

Booking Conditions

Please read the following terms & conditions carefully as they form the basis of the contract between you and ourselves, MOMENTUM TRAVEL, which is a trading name of MOMENTUM MOUNTAIN MANAGEMENT LTD.(company reg. 3147653 – England & Wales). Our company's registered office is at 23 Dorset Street, London W1H 4EL and our main place of business is at 162 Munster Road, London SW6 6AT. Momentum Travel is a fully bonded tour operator, licensed by the Civil Aviation Authority, ATOL no. 4538. This means the air holidays we offer are ATOL protected. In the unlikely event of our insolvency, the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk. If your holiday does not include flights, you are protected in the same way as set out above by the Tour Operator's Financial Failure insurance cover we have in place (except where your contracted arrangements with us do not include transport to and from the UK. In this case, if already abroad, you will be returned to the point where your contracted arrangements with us commenced).

"In these Booking Conditions, "you" and "your" means all persons named on the booking (including anyone who is added or substituted at a later date). "We" "us" and "our" means Momentum Mountain Management Ltd.

Arrangements made by Momentum Travel

The essence of a holiday arranged by us is INDEPENDENCE. We put the bones of your holiday together but unless we advise you otherwise the rest is up to you. We have no resort or airport representatives and as an independent holiday maker, you will have to make contact with agents, car hire/taxi/bus firms, hoteliers and other service providers yourself, some of whom may not speak English. Representative services may be available on request. For services available to Group or Corporate bookings, please ask at the time of booking. NB When we refer to Group Bookings we mean bookings of ten people or more.

Booking, Confirmation and Payments

All provisional telephone/fax/email quotations for arrangements are given in good faith, without obligation, and are subject to availability at the time of booking.

In order to confirm your booking a minimum deposit of £150 per person or, in the case of Group or Corporate bookings such other amount as is advised at the time of booking, must be paid at the time of booking. If you are booking within 10 weeks of departure full payment must be made at the time of booking. If any of the services required are not available (or not available at the price provisionally quoted) we will, of course, refund your deposit in full. All premiums for travel/cancellation insurance must be paid in addition to the relevant deposits when you make your booking.

Subject to availability and receipt of all appropriate payments at the time of booking, we will dispatch our confirmation invoice to you. At this stage a binding contract between us comes into existence.

The invoice will show all the details of your holiday arrangements which should be checked carefully and it will state the balance of the price due and the date by which it has to be paid. If any information on any documentation (including the confirmation invoice) is incorrect you must let us know as soon as possible as it may not be possible to make changes later. You should sign one copy of the confirmation invoice and return this copy to us.

The arrangements made for you will be limited to those detailed on your confirmation invoice and the price generally includes any associated taxes, etc. with the notable exceptions of tourist tax in France and levies charged on the cost of hire cars collected from airports, the details of which will be made clear to you at the time of booking.

Whilst in general, the balance due on the price of holiday arrangements made for you must be received by us not less than 10 weeks prior to departure, sometimes a part payment of the balance will be due prior to this date. For some bookings, the full balance may be due earlier or later than this. If this applies, details will be given to you at the time your booking is confirmed. If balances and other prepayments are not received by us in full and on time we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges shown in "Changes and Cancellations by the Client" below will be payable. Except as set out in "Changes and Cancellation by us", all deposits are non refundable.

We must be informed of any special requests (full bath, double or twin beds, special meals, etc.) when you make your initial enquiry for a provisional quotation, especially if such requests are an essential condition of you confirming the booking. Whilst we will try to confirm your requests before you accept the reservation, in some cases it may not be possible to guarantee them in advance and any associated costs/supplements will be payable direct to the service provider in the resort/at the airport. Noting your special request on your confirmation invoice or other document is not confirmation that your special request will be met. For your own protection you should obtain confirmation that all special requests will be met (where it is possible to give this) from us in writing. Unless specifically confirmed in writing by us, special requests are not guaranteed.

Please note, where we allow you a discount off the price of any of our holidays, (for example because you do not require the flights advertised as part of the holiday) the amount of any discount we offer is entirely at our discretion. We are not obliged to give you a breakdown of the cost to us of any element of the holiday including any element which the discount relates to.

Except for flight inclusive bookings, all monies you pay to one of our authorised travel agents for your holiday with us will be held by the agent on your behalf until we issue our confirmation invoice. After that point, your agent will hold the monies on our behalf. For flight inclusive bookings, all monies paid to such agents for your holiday with us will be held on our behalf until they are paid to us or refunded to you.

Price Variation

We reserve the right to make changes to and correct errors in advertised or quoted prices at any time before your holiday is confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking.

Once the price of your chosen holiday has been confirmed at the time of booking, we will only increase or decrease it in the following circumstances. Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, if our costs increase or decrease as a result of transportation costs (e.g. fuel, scheduled airfares and any other airline surcharges which are part of the contract between airlines (and their agents) and the tour operator) or dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports increasing or decreasing or our costs increase or decrease as a result of any changes in the exchange rates which have been used to calculate the cost of your holiday.

Even in the above cases, only if the amount of the increase in our costs exceeds 2% of the total cost of your holiday (excluding insurance premiums and any amendment charges), will we levy a surcharge. If any surcharge is greater than 10% of the cost of your holiday (excluding insurance premiums and any amendment charges), you will be entitled to cancel your booking and receive a full refund of all monies you have paid to us (except for any amendment charges) or alternatively purchase another holiday from us as referred to below in "Changes and Cancellations by us". 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.

A refund will only be payable if the decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay you the full amount of the decrease in our costs.

You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to cancel or purchase another holiday. If you do not tell us that you wish to do so within this period of time, we are entitled to assume that you will pay the surcharge. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later.

We promise not to levy a surcharge within 30 days of the start of your holiday.

Please note, changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking.

Changes and cancellation by the Client

We must be advised of any amendments to a booking in writing as soon as possible, after which we will notify you of the charges involved (if the amendment is possible). The minimum charge for any amendment will be £20 per person together with any costs incurred by ourselves and any costs of charges incurred or imposed by any of our suppliers. If a change of accommodation or departure date is involved, we cannot guarantee we will be able to meet any such requests and additional charges may be payable even if we are notified more than 10 weeks prior to departure. For flight inclusive bookings, you must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight.

Should the number of the clients in a party booking be changed, the price of the holiday arrangements will be recalculated on the basis of the new party size. This may cause an increase in the price per person as a result of part cancellation and other party members may have to pay more to take into account under-occupancy in the accommodation or share of transport etc.

Cancellation will take effect only when written notification of your cancellation is received by us. As we incur costs right from the moment we confirm your reservation and may be unable to resell your arrangements the following cancellation charges will apply. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost payable by the person(s) cancelling, excluding insurance premiums and any amendments/cancellation charges, which have already been incurred. Insurance premiums and amendment charges are not refundable in the event of cancellation. Please note the cancellation charges below apply to bookings where the balance due date is 10 weeks or less before departure. Where your balance due date is less or more than this, the cancellation charges and time periods below may differ. If this applies to your booking you will be advised at the time of booking.

| <i>Days before departure when written cancellation is received:</i> | <i>Cancellation charge per person canceling</i> |
|---|---|
| More than 70 days | Deposit only |
| 69-43 days | 50% or deposit if greater |
| 42-29 days | 75% |
| 28-0 days | 100% |

Changes and cancellation by us

Occasionally, we have to make changes to and correct errors in the details relating to your arrangements both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavor to avoid changes and cancellations, we must reserve the right to do so.

Most changes are minor. Occasionally, we have to make a "significant change". "Significant changes" include the following changes when made before departure; a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away, a change of accommodation area for the whole or a major part of the time you are away, a change of outward departure time, change of arrival or departure airport, change of route or overall length of time you are away of twelve or more hours, the closure of the only or all advertised swimming pool(s) at your accommodation for an extended period and, in the case of tours, a significant change of itinerary missing out one or more major destination substantially or altogether. Please also see "Snow Conditions" below.

If we have to make a significant change or cancel, we will tell you as soon as possible, and if there is time to do so before departure, we will offer you the choice of the following options:-

- (a) (for significant changes) accepting the changed arrangements or
- (b) purchasing an alternative holiday from us, of a similar standard to that originally booked if available. We will offer you at least one alternative holiday of equivalent or higher standard for which you will not be asked to pay any more than the price of the original holiday. If this holiday is in fact cheaper than the original one, we will refund the price difference. If you do not wish to accept the holiday we specifically offer you, you may choose any of our other then available holidays. You must pay the applicable price of any such holiday. This will mean your paying more if it is more expensive or receiving a refund if it is cheaper
- (c) cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

Please note, the above options are not available where any change made is a minor one.

If we have to make a significant change or cancel, we will pay you compensation subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care or we have to cancel because the minimum number of bookings necessary for us to operate your holiday has not been reached - in this case we will notify you by the deadline specified. No compensation will be payable if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time).

| Period before departure a significant change or cancellation is notified to you or your travel agent | Compensation per person (excluding infants) |
|--|---|
| more than 56 days | nil |
| 55 to 14 days | 10% |
| less than 13 days | 20% |

Force Majeure

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected or you otherwise suffer any damage or loss (see "Momentum Travel's Liability to you" below) by "force majeure". In these Booking Conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control. If your package includes a private transfer, you will be responsible to pay any additional costs incurred for your transfer in the case of Force Majeure.

Snow Conditions

As you will appreciate, we have no control over the level or condition of snow fall which takes place before or during your holiday and the provision of or condition of snow fall does not form part of our contractual obligations to you. There is always unfortunately the risk that you may be unable to ski or take part in other snow dependent sports or activities due to poor quality or insufficient snow fall. If this occurs, you will not be entitled to change or cancel your holiday without paying our normal charges. You will not be entitled to the options and/or compensation set out in "Changes and Cancellations by us" above. We will assist you to find alternative activities or arrangements but please bear in mind that these may only be available at an additional charge to you.

Conditions of Carriage

Many of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions (see "Momentum Travel's Liability to you" below). Full details of these terms and conditions are available on request, special attention is recommended in respect of the sums insured for the carriage of luggage and sports equipment and personal injury.

Self-Catering Accommodation

If the arrangements booked include self-catering accommodation, you will be required to pay a damage deposit upon arrival at the accommodation. This must be paid in local currency and its amount varies depending on the size and quality of the accommodation (approx. £100-£2000/unit). Your damage deposit will only be refunded after you have returned home and the cost of any breakages, extra cleaning, telephone, etc. will be deducted from it. Should your deposit not cover all the expenses to be settled, we will send you an invoice after your return and this must be paid within 10 days of its date of issue.

Hazardous Activities

Should you participate in any hazardous activities during the course of your holiday (e.g. heli-skiing, off piste skiing, snow-mobiling, climbing, tobogganing, etc.), you do so of your own choice and at your own risk. If participating in any such activity, you should also ensure that the insurance arrangements you have in place cover you in case of mishap.

Travel Delay

Travel delays do occur from time to time, especially at airports during peak periods, and we therefore recommend that you arrange for insurance to cover such an event. The comprehensive holiday insurance package that can be purchased from us provides for the payment of up to £100 in case of lengthy delays or alternatively, up to £5000 of the cost of holiday arrangements booked if they are completely cancelled after a delay exceeding 24 hours. We regret that we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of

departure. Any airline concerned may, however, provide refreshments etc. In the event of a flight delay, If your package includes a private transfer, you will be expected to pay the extra waiting time cost applied by the transfer company.

Please note: Where a flight ticket is downgraded or a flight is cancelled, delayed or boarding is denied by any airline in circumstances which would entitle you to compensation under the Denied Boarding Regulations 2004, then you are obliged to claim the appropriate sums pursuant to those regulations from the airline. Any sums received by you in this respect constitute the full amount of your entitlement to compensation for all matters flowing from the airline's actions and which fall within the scope of the Denied Boarding Regulations. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment.

Passport, Visa, Health requirements

Clients are responsible for holding the correct travel documents for the country to which they are travelling and these should include a valid passport and any visas that may be necessary. UK nationals should note that the 1 year Visitors' Passport is no longer available but with a full 10 year passport, a visa is not required for tourist travel to USA and Canada for stays up to 3 months. Also, for travel to any EU country from the UK, a suitable identity document is needed, which in the case of UK citizens would be a full passport. For specific information on visas for any country, you should however contact the relevant consular authorities. A full British passport presently takes approximately 4 weeks to obtain. Requirements may change and you must check the up to date position in good time before departure. If you or any member of your party is 16 or over and haven't yet got a passport, our recommendation is that you should apply for one at least 6 weeks before your holiday. The UK Passport Service has to confirm your identity before issuing your first passport and from October 2006 will ask you to attend an interview in order to do this. If you or any member of your party is not a British citizen or holds a non British passport, you must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending to travel.

At the time of publication no vaccinations are required for travel to Europe, USA and Canada but we recommend you check with your doctor in good time before departure if any specific health requirements are relevant to your travel destination. Further information is also available in the DSS leaflet, "Protect Your Health Abroad". Information on health is also contained in the Department of Health leaflet T6 (Health Advice for Travellers) available from your local Department of Health Office and most post offices. For European Holidays you should obtain a completed and issued form E111 (details in the leaflet T6 referred to above) prior to departure. Please be aware however that as from 1st January 2006, E111 forms will no longer be valid and will be replaced by a European Health Insurance Card (EHIC). Information on the EHIC is available at www.dh.gov.uk or from your local Department of Health office. You can apply for an EHIC online at www.dh.gov.uk or by phone on 0845 606 2030 or by post from EHIC Applications, PO Box 1115, Newcastle-upon-Tyne, NE99 1SW.

Jurisdiction

We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us (except as set out below). We both also agree that any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between us must be dealt with by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any dispute, claim or other matter of any description which arises between us governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

Insurance

We consider adequate travel insurance to be essential. Details of the policy we offer are available on request. If you decide not to purchase our insurance, you must provide us with details of your alternative policy (insurer and policy number) when you book your holiday with us. If you fail to do so, we will add the appropriate premiums for the personal travel insurance we offer to your confirmation invoice. These premiums must be paid as soon as possible as cover will not be effective until we receive all applicable premiums in full.

Please read your policy details carefully and take them with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs. We do not check alternative insurance policies.

Momentum Travel's liability to you

The service we provide is to assemble certain elements of a holiday for you and although we do our utmost to ensure that these arrangements conform with your requirements in so far as you have expressed them, all services provided as part of these arrangements are done so by third parties over whose management and operation we have no direct control. Our descriptions of facilities and services therefore depend on information supplied to us by their providers and whilst we take all reasonable steps to ensure their reliability, discrepancies do occasionally occur.

We promise to make sure that the holiday arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

(2) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: -
- the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
- the act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or
- 'force majeure' as defined above

Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us and we have not agreed to arrange them and any excursion you purchase in resort. Please also see the clause headed "Excursions Activities Website and Supplementary Information" below. In addition, regardless of any wording used by us on our website, in any of our brochures or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the holiday in question.

As set out in these booking conditions we limit the maximum amount we may have to pay you for any claims you may make against us.

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £30 per person affected as you are assumed to have taken out adequate insurance at the time of booking.

For all other claims which do not involve death or personal injury, if we are found liable to you on any basis the maximum amount we will have to pay you is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under the sub clause below. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Athens convention for international travel by sea). Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request. Please also see clause headed "Travel Delays" above.

Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses.

You must provide ourselves and our insurers with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in clause 12 below. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with us and our insurers if we or our insurers want to enforce any rights which are transferred.

Complaints

In the unlikely event that you have any reason to complain or experience any problems with your holiday whilst away, you must immediately inform the supplier of the service(s) in question. Any verbal notification must be put in writing and given to the supplier as soon as possible. Until we know about a problem or complaint, we cannot begin to resolve it. Most problems can be dealt with quickly. If you remain dissatisfied, however, you must write to us within 28 days of your return to the UK giving your booking reference and full details of your complaint. If you fail to follow this simple complaints procedure, your right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result.

Accuracy of written material

It should be remembered that during low season periods certain advertised facilities and amenities, shops, restaurants, swimming pools, bus services etc. may not operate.

The information shown in the brochures and other written advertising material that we may pass on to you from our suppliers may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of this material and the prices detailed, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen holiday (including the price) with us at the time of booking.

Excursions, activities website and other supplementary information.

We may provide you with information (on our website, in other material we give you and/or when you are on holiday) about activities and excursions which are available in the area you are visiting.

We have no involvement in any such activities or excursions which are neither run, supervised nor controlled in any way by us. They are provided by local operators or other third parties who are entirely independent of us. They do not form any part of your contract with us even where we suggest particular operators/other third parties and/or assist you in booking such activities or excursions in any way. We cannot accept any liability on any basis in relation to such activities or excursions and the acceptance of liability contained in clause 10 of our booking conditions will not apply to them. We do not however exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.

We cannot guarantee accuracy at all times of information given in relation to such activities or excursions or about the resorts/area you are visiting generally (except where this concerns the services which will form part of your contract) or that any particular excursion or activity which does not form part of our contract will take place as these services are not under our control. If you feel that any of the activities mentioned on our website or in other information we give you which are not part of our contract are vital to the enjoyment of your holiday, write to us immediately and we will tell you the latest known situation. If we become aware of any material alterations to resort/area information and/or such outside activities which can reasonably be expected to affect your decision to book a holiday with us, we will pass on this information at the time of booking.

Where we make or take any booking for or from you in respect of any activity or excursion available in resort we do so solely as booking agent. This is the case regardless of whether the activity or excursion is advertised or mentioned in our brochure, in resort, on our website or elsewhere. Your contract for any such activity or excursion will be with the supplier or operator of that activity or excursion. We have no liability for any such activity or excursion or for any act(s) or omission(s) of the supplier or operator or for any of its/their employees or agents or any other person(s) connected with the activity or excursion. If we are found liable in any respect for any such activity or excursion (for example in our capacity as booking agent), that liability is limited to the cost of the particular activity or excursion concerned. We do not limit or exclude our liability for death or personal injury arising from our negligence.

Safety Standards

Please note, it is the requirements and standards of the country in which any services which make up your holiday are provided which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may often be lower.

Flights

Some travel arrangements (e.g. special or restricted scheduled flights) cannot be changed after the reservation has been made and any alteration will incur a 100% cancellation charge. Also, name changes for scheduled flight bookings are not permitted and tickets are not transferable. Cancellation and rebooking will therefore be necessary, depending on the availability, and 100% cancellation charges will apply.

The flight timings given on booking are for general guidance only and are subject to change. The latest timings will be shown on your confirmation invoice. However, the actual flight times will be those shown on your tickets which will be despatched to you approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after the tickets have been despatched: we will contact you as soon as possible if this occurs.

We are not always in a position to confirm the airline, aircraft type, carrier and airport of destination which will be used in connection with any flight included in your holiday. When this information is provided at the time of booking or subsequently, it is subject to change. Any such change will not entitle you to cancel or change to other arrangements without paying our normal charges (see changes and cancellation by the client).

Please note in relation to flights that, by our contract with you, we do not enter into an agreement for carriage by air but rather we only undertake to reserve accommodation onboard the airline advised at the time of booking or such other airline as may be substituted.

Behaviour

When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct at the time to the accommodation owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

We expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

Medical Problems

If you or any member of your party has any medical problem or disability which may affect your holiday, please tell us before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.

Total Payment Protection (topp) Policy cover

In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 an insurance policy has been arranged with Travel & General Insurance Company plc, authorised and regulated by the Financial Services Authority, to protect customers' prepayments in the unlikely event of our financial failure and paid in respect of:

- the ground handling aspects of packages where the customer is responsible for arranging travel to the destination
- all our direct sales in order to comply with our AITO membership

offered in this brochure/literature/document/on this website (subject to the terms of the insurance policy), for:

- a refund of such prepayments if customers have not yet travelled, or
- making arrangements to enable the holiday to continue if customers have already travelled.

Customers' prepayments are protected by a topp policy. In the unlikely event of financial failure please contact the claims helpline on 0870 0137 965. A copy of the policy is available on request.