Important Holiday Information & Booking Terms & Conditions

Please Read Carefully

We are delighted that you have chosen us for your forthcoming holiday, and we hope you will have a wonderful time. Please ensure that all details on the enclosed 'Holiday Confirmation Invoice' are correct. We ask you to carefully read the general holiday information outlined below together with our Booking Terms & Conditions. If you have any questions or queries please do not hesitate to call us on 01603 886742. Just for groups! The Old Bakery, Queens Road, Norwich, NR1 3PL

Name Changes
We are generally able to process name changes free of charge right up until the day of departure apart from cruise and flight bookings. All name changes are to be notified by phone call as soon as possible but please be aware that any insurance premiums paid are 'non-transferable'.

For '**Cruise and Flight**' bookings airlines will usually make a charge for a name change. This 'amendment charge' must be paid by the passengers wishing to make the name change as an 'additional cost'.

Special Requirements
Please make sure all special requests, disabilities and dietary requirements are advised immediately if not already done so. Whilst requests are not guaranteed, we will try our best to meet them.

At least 8 Weeks before departure we require your '**Balance Payment**' (**unless advised otherwise**). The balance due date will appear on your Holiday Confirmation Invoice.

Standard Cancellation Charges
We require all cancellations to be notified by phone call as soon as possible please. Standard Cancellation Charges (**unless advised otherwise**) apply at the rates shown in the table overleaf.

Final Travel Details
Final travel details will be sent around 10-14 days before departure (provided your **balance payment** has been received) and will include departure times and luggage labels.

Holiday Insurance
For members that have chosen to take out the insurance we offer we will issue 'one policy per married couple' and 'one policy per single person'. (Passengers with a medical condition should refer to their insurance policy summary for further information.)

Please ensure that you read the Terms & Conditions of the Travel Insurance to ensure that it fits with your needs and you are eligible for cover.

The UK Holiday Group Limited trading as *just for groups*! is an appointed representative of Wrightsure Services (Hampshire) Ltd of ITC which is authorised and regulated by the Financial Conduct Authority (their registration number is 311394) and which is permitted to advise on and arrange general insurance contracts.

Holidays by Air and Cruises
Please ensure that all names are spelt correctly. In the event of any errors you must advise us immediately. Names spelt incorrectly, will be subject to the appropriate amendment charges applied by the airline or cruise company. Remember that airlines and cruise companies have the right to refuse boarding if a name does not match the Passport exactly, and we cannot be held responsible for any losses passengers may incur as a result of such errors.

Photo Identification/Passport and Visa requirements
It is the responsibility of each passenger to obtain the correct documentation to travel. Clients failing to secure the correct documentation may have their holidays cancelled or curtailed and we cannot be held responsible for any losses passengers may incur for failing to provide the correct documentation. Please note that a passport must have at least a 6 month validity after the return date to the UK.

Please refer to our 'Booking Terms & Conditions' overleaf*

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*Further copies of the Booking Terms & Conditions are available on request.

DOC REF 12B Booking Terms & Conditions - Issue August 2021

Booking Terms & Conditions

When you book a *just for groups*! holiday we want you to be totally satisfied with the arrangements so that you will book with us again in the future. To avoid misunderstandings you should be in no doubt as to the commitments we have to you and, in turn, the obligations you have to us. Listed below are a number of important points which we would like you to read carefully. None of the terms or conditions are intended to contravene or contradict The Package Travel Regulations 2018 or The Unfair Terms in Consumer Contracts Regulations 1999.

1. YOUR HOLIDAY CONTRACT

Your contract is with the The UK Holiday Group Limited trading as *just for groups*! 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. This contract is made on the terms of these booking conditions, which 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. No contract exists between us until we despatch your Holiday Confirmation Invoice – please see Point 2. Your Booking for full details.

2. YOUR BOOKING

a. Deposits and Final Payments

Deposit payments are non-refundable.

Please make cheques payable to *just for groups*! or to the travel agent you book through and remember to include any insurance premiums, if you choose to purchase insurance through us. For details of your deposit payment, please refer to your holiday correspondence.

For most holidays your Holiday Confirmation Invoice showing the total holiday cost, less the deposit paid will be despatched within 3 weeks of receipt of your deposit money. For holidays by air your Invoice will be despatched within 7 days. The Invoice shows clearly the balance due and the latest date by which payment must be made. No reminders will be sent so please keep the Invoice safe and make a special note of when the balance is to be paid. If the balance is not paid on or before the balance due date then your holiday will be treated as cancelled. Separate arrangements are made in the case of Late Bookings (see point 2b). When you buy a flight-based holiday, all monies you pay to the travel agent are held by them 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 them, 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 them on our behalf at all times.

b. Late Bookings

Bookings made within balance due must be paid in full at the time of booking.

c. Final Travel Details

just for groups! will forward your travel documents and information approximately 28 days prior to departure (unless otherwise agreed or specified).

3. CANCELLATION OF YOUR BOOKING

a. General

If you wish to cancel your holiday, for whatever reason, you must let us know as soon as possible in writing. Cancellation will be effective at the time written notification is received by *just for groups*!

b. If You Cancel your Holiday

i. If you cancel your holiday for any reason we will be forced to apply our cancellation charges at the rates shown in the table at the top of the next column.

ii. Should you cancel your holiday due to medical reasons and you can support this with the documentation requested by the insurer, you may be able to reclaim these charges, less any excess figure, if the reason for cancellation is covered by your holiday insurance. Advice on how to make your claim against the insurance policy we offer, which must be dealt directly with the Insurance Company, will be sent together with a Cancellation Invoice following your written confirmation of cancellation.

iii. If any person with whom you are sharing accommodation should cancel, and you wish to continue with your holiday as planned, we will make every effort to transfer you to suitable accommodation, if available. If this is not possible, or if this results in any additional charges, we reserve the right to pass on these charges to you, or to cancel your holiday and apply the appropriate cancellation charges.

Holidays where full payment is due up to 99 days before departure					
	UK & Ireland Coach & Hotel only	**Channel Islands by Sea, European Coach & River Cruise**	**Holidays by Train**	**Air**	**Ocean Cruising**
100 days or more before departure	deposit only	deposit only	deposit only	deposit only	deposit only
99-90 days before departure	deposit only	deposit only	deposit only	deposit only	20%
89-71 days before departure	deposit only	deposit only	deposit only	40%	40%
70-57 days before departure	deposit only	60%	60%	60%	60%
56-43 days before departure	30%	60%	70%	85%	85%
42-36 days before departure	30%	70%	70%	85%	85%
35-15 days before departure	70%	90%	90%	100%	100%
14-7 days before departure	85%	90%	100%	100%	100%
6 to day of departure or after	100%	100%	100%	100%	100%

c. If We Change or Cancel Your Holiday

i. Material Alterations, Cancellations and Compensation.
Because our holiday details are prepared months in advance it could become necessary, in certain circumstances, to change your holiday arrangements, to amend itineraries, change hotels, alter your UK airport or to cancel your holiday because it has failed to attract the minimum number of passengers required for the tour or pick-up point (if applicable). Often these are only minor changes, but where a Material Alteration or Cancellation (see point c.ii) becomes necessary outside the date when full payment is due you have the following options: (a) to continue with the holiday as amended or (b) accept an alternative holiday which we may offer or (c) cancel your booking and receive a prompt refund of all monies paid. A refund will become due to you if any alternative accommodation offered to you is of a lower standard than previously advertised. Where a Material Alteration or Cancellation is notified after the date when full payment is due you are also entitled to compensation on the scale set out below, unless this is a result of hostilities, lock-out, political unrest, industrial disputes, adverse weather conditions, fire, epidemic or health risk, disease outbreak, fuel shortage or any other reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all care had been exercised.

ii. Definitions of Material Alterations and Cancellations.
For the above purposes a holiday will be deemed to be Materially Altered or Cancelled if we make a significant change of resort, a change of accommodation to a lower standard, a change of departure date, a change of UK airport (except between the London airports of Gatwick, Heathrow, City, Stansted, Southend and Luton) or a change of coach holiday departure point more than five miles from the original.

iii. If you purchase the insurance we offer and your holiday is cancelled by us then we will refund your insurance premium in full. However, should you choose to take insurance with an alternative provider then they may not offer a refund under these circumstance. Therefore, please check this with your alternative insurer as we will not be held responsible for any losses you may incur.

Period before departure when a Material Alteration or Cancellation is notified	Full payment due up to 56 days before departure	Full payment due 57-70 days before departure	Full payment due 71-90 days before departure	Full payment due 91-99 days before departure
	Compensation per person			
99 days to 90 days	nil	nil	nil	£5
89 days to 71 days	nil	nil	£5	£10
70 days to 57 days	nil	£5	£10	£15
56 days to 15 days	£5	£10	£15	£20
14 days to 1 days	£10	£15	£20	£25

d. Changes to Flight Times

As our information is published many months in advance the flight times detailed, and any other flight holiday literature we publish from time to time, are for guidance only. Flight times and or schedules can change, often with little notice, and we reserve the right to substitute alternative airlines, routes and times from those shown if required or to operate the holiday with the altered times. Such a change is not a Material Alteration (see section 3cii) and will not entitle you to cancel your holiday without incurring a cancellation charge. Your final flight details will be sent to you with other important travel information about 28 days before departure and you should check this carefully as soon as it is received. If the airline used issues a boarding pass prior to travel then this may not be dispatched to you until 10 days before departure.

e. Changes to Your Booking and Amendment Charges

We are generally able to process name changes free of charge, (subject to any additional costs imposed by the accommodation suppliers), right up until the day of departure, apart from on Flight and Ocean Cruise bookings. All name changes are to be notified by phone call as soon as possible. For Flight and Ocean Cruise bookings carriers will usually make a charge for a name change. This amendment charge must be paid by the passengers wishing to make the name changes at an additional cost. Amendments to Flights and Ocean Cruise bookings will therefore be subject to the carriers administration fees and Terms & Conditions of carriage.

4. YOUR HOLIDAY

a. Your *just for groups*! Holiday Package

Your holiday includes a number of elements as stated in our literature. Unfortunately we cannot make any refunds if you choose, or are unable to, take any part of the package.

b. Your Holiday Accommodation

i. Bedrooms with en-suite facilities (sometimes referred to as private facilities or private bathroom) have bath and/or shower and WC, and some rooms may have a washbasin in the bedroom rather than in the WC or bathroom.

ii. Unless stated there is no additional supplement for the limited number of single bedded rooms available at our UK mainland hotels. However, certain hotels may allow single occupancy of double or twin bedrooms at no additional charge but once the allocation has been sold then additional rooms, where available, will carry a supplement.

iii. Hotel descriptions indicate whether there is a lift or no lift. However, where a lift is indicated this is not meant to imply step-free access to all public areas and bedrooms.

iv. Lower floor rooms are defined as rooms on the ground or first floor. We make no extra charge for the limited number available and although every effort is made to comply with your wishes we accept no liability for failure to provide such a request and cannot accept bookings which are conditional upon us fulfilling this requests.

v. Any Special Requests (eg special diets, low floor rooms or rooms adjoining) must be made at the time of booking and be printed in the relevant section of your confirmation invoice issued by *just for groups*! to you or your travel agent. If, for whatever reason, this is missing then you must contact us immediately otherwise the details will not be passed on to your hotel.
Whilst every effort is made to comply with your wishes we cannot guarantee that such requests will be granted, or that the hotels are able to provide the requested facility. We cannot accept any reservation which is conditional upon any special request being satisfied.

vi. Some amenities and facilities require cleaning, servicing or may suffer mechanical failure at times, and other unforeseeable factors beyond the control of the supplier may affect their availability from time to time. Hotel entertainment as detailed in the literature may also be affected for similar reasons and therefore its frequency and nature may be subject to change. The listing of a 'Dance Floor' in a hotel description does not necessarily mean that dancing will be available during your stay.

vii. In certain circumstances it may become necessary to change the location of a single overnight stop. Whilst we will do our best to notify you in advance of such a change, we reserve the right to effect such a change without notice. At all times the change of hotel will be of equivalent standard to the original. Please ensure you take all personal belongings with you. viii.*just for groups*! Tour Managers (where applicable) join the tour either at the Interchange Area, or at your hotel.

ix. *just for groups*! has no control over other clients staying in the hotel, holiday centre or onboard ship during our operating periods. We cannot accept liability for any inconvenience or disturbance caused to our holidaymakers by any other guest or guests staying during the same period.

x. In certain cases tourist board accommodation categories or star ratings are shown against hotels. Overseas countries have different grading systems, and star ratings may not be equivalent to those in the UK.

c. General

i. On full board holidays lunch is not included on the first and last days, and packed lunches are supplied on full day excursions. On half board holidays dinner is included on the day of arrival and breakfast on the morning of departure (unless specifically stated on your confirmation).

ii. Admission fees or guided tours are not included in the holiday price unless expressly stated in the excursion description. We reserve the right to change itineraries and included excursions from those stated, where necessary, and this will not entitle you to compensation where such variations are a consequence of non-significant changes to your holiday.

iii. We reserve the right to prohibit travel should you be experiencing medical symptoms likely to cause ill-health to others. It is, therefore, vital that you ensure that you are fit to travel prior to arriving at the airport, port or pick-up point as full cancellation charges will apply should we be forced to terminate your holiday. We also reserve the right to refuse a booking or terminate your holiday and levy full cancellation charges in the event of irrational conduct which is likely to cause anxiety, annoyance, harm, danger or ill health to other passengers or employees.

iv. Should you leave any belongings at the hotel or on the coach we will make every effort in tracing and returning them to you, although we do reserve the right to pass on any cost incurred in doing so.

v. In the event of any contact being made with *just for groups*!, either directly by you, or by your travel agent, on any subject whereby information contained in your holiday is changed, or additional information given, you or your travel agent must ensure that the information given is confirmed in writing. No responsibility will be accepted for any loss, damage or disappointment if this procedure has not been followed.

vi. Responsibility is limited for events which are reasonably beyond our control and unforeseeable. Examples of such events could include traffic or road conditions, unavoidable technical or mechanical transport problems, epidemic outbreaks, weather conditions, disputes, fuel shortages and fire.

vii. Should you take out the insurance we offer, and subsequently make a claim under your insurance policy, we can take no responsibility if this claim is disputed or refused by the insurer or for any additional expense incurred by you in making the claim whether successful or not.

viii. We will not be held responsible for any of your items taken on holiday that are subsequently damaged, howsoever caused.

ix. No items within your luggage should exceed a £200 limit per item.

x. Due to the overall weight and space restrictions on vehicles, luggage is limited to one medium size suitcase per person. Luggage on aircraft or other carriers is subject to the carrier's terms and conditions, a copy of which can be sent to you on request.

xi. Occasionally it may be necessary to join a ferry as a foot passenger rather than on board a coach.

xii. All holidays are sold subject to availability.

5. PASSENGERS WITH HEALTH CONSIDERATIONS/DISABILITIES

Whilst we welcome passengers on our holidays with health considerations and disabilities, some of our holidays may not be suitable for certain special needs. Some hotels do not offer ground/ lower floor accommodation or lifts/easy access. It is, therefore, important that we have details of the full extent of your members needs in writing and you must ensure that this has been acknowledged by us. Collapsible wheelchairs are accepted on coaches, with prior agreement, however, the overall weight of the coach is restricted and there is also limited space for luggage and extra equipment. It is not usual for us to be able to carry more than one mobility scooter on a coach and carriage of such an item will be subject to weight, size and other information acknowledged by us. Please be aware that airlines do have their own conditions for carrying such equipment. We will always endeavour to assist with your requirements when you book your holiday.

If we are not informed of any disabilities in this way we cannot be held responsible for any cost or inconvenience incurred. Should you cancel or terminate your holiday due to these reasons full cancellation charges will apply.

6. YOUR TRAVEL ARRANGEMENTS

a. Departure Times and Places - Coach Holidays

i. It is only possible for customers to be picked-up and dropped off at the scheduled departure points stated. Please be aware that the pick-up point addresses may change, so please ensure you check your final travel information carefully. Final travel times will be confirmed with your Final Travel Documents approximately 28 days before departure.

ii. If you do not receive your travel documents within 10 days of your departure date you must contact us immediately so that they may be re-sent to you or any new details confirmed as soon as possible. We cannot accept any responsibility for any resulting loss or expense if the above procedures have not been carried out.

iii. You are responsible for ensuring that you are at the correct departure point at the correct time. We cannot accept any responsibility for you not locating your transport or any additional expenses incurred due to you failing to join your transport for the above reasons.

b. Tour Coaches and Coach Seats

i. If it becomes necessary to use a coach with different seat numbers to those indicated on our travel information, the seat position should not change significantly. However, we cannot accept bookings conditional on the provision of specific seats and accept no liability if the seat provided is in a different position to that indicated in the published seating plan. Reserved seats are not allocated on optional excursions. Although tours may be advertised as having a coach with WC facilities or air-conditioning, we reserve the right to operate a coach without such facilities should this become necessary due to mechanical failure, accident, low passenger numbers etc.

ii. From time to time taxis, minibuses and small coaches may be used on the transfer element of your holiday and these vehicles do not have a WC facility. In addition these smaller vehicles are sometimes used to transfer you to the main transfer coach.

iii. From time to time it may become necessary to use multiple tour coaches during any given holiday due to mechanical problems or other operational requirements.

iv. Continued use of mobile devices whilst on the tour coach is prohibited.

c. Smoking

All coaches are strictly no smoking and this includes substitute tobacco & nicotine products such as electronic cigarettes etc. If you ignore this we reserve the right to terminate your holiday and levy full cancellation charges. You may also be liable to meet the cost of any claims brought against *just for groups*! resulting from such an incident.

d. Porterage

On mainland coach holidays porterage is usually provided between the coach and your hotel bedroom. On overseas holidays (including the Channel Islands) porterage may not always be available and where it is you will usually incur a small extra charge. Porterage is usually not available at sea ports or airports for security reasons. On all train holidays porterage is not included on any part of the train journey.

e. Conditions of Carriage

You are advised that overland carriage is in vehicles other than those owned or operated by *just for groups*! and that no sea or air transport is owned by the company. Such transport is subject to national and international regulations and conventions which may limit or exclude liability – a copy of these are available if you wish to see them. Your contract is subject to English Law and jurisdiction.

f. Air Holidays

just for groups! Air holidays do not include transport to or from your chosen UK airport (unless stated). Any passengers requiring airport assistance must request this at the time of booking. Failure to follow this procedure may result in this facility being unavailable and cancellation charges will apply should you choose to cancel your holiday as a result. You are advised that most airlines utilised by *just for groups*! do not include in-flight meals or drinks.

g. Delayed Departure

If your departure to or from the UK mainland is delayed for more than six hours beyond the scheduled departure time we will make arrangements for meals and alternative accommodation only if this delay results in the advertised meal and accommodation arrangements being cancelled. We cannot accept responsibility for any meals or accommodation not included in the advertised holiday itinerary. If departure from the UK mainland is delayed for more than twelve hours beyond the scheduled departure time we reserve the right to cancel the holiday and refund all monies paid and this shall be the extent of our liability.

7. LIABILITY & CONSUMER PROTECTION

The 2018 Package Travel and Linked Travel Arrangements Regulations require us to provide security for the monies that you pay for package holidays booked through *just for groups*! and for your repatriation in the event of our insolvency. The UK Holiday Group Ltd provide this security by way of an ATOL (number 5024) – Air Travel Organiser's Licence – administered by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, Tel: 0333 022 1500, email: claims@caa.co.uk and a Bond held by ABTA, The Travel Association, 30 Park Street, London SE1 9EQ www. abta.co.uk for packages that do not include flights. For your financial protection when you buy an ATOL protected air holiday package from *just for groups*!, you will receive an ATOL Certificate from us (or via our authorised agent through which you booked) This lists the flight, accommodation, car hire and/or other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong. Many of the flights and flight – inclusive holidays offered by *just for groups*! are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. For more information about financial protection and the ATOL Certificate go to: www.caa.co.uk/ATOL-Protection/consumers /ATOL-certificate

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). In the unlikely event of our insolvency whilst you are on holiday, the CAA will ensure that you are not stranded abroad.
For further information visit the ATOL website at www.caa.co.uk/atol-protection If you buy a package holiday that does not include a flight, financial protection is provided by ABTA. We are a Member of ABTA, membership number V6237 and we are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information please see www.abta.com
In the event that you have any complaint during the course of your holiday you are strongly advised to immediately bring this to the attention of the supplier of the service in question AND the *just for groups*! Tour Manager/representative. If you are not satisfied with the solution offered you must contact us in writing after returning home. In the event that you do not tell us within 28 days after returning home our ability to investigate and deal with the complaint may be affected. In the unlikely event that we are unable to amicably settle your grievance, you may decide to pursue the matter further. We can offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract.
Further information on the Code and arbitration can be found on ABTA's website www.abta.com. The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking. Neither does it 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 £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by IDRS within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees but the ABTA Code does not require such agreement. For injury and illness claims, you may like to use the ABTA/ Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details on request or from www.abta.com. Holiday information is published by The UK Holiday Group Limited trading as *just for groups*! in good faith and is designed to assist you in choosing a suitable holiday. We accept responsibility for ensuring that the component parts of your holiday as described in all literature are of a reasonable standard and that the obligations arising from this contract are performed properly unless this non or improper performance is attributable neither to any fault of ours or to that of another supplier because i) the failure to perform the contract were attributable to you ii) such failures were attributable to a third party unconnected with the provision of the contracted services, and are unforeseen and unavoidable iii) such failures are due to force majeure or to an event which we, or the supplier of the service, even with all due care could not foresee or forestall. Even in the case of sections i and ii above we will still give prompt assistance to you but this shall be the extent of our liability.

Claims other than Personal Injury

Subject to the foregoing we will pay reasonable compensation for the non or improper performance of the contract by us, limited at all times to twice the total cost of the holiday.

Claims for Personal Injury

Subject to the foregoing, all claims relating to personal death or injury will be equivalent to the damages you would be entitled to receive under English Law in an English Court provided at all times that:

a) you assign to *just for groups*! any rights against a supplier or other person or party you may have relating to the claim.
b) that you co-operate fully with us should we or our insurers wish to enforce those rights which have been assigned to us.
c) Such payment in the case of transport or air is limited to that laid down in the appropriate International Conventions.

Note: Failure to notify us of your claim within 90 days of your return from holiday may affect our ability to investigate your claim and may impact on the way your claim is dealt with.

8. DATA PROTECTION

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, 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 on to any person not responsible for part of your travel arrangements.
This applies to any sensitive information that you give us such as details of any disabilities, or dietary/religious requirements. Our full privacy policy is available at www.grandukholidays.com/privacy-policy. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking you consent to this information being passed on to the relevant persons. You are entitled to a copy of your information held by us. If you would like to
see this please contact the Data Protection Officer, *just for groups*!, The Old Bakery, Queens Road, Norwich NR1 3PL

9. PRICE POLICY

Before confirmation of your holiday we reserve the right to change prices from those advertised. Having confirmed your holiday by sending your Holiday Confirmation Invoice, the price of your travel arrangements is subject to surcharges only on the following items. 1. Transportation – e.g. increases in fuel costs 2. Government action – e.g. any increases in VAT or any other tax imposed on us or required to be passed on by us 3. Currency – in relation to adverse exchange rate variations. However, even in these circumstances there will be no change within 30 days of your departure and we will absorb or retain an amount equivalent to the first 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 be entitled to cancel and receive a refund of all monies paid. 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 the revised 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.

10. HEALTH MATTERS

Clients travelling to EC countries are strongly advised to obtain the European Health Insurance Card (EHIC). This card allows you access to state provided healthcare in all European Economic Area (EAA) countries and Switzerland at a reduced cost or sometimes free of charge.
You can apply online at www.ehic.org.uk/internet/startApplication.do Please ensure if you do possess the card and that it has not expired. For travel overseas you are also advised to refer to the NHS Travel Health Advice website https://www.fitfortravel.nhs.uk/home. There are no tours in the literature that require compulsory vaccinations at the time of going to print.*

* Please note that this is correct at the time of going to print.

11. PHOTO IDENTIFICATION, PASSPORT AND VISA REQUIREMENTS

i. For all cruises and holidays outside the UK you will require a full 10 year British passport with at least six months validity after your date of return to the UK.
They are also required for day-trips to France and Belgium.
ii. Holders of non British (Full) Passports may be subject to differing visa requirements to those stated above and you are advised to consult your travel agent or the appropriate embassy to seek clarification.
iii. A full passport is now also required for ALL holidays that include air travel within the UK and Ireland.
iv. It is your responsibility to obtain correct documentation to travel and full cancellation charges will be levied if you fail to do so.

12. CRUISES & FLIGHTS

i. Persons with physical disabilities or other special needs that require special treatment or assistance, including persons confined to wheelchairs, must advise us in writing of the nature of such conditions at the time of requesting reservations.
ii. The Cruise/Airline Operator reserves the right to refuse passage to anyone who has failed to notify them of such disabilities or need for assistance or who, in the Cruise/Airline Operator's opinion is unfit for travel or anyone whose condition may constitute a danger to themselves or others.
iii. Those passengers confined to wheelchairs must furnish their own standard size wheelchairs and must be accompanied by a travelling companion fit and able to assist them.
iv. On cruises, for safety reasons, passengers using wheelchairs will not be able to go ashore at ports where the ship cannot berth alongside a landing stage or pier with suitable facilities.
v. Your attention is drawn to the fact that *just for groups*! act as an agent for nominated Cruise Operators/Airlines and that your booking is subject to the Cruise Operators/Airlines Conditions of Carriage, a copy of which will be sent to you on request.

13. SAFETY

We recommend that you check Foreign Office Travel Advice relating to the country you have chosen to visit before you make your booking. This information can be found online at www.travelaware.campaign.gov.uk or at www.abta.com. It is important that you exercise the same care and attention to your personal safety and possessions as you would at home; we recommend that you remain in well-lit, populated areas if out walking at night and try to avoid displaying expensive jewellery.