BOOKING TERMS & CONDITIONS
The following Booking Conditions together with the General Information contained in our brochure and on our website form part of our contract with India Tours & Travel Limited trading as India Experiences. Please read them carefully as they set out our respective rights and obligations to you, us and any third party we may book on behalf of you. We are entitled to assume that you have read these booking conditions and agree to them.

Except where otherwise stated, these booking conditions only apply to holiday arrangements which you book with us from the UK, although we agree to make package arrangements (as applicable) as part of our contract with you.

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 India Tours and Travel Limited.

1. Making your booking
To make a booking you must complete our booking form. The signatory to the booking form (“party leader”) must be authorised to make the booking on the basis of the booking conditions by all persons named on the booking and by their parent or guardian for all party members who are under 18 when the booking is made. The signatory must also be a member of the travelling party. The party leader is responsible for making all payments due to us. The party leader must be at least 18 when the booking is made.

The completed signed booking form must then be sent to us together with the payments referred to in clause 2 below.

Subject to the availability of your chosen arrangements, we will confirm your holiday by issuing a confirmation invoice. This invoice will be sent to the party leader or your travel agent. Please check this invoice carefully as soon as you receive it. Contact us if any information which appears incorrect or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any responsibility if we are not notified of any inaccuracies (for which we are responsible) in any document within ten days of our sending it out (five days for tickets). We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so.

If a particular flight or hotel is not available, we will offer a suitable alternative. If the alternative offered by us is not acceptable to you, we will return the deposit and no booking will arise.

2. Payment
In order to confirm your chosen holiday, a non-refundable deposit of £250.00 per person or 20% of your holiday cost whichever is greater (£500.00 per person for Group/Specialist Tours) must be paid at the time of booking if you are booking within 8 weeks of departure (10 weeks for Group/Specialist Tours). If you are booking outside this timecale, the deposit must be paid at the time of booking. Please note: some of our suppliers require payment in full at the time of booking for certain travel arrangements and/or particular ticket types regardless of how far ahead of your holiday you book. If this is the case we will advise you before you make your booking. Generally such payments are non-refundable. Please see clause 7 for further details. It is your responsibility to take out adequate Travel insurance at the time of, or prior to making your Booking to cover your holiday. (see article 8 below).

The balance of the holiday cost must be received by us no later than 56 days prior to your holiday (or as otherwise agreed). This date will be shown on the confirmation invoice. Reminders are not sent. If we do not receive all payments due (including any insurance premiums) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date (including all monies paid or due in respect of arrangements where full payment was required at the time of booking). If we do not cancel straight away because you have promised to pay and we pay the cancellation charges shown in clause 7 depending on the date we reasonably treat your booking as cancelled.

All monies you pay to one of our authorised travel agents for your holiday with us will be held by the agent on our behalf until they are paid to us or refunded to you.

3. Your contract
A binding contract between us comes into existence when we dispatch our confirmation invoice to the party leader or your travel agent. We both agree that English Law (and no other) will apply to your contract and to any dispute or claim arising from or relating to 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 (whether or not involving any personal injury) which arises between us must be dealt with under the ABTA Arbitration Scheme (If the Scheme is not applicable or in question and subject to your request to us that you wish to use it – see clause 13) or 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 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).

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

The prices shown in our brochure were calculated on 1st October 2014 on the basis of then known costs and exchange rates shown in the Financial Times Guide to World Currencies. We reserve the right to increase / decrease and correct errors in advance of the date before your holiday is confirmed. We will advise you of any error of which we are aware and of the applicable price at the time of booking.

Subject to correction of errors price increases or decreases after confirmation of your 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, in the event of any change in our transportation costs or in dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports or 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 any 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. You will also be required to pay an administration charge of £1,000.00 per person together with an amount to cover agent’s commission. If any surcharge is greater than 10% of the cost of the holiday (excluding insurance premiums and any amendment charges), you will be entitled to cancel your booking and receive a full refund of all monies paid or due except for any amendment charges or alternatively purchase another holiday from us as referred to in clause 9 “Changes and Cancellations by us”. We will, however, only be able to meet any such requests if you can show that you are unable to use/reuse or transfer your policy in the event of cancellation or purchase of an alternative holiday.

You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to change or cancel your holiday (see clause 7). Other than this period, you will be charged.

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

We promise not to levy a surcharge within 30 days of the booking confirmation invoice being issued.

5. Special requests and medical conditions/disabilities
If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret that we cannot guarantee the inclusion of any special request. We do not accept any liability if we are not notified of any special request. In this case we will advise you before you make your booking. Confirmation that a special request has been passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that a special request will be met.

In the event that an arrangement was subject to specific conditions and the special request has not been specifically confirmed, all special requests are subject to availability. For your own protection, you should obtain confirmation in writing that a special request will be confirmed (where it is possible to give this) where it is important to you.

We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as “standard” bookings subject to the above provisions on special requests.

If you or any member of your party has any medical condition or disability which may affect your holiday or has any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you confirm your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us of any medical condition or disability which may affect your holiday develops after your booking has been confirmed. 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 or the condition / disability develops after booking, cancel when we become aware of these details.

6. Changes by you
Should you wish to make any changes to your confirmed holiday, you must notify us in writing as soon as possible. Whilst we will endeavour to assist, we cannot guarantee that we will be able to meet any such requests. Where we can, an amendment fee of £35 per person/per booking will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. A change of holiday dates will normally be treated as a cancellation of the original booking and rebooking in which case cancellation charges will apply. Changes may result in the recalculations of the holiday price where, for example, the basic price of the holiday is changes.

7. Cancellation by you
Should you or any member of your party need to cancel your holiday once it has been confirmed, the party leader must immediately advise us in writing. Your notice of cancellation will only be effective when it is received in writing by us at our offices. As we incur costs from the time we confirm your booking, the following cancellation charges will be payable. 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 amendment charges. Insurance premiums and amendment charges are not refundable in the event of cancellation.

<table>
<thead>
<tr>
<th>Period before departure</th>
<th>Cancellation Charge per person</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 56 days</td>
<td>Deposit only</td>
</tr>
<tr>
<td>56 – 28 days</td>
<td>27 – 14 days</td>
</tr>
<tr>
<td>14 days</td>
<td>Less than 14 days</td>
</tr>
</tbody>
</table>

Please note: Where you have agreed to make payment in full for any arrangements at the time of booking, you will also be responsible for any amendment charge.
booking (other than for bookings within 10 weeks of departure) the cancellation charge applicable to those arrangements if, for example, a situation arises which you cancel those arrangements at any point after they have been confirmed to you. This will be in addition to the applicable cancellation charges due in respect of any other arrangements you also cancel.

Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy directly from the insurance company concerned.

Where any cancellation reduces the number of full paying party members below the number on which the applicable excess) under the terms of your insurance is applicable, you may be entitled to compensation due to your failure to arrange sufficient travel insurance.

1. Changes and cancellation by us

We start planning the holidays we offer many months in advance. Occasionally we have to make changes to your arrangements if we reasonably expect to have a significant change. A significant change is likely to include the following changes when made in advance of departure: a change of accommodation area for the whole or a major part of the time you are away; a change of accommodation for the whole or a major part of the time you are away; a change of outward departure time of 12 or more hours, a change of UK departure point to one which is more inconvenient for you and, in the case of tours, a significant change of itinerary missing out one or more major destination substantially or altogether.

If we have to make a significant change or cancel, we will tell you as soon as possible. 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 more than the price of the original holiday. If you do not wish to accept the holiday we specifically offer you, you may choose any other holiday which we have available. 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 or

(c) cancelling or accepting the cancellation in which case you will receive a full refund of all monies you have paid to us.

If we have to make a significant change or cancel we will as a minimum, where compensation is due, pay you the compensation payments set out in the table below depending on the circumstances and when the significant change or cancellation was notified to you subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted unless (1) 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 and (2) we have no control because the minimum number of bookings necessary for us to operate your holiday has not been reached (see above).

No compensation will be payable if the above options will not be available 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) or where a change is a minor one. A change of flight time of less than 12 hours, airline (except as specified in clause 20 “Flights”), type of aircraft (if advised) or destination airport will all be treated as minor changes.

<table>
<thead>
<tr>
<th>Period before departure a significant change is notified to you</th>
<th>Compensation per person</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 56 days</td>
<td>Nil</td>
</tr>
<tr>
<td>56 – 28 days</td>
<td>£20.00</td>
</tr>
<tr>
<td>27 – 14 days</td>
<td>£40.00</td>
</tr>
<tr>
<td>Less than 14 days</td>
<td>£50.00</td>
</tr>
</tbody>
</table>

Please also see clause 20 “Delay and Deterred Boarding Regulations”.

Very rarely, we may be forced by “force majeure” (see clause 10) to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we will regret we will be unable to make any refunds, pay you a compensation or meet any costs or expenses you incur as a result.

10. Force Majeure

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation, save as set out below, for any 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:

(a) 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
(b) “force majeure” as defined in clause 10 above

(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 in clause 10 above

(3) 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 as part of our contract and any excursion you purchase in resort. Please also see clause 16 “Exclusions, activities and travel area information”.

In addition, regardless of any wording used by us on our website, in any advertising material or elsewhere, we only promise to use reasonable skill and care and we do not have any greater or different liability to you.

(4) 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 you are domiciled - 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 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 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.

(5) 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 £2,000 per person affected unless a lower limitation applies to your claim under this clause or clause 11 (6) below. You must ensure you have appropriate travel insurance to protect your personal belongings.

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 clause 11 (6) 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.

(6) 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 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 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 hotelier concerned would have to pay under the international convention or regulation which applies to the travel arrangements 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
processing license granted by an EU country, the EC Regulation on Air Carriers Liability No 889/2002 for national and international flight. The Convention for international travel by sea, the Berne Convention for international travel by rail. Please note a carrier or hotelier would not be obliged to make any payment to you under the applicable international convention or regulation in respect of your claim, unless we are directly or indirectly responsible for any such damage or loss.

Within 9 months of the date of return from the holiday. Outside this time limit arbitration under the scheme may still be available if we agree. For further information on how the ABTA Code does not require such agreement.

14. Behaviour and damage

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 (reasonably estimated if not precisely known) must be made direct to the accommodation owner or manager or other supplier before we can become liable. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If the actual cost is less than the amount paid, the difference will be refunded. You will also be responsible for meeting any claims subsequently made against us and all costs incurred by us (including our own and the other party’s full legal costs) as a result of your actions. You should ensure you have appropriate travel insurance to protect you if this situation arises.

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 prejudice to our other rights under the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation. We will give you 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.

15. Conditions of suppliers

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 clause 11(4)). Copies of the relevant parts of these terms and conditions of the international conventions are available on request from ourselves or the supplier concerned.

16. Excursions, activities and general area information

We may provide you with information (before departure or whilst away) about activities or excursions which are neither run, operated or controlled by us nor covered by our contract with you. If you do not take any action you are visiting. We have no involvement in any such activities or excursions which are supervised nor controlled in any way by us. They are provided by local operators or other third parties who are entirely responsible for their actions. We do not form any part of your contract with us even where we suggest particular operator/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 acceptability of liability contained in clause 11(1) 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 anything you may reasonably be expected to do 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 or excursions referred to in our brochure, on our website and in our other advertising material 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 area information contained in our brochure, on our website and in our other advertising material we will pass on this information at the time of booking.

17. Passports, visas and health requirements

The passport and visa requirements for British citizens for the holiday to which you are subject to a fine or $1000 or on the amount the arbitrator can award per person in relation to the holiday, at the discretion of the arbitrator. The application for arbitration and statement of claim must be received by the IDRS within 9 months of the date of return from the holiday. Outside this time limit arbitration under the scheme may still be available if we agree, although the ABTA Code does not require such agreement.

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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 (reasonably estimated if not precisely known) must be made direct to the accommodation owner or manager or other supplier before we can become liable. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If the actual cost is less than the amount paid, the difference will be refunded. You will also be responsible for meeting any claims subsequently made against us and all costs incurred by us (including our own and the other party’s full legal costs) as a result of your actions. You should ensure you have appropriate travel insurance to protect you if this situation arises.

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 prejudice to our other rights under the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation. We will give you 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.

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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 clause 11(4)). Copies of the relevant parts of these terms and conditions of the international conventions are available on request from ourselves or the supplier concerned.

16. Excursions, activities and general area information

We may provide you with information (before departure or whilst away) about activities or excursions which are neither run, operated or controlled by us nor covered by our contract with you. If you do not take any action you are visiting. We have no involvement in any such activities or excursions which are supervised nor controlled in any way by us. They are provided by local operators or other third parties who are entirely responsible for their actions. We do not form any part of your contract with us even where we suggest particular operator/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 acceptability of liability contained in clause 11(1) 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.

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As a matter of fact, the claimant or 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 or excursions referred to in our brochure, on our website and in our other advertising material 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 area information contained in our brochure, on our website and in our other advertising material we will pass on this information at the time of booking.

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are only able to inform you of the likely carrier(s) at
the time of booking, we shall inform you of the identity of
the actual carrier(s) as soon as we become aware of this.
Any change to the operating carrier(s) after your
booking has been confirmed will be notified to you as
soon as possible.

If the carrier with whom you have a confirmed
reservation becomes subject to an operating ban as
above as a result of which we/ the carrier are unable
to offer you a suitable alternative the provisions of clause 9
“Changes and cancellation by us” will apply. We are not
always in a position at the time of booking to confirm
the flight timings which will be used in connection with
your flight. The flight timings shown in our brochure, on
our website and/or detailed on your confirmation invoice
are for guidance only and are subject to alteration and
confirmation. Flight timings are outside our control. They
are set by airlines and are subject to various factors
including air traffic control restrictions, weather
conditions, potential technical problems and the ability
of passengers to check in on time.

Specific instructions relating to departure and travel
arrangements will be sent with your air or other travel
tickets approximately 2 weeks before departure. You
must accordingly check your tickets very carefully
before you make your booking. The flight timings shown in our brochure, on
our website and/or detailed on your confirmation invoice
are for guidance only and are subject to alteration and
confirmation. Flight timings are outside our control. They
are set by airlines and are subject to various factors
including air traffic control restrictions, weather
conditions, potential technical problems and the ability
of passengers to check in on time.

Any change in the identity of the carrier, flight timings,
and/or aircraft type (if advised) will not entitle you to cancel
or change to other arrangements without paying our
normal charges except where specified in these conditions.

21. Delay and Denied Boarding Regulations

We regret we are not in a position to offer you any
assistance in the event of delay at your outward or
homeward point of departure. We cannot accept liability
for any delay which is due to any of the reasons set out
in clause 11(2) of these Booking Conditions (which
includes the behaviour of any passenger(s) on the flight
who, for example, fails to check in or board on time). In
addition, we will not be liable for any delay unless it has a
significant effect on your holiday arrangements.

If your flight is cancelled or delayed, your flight ticket is
dowgraded or boarding is denied by your airline in
circumstances which would entitle you to claim
compensation or any other payment from the airline under EC Regulation No 261/2004 - the Denied
Boarding Regulations 2004, you must pursue the airline
for the compensation or other payment due to you. All
sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations
represent the full amount of your entitlement to compensation or any other payment arising from such
cancellation, delay dowgrading or denied boarding. This
includes any disappointment, distress, inconvenience or
effect on any other arrangements. The fact a delay may
entitle you to cancel your flight does not automatically
entitle you to cancel any other arrangements even
where those arrangements have been made in
connection with your flight. We have no liability to make
any payment to you in relation to the Denied Boarding
Regulations or in respect of any flight cancellation or
delay, dowgrading of any flight ticket or denial of any
boarding as the full amount of your entitlement to any
compensation or other payment (as dealt with above) is
covered by the airline’s obligations under the Denied
Boarding Regulations.

22. Brochure / website / advertising material
accuracy

The information contained in our brochure, on our
website and in our other advertising material is believed
correct to the best of our knowledge at the time of
printing or publication. However, errors may occasionally
occur and information may subsequently change. You
must therefore ensure you check all details of your
chosen holiday (including the price) with us at the time of
booking.

23. 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.

24. Ratings and classifications

The ratings and classifications cited for the
arrangements featured in our brochure are those
given by the official bodies responsible for rating those
arrangements in the country where they are located.
Please bear in mind that there is no international
rating/classification system. The standards required for a
particular rating in one country may differ significantly
from that in another. When taking ratings into
consideration please bear in mind the location of the
arrangements in question and the general standards of
living in that country. If you have any questions about
the rating of any particular arrangements please ask us
before you make your booking.

25. Tour Price Includes:

1. International & domestic flights in
   economy class.
2. All airport taxes.
3. All transfers by a private chauffeur driven car
   (coach transport for group tours) as per your
   itinerary.
4. Accommodation with en-suite facilities
5. All transfers by a private chauffeur driven car
   (coach transport for group tours) as per your
   itinerary.
6. Sightseeing tours, excursions and game viewing
   as specified
7. Meals as specified
8. Services of guides, naturalists, local
   representatives & tour managers
9. Entrance fees to monuments & park fees to
   National Parks
10. Train journeys and other internal transfers
    as specified.

26. Tour Price Excludes:

1. Visa fees. We can assist in obtaining visa for a
   service fee of £25.00 per person.
2. Travel Insurance. Please visit our website
   http://www.s$o$l.com/travelinsurance
   for a quote.
3. Meals not specified.
4. Expenses of personal nature such as beverages,
   telephone calls, laundry, gratuities etc.
5. Camera fees at monuments.

27. Data Protection

In order to ensure booking and travel arrangements run
smoothly in accordance with your requirements, we
need to use the information you provide and pass this
on to our ground-handling agents.

We must pass the information on to relevant suppliers of
your travel arrangements such as airlines, hotels,
transport companies etc. The information may also be
provided to public authorities such as
police/customs/immigration if required by them, or as
required by law.

This information may include your name, address, age
and any special needs/disabilities/dietary requirements etc.

Once your information is passed on to the relevant
supplier of your travel arrangements, the use of the
information will be subject to their own data
protection policy.

You should be aware that your holiday is outside the
European Economic Area, controls on data protection in
the destination you are visiting might not be as strong as
the legal requirements in this country.

Where you provide us with sensitive information such as
details of any disabilities or dietary/religious requirements,
in making this booking you consent to this information
being passed on to the relevant suppliers of your travel
arrangements. If we cannot pass this information on to
these persons, it may not be possible to provide you the
required service.

We will not pass any information provided onto any
person, who is not responsible for part of your travel
arrangements.

The air holidays in this brochure are
ATOL Protected by the Civil Aviation Authority. Our ATOL number is 4586.