforeseeable maintenance work.

Child reductions
Reductions are available for children (aged 2 – 11 years) if they share a room with two full paying adults. Some hotels provide a folding bed or there may be a sofa bed in the room. On occasion, a child may be accommodated free of charge, but may have to share existing bedding, which may involve sharing a double bed with adults - if a folding bed is required for a child, this should be requested at the time of booking and a charge will be made locally for

this. Whilst some rooms featured are suitable for larger families (i.e. 5 or 6), the bedding may still only comprise two double beds. It may, therefore, be necessary to book and pay for folding beds (at an additional charge to the brochured room rate) in order to accommodate the whole party in one room.

Sometimes child offers are provided on an accommodation only basis. The hotel will then charge for all meals taken and in some cases, children will be charged on the same board basis as adults whether meals are taken or not. For this type of offer, payment for meals will be collected locally.

All children under 2 years of age are classed as infants. No seat is allocated on flights. It is customary for some hotels to make a nominal charge for food taken and some may also make a charge for the provision of a cot. This is payable before departing the hotel. Should a bed be required, please ensure that you request this at the time of booking, as an additional charge may be applicable.

Sky cots for 'small' infants (weight, age and size restrictions vary between airlines) may also be available on flights and should be requested at the time of booking.

Code share flights
On certain routes, airlines operate a "code share" system, whereby flights will operate under several airline flight numbers. However, the aircraft (and consequently the seating configuration) and staff will be supplied from only one of the carriers involved. We cannot guarantee which carrier will be operating any given "code shared" flight and a change in carrier is not considered to be a major change.

Data protection policy
In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we, and your travel agent, need to use the information you provide such as name, address and any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc.
The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass any information onto any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. This transfer is necessary for us to be able to fulfil your requirements.
Please note that where information is also held by your travel agent, this is subject to your agent's own data protection policy. Your data controller is Premier Holidays. You are entitled to a copy of your information held by us. If you would like to see this please contact us in writing, signed and dated.

Early or late arrivals

Rooms are normally available on your arrival day from 1500 hours onwards and you will be required to vacate your room by mid morning on your departure day.

Health and vaccinations
At the time of going to print no compulsory vaccinations were required for the destinations we feature. However, vaccinations against Cholera, Hepatitis A, Typhoid and Polio are recommended, as is a course of Malaria tablets for certain destinations. If you have recently visited an area known to be infected with Yellow Fever, you may be required to produce a certificate of vaccination against Yellow Fever before being granted entry into some countries. For further and up to date advice please contact your GP or refer to the NHS website at https://travelhealthpro.org.uk
companies place restrictions on travel in the last trimester of pregnancy. These do vary from one company to another, so check with us and we will give you current advice.

Health
Healthcare services are available in the Channel Islands and Isle of Man. There is a reciprocal health agreement in place for emergency treatment in Jersey and the Isle of Man, but you will still have to pay for doctors' visits and medication. There is currently no reciprocal health agreement with Guernsey, so you will have to pay for any treatment you receive. The Isle of Wight, Isles of Scilly and Scottish Highlands are part of the UK and consequently, NHS services are available. Regardless of your destination, we strongly recommend that you travel with full medical insurance, as it may be necessary to make alternative return travel arrangements or provide for travelling companions to extend their stay, which would only be covered if a suitable insurance policy has been purchased. If you are pregnant, please inform us at the time of booking. Both airlines and ferry companies place restrictions on travel in the last trimester of pregnancy. These do vary from one company to another, so check with us and we will give you current advice.

Honeymoon and anniversary offers
If you are celebrating your honeymoon, silver, pearl, ruby, gold or diamond wedding anniversary (offers not valid for other anniversaries) and wish to take up any offer, you must advise us at the time of booking. You will be required to present your marriage certificate to claim any offers.

Insurance
It is advisable to take out an insurance policy at the time of booking as you are at risk as soon as your deposit is paid to us. If you fail to make appropriate insurance arrangements in a timely manner, we will not be liable for any losses or expenses which you may incur for claims which might normally have been covered by insurance in respect of circumstances for which we are not responsible.

Local assistance
We have appointed agents in most of the destinations featured, who can be contacted by telephone should you require assistance. In some areas, representatives may also make visits to hotels, but as many of our clients prefer to retain their privacy, we try to keep any intrusion on their holiday to a minimum. Travel documents contain contact details in case you require assistance in an emergency.

Local charges
Some items cannot be included in the holiday price. In some countries, for example, airport taxes are payable locally on departure or hotels may levy a service charge per room night and in some cases, local authorities impose tourism taxes, which are compulsorily added to hotel bills and payable locally. The charges may be introduced/changed/increased without notice and are beyond our control. Similarly, you are responsible for obtaining and paying for any visas required. You may also find there is a local charge for car parking at hotels, the use of tennis courts, hire of equipment, sun beds, watersports, health clubs, baby sitting, children's clubs, cots, porterage etc.

Meals
The meals included in your holiday are indicated on each hotel description. Half board includes breakfast and dinner. Where half board is booked, the first meal included in your holiday will normally be dinner on your arrival day, and the last breakfast on your departure day. Most hotels also have set meal times. If your arrival or departure does not coincide with normal meal times, you may find that some hotels will only provide a light/cold snack or continental breakfast. In case of early morning arrivals and late departures, it is possible to obtain extra meals and these must be paid for locally before your departure. Please note that whilst hotels will do their best to cater for special dietary requests, menu choices may be limited. Some hotels hold special dinners on 24 December and/or 31 December, which are usually compulsory for stays including these dates. We will advise you of the price of any applicable compulsory special dinners at the time of booking, if known, or at a later date when a revised invoice will be issued.

Minors
Some countries have special requirements relating to entry for children under 18 years, which may involve you obtaining particular documentation. For example, you may be required to obtain an affidavit from a notary if a child is not being accompanied by both parents. You should check this information with the relevant consulate or embassy.

Premier Plus, Bonus Buys and Early Booking Offers
All offers are available for holidays started and completed within the period stated and all nights must be consecutive. They may also be subject to availability and for bookings made by a certain date or may be withdrawn at any time without prior notice. Offers for items such as champagne are per booking, not per person. Where more than one offer is advertised, these may not be combinable and you may have to choose which you prefer. This will be explained to you at the time of booking.

Safety and security
You can obtain current travel advice from the Foreign, Commonwealth & Development Office Travel Advice Unit at their website https://www.gov.uk/foreign-travel-advice

Special requests
If you have any special requests relating to your holiday, you should advise us when you make your booking. Although we are happy to pass on any requests to our suppliers, we

cannot guarantee that they will be fulfilled and any additional costs involved will be passed on to you. Special requests do not form part of your contract with us.

Tours
Some tours may only operate if a minimum number of people book. Where this is the case, we will notify you at the time of booking that the tour is subject to a minimum number of people and should the tour be cancelled, you will have the choice of accepting an alternative (subject to availability) or, if the tour is a significant part of your holiday, you will be offered the option to cancel your holiday and receive a full refund of all monies paid. Day excursions and some short side trip tours may similarly be dependent on minimum numbers. Wherever possible, we will contact you prior to departure (or alternatively you will be contacted by our local agent) to advise you of this and you will have the choice of accepting an alternative tour or an alternative date, where available, or receiving a full refund of monies paid for that tour.

Travel arrangements
When you book your holiday we will give you the best information we have then about your travel dates, time, routing, carrier and aircraft type. However, carriers can and do change dates, times and routing at very short notice and we cannot control these changes. When such changes are made, we will do our best to help you make arrangements to minimise inconvenience to you.

If we are notified, in advance, by the airline of schedule changes affecting your itinerary, we will notify you (if there is time to do so before departure). If the timing change is one hour or less, this will be advised to you on your travel documentation when issued.

We cannot accept responsibility if you miss your departure because you check in late. Whilst we cannot guarantee specific seat allocation, some airlines do accept requests which we will be pleased to pass on. All flights are non-smoking services.
It is our policy that once you have checked in you are the responsibility of the carrier. Transport may be delayed or cancelled due to bad weather, technical problems or unavoidable and extraordinary circumstances. Except where this leads to a major change to contracted services, we will not be liable for any loss or expense incurred in such cases, nor obliged to refund any payment for unused accommodation or services at your destination. Where we have a representative present, we will always try to help you to make appropriate arrangements for meals and/or accommodation if your transport is delayed. However, if you have purchased holiday insurance, you may find that it will pay certain benefits in the event of delays.

Transfers
Hotel transfers will be shown on your confirmation, if you have booked them. Whilst we do not include them automatically on all holidays, these can be added at a supplement on request, in most locations. Shared transfers may involve stops at other properties en route to your own accommodation and may also be combined with arrivals and departures from other flights, which may involve a short wait.

Vehicles on ferry

If you have opted to take your own vehicle on the ferry, you should note that prices quoted apply only to “standard” sized passenger vehicles being used for non-commercial purposes. This is generally considered to be a vehicle which does not exceed 5 metres in length and 1.85 metres in height. Trailers and rear racks will attract a supplementary charge. It is your responsibility to check that the vehicle space we have booked for you can accommodate your vehicle. Remember that if your car has a top box or rear cycle rack, the space booked will need to accommodate these too. if you arrive at the port and your vehicle is too large for the space booked, you will not be able to travel and no refunds will be made. If your vehicle is a panel sided vehicle or is any other type of vehicle designed for the carriage of goods or if you are carrying personal belongings which require documentation and presentation to customs and excise, this is deemed to be freight. You must advise us at time of booking, so that the relevant price can be charged. If you fail to do this, you may be required to pay any necessary supplements at the port prior to travel.

When we sell a package holiday to you, we are obliged to comply with The Package Travel and Linked Travel Arrangements Regulations 2018. These obligations are incorporated into our booking agreement, but you can find more information on our website at: www.premierholidays.co.uk/package_travel_regulations