

We are **The Group Travel Company Limited** ("We", "us" and "our") of 3 New Bridge Square, Swindon SN1 1HN trading as **Leisuretime by Toueasy**. In these Booking Conditions references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is transferred. A 'package' and 'lack of conformity' have the same meaning as in the Package Travel and Linked Travel Arrangements Regulations 2018 and 'arrangements' are the accommodation, coach travel and other arrangements detailed on your confirmation (including any additions or amendments).

These booking conditions relate only to packages (i.e. a break including overnight accommodation).

1. Your booking and our agreement

Whether you book alone or as a group, we will only deal with the lead booking name in all subsequent correspondence, including changes, amendments & cancellations. The lead booking name is responsible for ensuring the accuracy of the personal details or any other information supplied in respect of any other person travelling on the booking & for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on the said booking, including but not limited to information on schedule changes or copies of booking confirmations. In addition, the lead name is also responsible for notifying us prior to the confirmation of your booking of any personal circumstances & needs pertaining to a person included in the booking (see clause 5 for further details). Any person who is under 18 years old must be accompanied by an adult on his or her journey. There may be other restrictions & conditions on some offers, but these are explained in the details of those offers.

You will receive standard information about your package arrangements and details of their main characteristics before a binding agreement between you and us comes into existence. That information, these conditions together with our Important Holiday Information, Privacy Policy, and any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with us. Please read them carefully as they set out our respective rights and obligations. By making a booking, you agree to be bound by all of them. The key terms of our agreement are:-

Key terms

- i. You will enter into a binding contract with us when we issue our confirmation invoice. If you then cancel your arrangements, you will be required to pay cancellation charges. If your booking is made more than 6 weeks before departure then this will be the deposit you paid to secure your arrangements, but after you've paid the balance of the price of your arrangements, these charges could increase up to 100% of the cost of them; If you make your booking within 6 weeks of travel then you will be liable for the full cost of the holiday if you cancel;**
- ii. You can make changes to your confirmed arrangements in certain circumstances. We may make a charge for processing these changes;**
- iii. We may make changes to and cancel your confirmed arrangements but we will provide suitable alternatives and pay you compensation in certain circumstances if we do so;**
- iv. We are responsible for making sure your confirmed arrangements are not performed negligently but there are some limits on and exceptions to this.**

Accuracy of information and booking errors

We endeavour to ensure the accuracy of all the information and prices in our advertising material. However, occasionally changes and errors do arise and we reserve the right to correct them in such circumstances. You must check the current price and all other information relating to the arrangements that you wish to book before your booking is confirmed. We will not be liable for booking errors which are attributable to you or which are caused by unavoidable and extraordinary circumstances as defined in clause 9.

Our agreement becomes binding when we issue a confirmation whether or not you are booking via a travel agent. Please check all details on the confirmation (or any other document issued) immediately on receipt. It may not be possible to make changes to your arrangements later so you should notify us of any inaccuracies in any documentation within ten days of our sending it out. It may harm your rights if you do not.

The suppliers whose services make up your arrangements make those supplies in accordance with their own terms and conditions which will also form part of your agreement with us. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

2. Payment

You must make payment for your arrangements in accordance with the instructions we give you. You will be required to pay a deposit to us for each person when you book unless this is within 6 weeks of departure when the full amount of the booking is payable. The deposit amount will be specified by us or your travel agent when your booking is made. If it is not specified then it will be the amount that we ask you to pay when you book, even if this is 100% of the holiday price. If you pay less than the deposit under a low deposit booking scheme, then this is only part of the deposit referred to in this paragraph. The remaining amount making up the deposit will be due on cancellation or date specified at the time of booking or on your confirmation invoice. Please note that your booking deposit may be increased or there may be a charge payable for some accommodation, holidays or bookings where it is necessary to secure specific facilities with full payment at the time of booking e.g. theatre tickets. You must pay the amount on the last Invoice issued by us, at least 6 weeks before you go on holiday. If we do not receive any payment due in full and on time, we reserve the right to treat your booking as cancelled by you in which case the cancellation charges set out in clause 7 below will become payable. You will be responsible for all bank charges, withholding taxes, and exchange rate fluctuations. If you pay money for your booking to a travel agent appointed by us, they will hold that money as our agent from the time they receive it until they pay the money to us. We accept Visa and Mastercard Debit and Credit Cards and Cheques. We are unable to accept cash payments. We only accept Online payments by Visa and Mastercard Debit and Credit Cards.

3. Insurance

We strongly advise that you take out adequate travel insurance which should cover your losses sustained as a result of cancellation, medical issues, and repatriation in the event of death, accident, or illness. Your travel insurance should also include cover against any COVID-19 issues or incidents which may affect your booking. Details of a policy suitable to cover your arrangements are available by visiting our website www.leisuretime.co.uk. If you choose to travel without adequate insurance cover, we will not be liable for any of your losses howsoever arising, in respect of which insurance cover would otherwise have been available.

4. Special requests

Special requests relating to your arrangements must be advised to us at the time of booking and confirmed to us in writing. Whilst we will try meet or arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. If we are able to specifically confirm a special request or requirement, we will do so on our confirmation but where requests or requirements have not been so confirmed in writing on our confirmation, a failure to meet them will not be a breach of contract on our part.

5. Health, disabilities, and medical problems

You must notify us prior to the time of booking of any personal circumstances & needs pertaining to a person included in the booking, including, without limitation, whether any such person is not self-reliant or is a person with reduced mobility – for example, if you, or a member of your party, have difficulty in walking 100 metres or climbing a flight of stairs unaided. You are also responsible for notifying us if any person travelling on the booking has ceased to be self-reliant or a person with reduced mobility or if a person previously reported to be with reduced mobility or as not being self-reliant does no longer fall into either category.

We will give you information about whether the arrangements you have chosen are generally suitable for persons with reduced mobility but if you or any member of your party has any precise medical problem or disability which may affect your chosen arrangements, please provide us with full details before we issue our confirmation. We will only provide precise information on the suitability of the trip or holiday taking into account your needs if you specifically request us to do so. Acting reasonably, if we are unable to properly accommodate your needs, we will not confirm your booking and/or if you did not give us full details at the time of booking, we will treat it as cancelled by you when we become aware of these details.

6. The price you pay

We reserve the right to amend the price of unsold holiday arrangements at any time and correct errors in the prices of confirmed arrangements.

Coach excursions are included in the price of many holidays and refunds cannot be made for passengers not wishing to go on these excursions.

The price of your confirmed arrangements is subject to variations which occur solely as a direct consequence of changes in:-

- (a) the price of the carriage of passengers resulting from the cost of fuel or other power sources;
- (b) the level of taxes or fees on your confirmed arrangements imposed by third parties not directly involved in the performance of the package, including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports; or
- (c) the exchange rates relevant to the package if it involves travel outside £ exchange areas.

Price variations will be calculated by applying the cost differential we experience as a result of the above factors. Prices may go up or down and we will notify you about any variation by sending you a calculation explaining the variation no less than 20 days before you are due to depart.

If your arrangements are a package, and if that means that you have to pay an increase of more than 8% of the price of your arrangements (excluding any insurance premiums, amendment charges and/or additional services), we will offer you the options in clause 8 under the heading 'Options on change or cancellation'.

If prices go down as a result of the above factors, we will make a reflective refund, but we will also deduct our administrative expenses from what is owed to you and this may extinguish the value of the refund due.

Also, note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on price due to contractual protections in place.

7. Changes and cancellations by you

If you wish to make any changes to your arrangements after they have been confirmed, including if you wish to cancel all or some of them, you must inform us in writing as soon as possible. Your notice requesting a change or cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. We cannot guarantee that changes can be met, although we will do our best to assist. Since we incur costs in cancelling or changing your arrangements, all such changes and cancellations may be subject to the charges below. Where we are unable to assist with making a requested change, and you do not wish to proceed with the original booking we will treat this as a cancellation by you.

You may cancel any package arrangements prior to their commencement (following the process outlined above) in the event that i) circumstances amounting to unavoidable and extraordinary circumstances (as set out in clause 9) are occurring at the place where your arrangements are due to be performed or its immediate vicinity and; ii) if the performance of your arrangements will be significantly affected

by those unavoidable and extraordinary circumstances. In this event, you will receive a refund without undue delay of any payments made but this is the maximum extent of our liability and we regret we cannot meet any other expenses or losses you may incur as a result.

If your arrangements are a package and if any member of your party is prevented from travelling, that person(s) may transfer their place to someone else (introduced by you and satisfying all the conditions applicable to the arrangements, including an agreement to these booking conditions) providing we are notified in writing not less than seven days before departure and you meet any costs and charges incurred by us and/or incurred or imposed by any of our suppliers. Both you and the person to whom you would like to transfer your arrangements shall be jointly and severally liable for the payment of any balance due and for any additional fees, charges or other costs arising from the transfer. If you are unable to find a replacement, cancellation charges as set out below will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services. Please note that in relation to some tours the local authorities will not permit name changes once passport details have been supplied for entry purposes. In such situations, transfers of bookings will not be permitted.

Charges in the event of a cancellation

In the event of a cancellation, you will have to pay the applicable cancellation charges up to the maximum shown below (The cancellation charge detailed is calculated on the basis of the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges which are not refundable in the event of the person(s) to whom they apply cancelling):-

Charges are based on how many days before your booked departure (not including the day of departure) we receive your written cancellation notice.

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|---|--|
| • Prior to 42 days before departure | Deposit Only |
| • 29 to 42 days before departure date | 30% of holiday cost (or deposit, whichever is greater) |
| • 15 to 28 days before departure date | 45% of holiday cost (or deposit, whichever is greater) |
| • 8 to 14 days before departure date | 60% of holiday cost |
| • 0 to 7 days before departure date | 100% of holiday cost |
| • Departure date or later (including voluntary termination whilst on holiday) | 100% of holiday cost |

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. We will deduct the cancellation charge(s) from any monies you have already paid to us.

Charges in the event of a change

In the event we can meet your requested change, we will not charge an administration fee but you will have to pay any applicable rate changes or extra costs incurred as well as any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. Please note that more major changes, such as those that would lower the basic price of your holiday will be treated by us as a different holiday. Some types of accommodation (for example single rooms or hotel rooms with reductions for 3 adults) are priced according to the number of people staying there. If your booking changes because someone in your party cancels, we will recalculate your booking cost based on the new number of people going. If fewer people share the accommodation, then the cost for them may go up. This extra cost is not a cancellation charge and is not usually covered by insurance. If we are unable to make alterations as you requested and you do not wish to continue with the booking then our cancellation charges (above) apply.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a charge of up to 100% of that part of the arrangements in addition to the charges above.

8. Changes and cancellation by us

Where we refer to a 'price reduction' in this clause, we mean that we will give you an appropriate reduction in the price you paid for the arrangements affected for any period during which there was lack of conformity, (unless that lack of conformity is attributable to you). Where we refer to 'compensation', we will pay you appropriate compensation without undue delay for any damage which you sustain as a result of any lack of conformity subject to the limitations and exclusions in section B of clause 12.

Changes and cancellations before departure

Most changes will be insignificant and we reserve the right to make them. If we make an insignificant change to the main characteristics of any package arrangements, we will try to notify the change to you as soon as reasonably possible before your departure but we will not notify you about any other insignificant change. We will have no other responsibilities to you in respect of any insignificant changes. Please note that the replacement of one or both tour leaders on a tour with leaders having the same level of experiences as those originally advertised will amount to an insignificant change.

Occasionally, we have to make a significant change and we reserve the right to do so. A significant change is one where we significantly alter any of the main characteristics of your confirmed arrangements. If we have to make a significant change or cancel before departure, we will inform you without undue delay and if there is time to do so before departure, we will offer you the choice of the following options:-

Options on change or cancellation

- i (for significant changes) agreeing to the changed arrangements,
 - ii (for cancellations) accepting the cancellation or terminating the contract for the arrangements and receiving a refund (without undue delay) of all monies paid; or
 - iii accepting an offer of alternative arrangements of comparable standard from us, if available; or
 - iv accepting a voucher for future travel to the value of all monies paid by you
- (In the event that any proposed change or alternative offered results in a reduction or increase in the price you have agreed to pay or an increase or decrease in the quality of arrangements we have agreed to provide, we will also notify you of any price reduction or additional

amount due).

You must notify us of your choice within 7 days of our offer. If you fail to do so, we will contact you again, re-iterating the above choices and sums payable or refundable and if you again fail to respond within 7 days, we may terminate the contract and refund all payments made by you without undue delay.

Subject to the exceptions detailed below and where your arrangements are a package, we will where appropriate, pay you reasonable compensation, subject to the limitations and exclusions in section B of clause 12. The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

We will not pay you compensation where:-

- i) we make a significant change or cancel before you have paid the final balance of the cost of your arrangements;
- ii) we make a significant change or cancel as a result of unavoidable and extraordinary circumstances as set out in clause 9;
- iii) we cancel your arrangements no later than: (a) 20 days before the start of the package in the case of trips lasting more than six days; (b) seven days before the start of the package in the case of trips lasting between two and six days; (c) 48 hours before the start of the package in the case of trips lasting less than two days before they are due to start because the minimum number of participants to run them has not been reached.

We will not make a price reduction or pay you compensation; and the above options will not be available where:-

- i) we make an insignificant change;
- ii) we cancel as a result of any failure by you (including a failure to make payment in accordance with these terms);
- iii) where the change(s) or cancellation by us arises out of alterations to the confirmed booking requested by you.

Changes and cancellations to package arrangements after departure

If we become unable to provide a significant proportion of your package arrangements after you have departed, we will try to offer you suitable alternative arrangements of, where possible, equivalent or higher quality than those specified in the contract. If the alternative arrangements we make are of a lower quality than those you originally booked, we will make a price reduction. Where our original agreement included return transport, we will also provide you with equivalent transport back to your place of departure without undue delay or additional cost. You may reject the proposed alternative arrangements only if they are not comparable to what we originally promised to provide or if the price reduction we offer is inadequate. Where we are unable to make suitable alternative arrangements or you reject the proposed alternative arrangements in accordance with this clause, where appropriate and only where your arrangements are a package, we will pay you compensation subject to section B of clause 12.

The above sets out the maximum extent of our liability for changes and cancellations and we regret we cannot meet any other expenses or losses you may incur as a result of any change or cancellation.

9. Unavoidable and extraordinary circumstances

Except where otherwise expressly stated in these booking conditions we will not be liable or pay you a price reduction or compensation if our contractual obligations to you are affected by unavoidable and extraordinary circumstances beyond the control of the party who seeks to rely on them which we or the supplier(s) of the service(s) in question could not avoid even if all reasonable measures had been taken. These events can include, but are not limited to war, threat of war, civil strife, terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities, pandemics or epidemics, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather, sea, ice and river conditions and all similar events outside our or the supplier(s) concerned control. Advice from the Foreign Office to avoid or leave a particular country may constitute unavoidable and extraordinary circumstances.

10. Complaints

If you experience difficulty or lack of conformity during your holiday, please inform us immediately along with the local supplier of the service concerned so that we/they can take steps to assist you or put things right. If they are unable to resolve the problem, you should contact us straight away and we will endeavour to assist. If your complaint remains unresolved and you wish to complain further, please send formal written notice of your complaint to our customer services department within 28 days of the end of your arrangements, giving your booking reference and all other relevant information. Failure to follow the procedure set out in this clause and, in particular, to make your complaint known to us and our suppliers whilst you are on holiday may affect ours and the applicable supplier's ability to investigate your complaint and could affect your rights under our agreement.

11. Travel information and your behaviour whilst travelling

Final departure times and points will be as stated on your final travel tickets and included excursion times will be posted on the hotel notice board or as notified by the coach driver. You are responsible for ensuring that you are at the correct departure point at the correct time and we are not liable for any loss or expense suffered by passengers because of their late arrival at any departure point.

If in our reasonable belief or opinion or in the reasonable belief or opinion of any person in authority, your behaviour is jeopardising the safety of aircraft/vehicle/hotel or other element of supply, people or property therein or good order and discipline on board; or is causing or is likely to cause distress, danger, damage or annoyance to any third party or property, or to cause a delay or diversion to transportation, we reserve the right to terminate your arrangements immediately. In the event of such termination our responsibilities to you will cease and you will be required to leave your accommodation or other service immediately. We will have no further obligations to you and will not meet any expenses, costs or losses incurred as a result. You may also be required to pay for loss and/or damage caused by your actions directly to the

applicable supplier prior to departure from the service. If you fail to do so, you will be responsible for meeting any claims and costs subsequently made against us as a result. Criminal proceedings may also be instigated. We also reserve our rights to deny without compensation future travel with us.

12. Our Responsibility

Where we refer to a 'price reduction' in this clause, we mean that we will give you an appropriate reduction in the price you paid for the arrangements affected for any period during which there was lack of conformity, (unless that lack of conformity is attributable to you). Where we refer to 'compensation', we will pay you appropriate compensation without undue delay for any damage which you sustain as a result of any lack of conformity subject to the limitations and exclusions in section B of this clause 12.

A. Our responsibilities differ according to what you have booked:

In relation to bookings of Packages

We accept responsibility as an "organiser" under the Package Travel and Linked Travel Arrangements Regulations 2018. Subject to these booking conditions, if we fail to arrange or perform the services identified on your confirmation invoice as being part of your package arrangements in accordance with our agreement, we will remedy any resulting lack of conformity. If that is impossible or entails disproportionate costs (taking into account the extent of the lack of conformity and the value of the arrangements affected), we will instead pay you compensation subject to clause B of this clause. Please note that it is your responsibility to show that we or the supplier(s) responsible for performing the services identified on your confirmation invoice as being part of your package have been negligent if you wish to make a claim against us.

In relation to all other bookings

We have a duty to select the suppliers of the services making up your booking with us using reasonable skill and care. Except as stated otherwise in these terms, we have no liability to you for the actual provision of the services, except in cases where it is proved that we have breached that duty and damage to you has been caused. Therefore, providing we have selected the suppliers using reasonable care and skill, we will have no liability to you for anything that happens during the service in question or any acts or omissions of the supplier, its employees or agents.

Please note that it is a condition of our acceptance of the responsibility above that you inform us and the supplier(s) concerned without undue delay of the lack of conformity you perceive; and allow us a reasonable period in which to remedy it. Please contact us at leisuretime@toureasy.co.uk

B. Limitations and exclusions of responsibility

In these terms and conditions, our responsibilities are limited, and duty to pay compensation is limited as follows:-

We will not be responsible, make a price reduction or pay you compensation for any lack of conformity injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:-

- (a) the act(s) and/or omission(s) of the person(s) affected;
- (b) the act(s) and/or omission(s) of a third party unconnected with the provision of the services identified on your confirmation invoice as being part of your booking and which were unforeseeable or unavoidable; or
- (c) Unavoidable and extraordinary circumstances as set out in clause 9.

We will not be responsible, make a price reduction or pay compensation:-

- a) for services or facilities which do not form part of our agreement as identified on your confirmation invoice or where they are not advertised by us. For example, any excursion you book while away, or any service or facility which your hotel or any other subcontractor or supplier agrees to provide for you.
- b) for any damage, loss or expense or other sum(s) of any description which on the basis of the information given to us by you concerning your arrangements prior to them being confirmed, we could not have foreseen you would suffer or incur if we breached our contract with you; or that relate to any business.

Any price reduction or compensation that is payable will be calculated taking into consideration all relevant factors for example (but not limited to):-

- (a) whether or not you have followed the complaints and notifications procedure as described in these conditions. It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaints procedure set out in these conditions.
- (b) the extent to which ours or our employees' or suppliers' negligence affected the overall enjoyment of your arrangements.
- (c) deduction that we must make to take account of any money which you have received or are entitled to receive from any transport provider or hotelier for the complaint or claim in question.

(Please also note that where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.)

Luggage or personal possessions and money

The maximum amount we will have to pay you in respect of any claim for loss of and/or damage to any luggage or personal possessions or money is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are assumed to have adequate insurance in place to cover any losses of this kind.

Claims covered by an International Convention

We rely on the terms and conditions contained within any applicable International Conventions. The extent of or the conditions under which compensation is to be paid or liability accepted will in all cases be limited as if we were a hotelier under the appropriate Conventions. You can ask us for copies of these Conventions.

Any other claims which do not involve injury, illness, death or damage caused by us or our suppliers intentionally or negligently; or other liability that cannot be limited by law

The maximum amount we will have to pay you in respect of all such claims is three times (twice in the case of arrangements which are not packages) the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from your arrangements.

Assistance to those travelling on a package in the event of difficulty

Where you have booked a package, we will provide appropriate assistance without undue delay in the event that you experience difficulty. Such assistance will extend to providing appropriate information on health services, local authorities, and consular assistance; and helping you to make distance communications and to find alternative travel arrangements. We will charge a reasonable fee for such assistance if the difficulty is caused by you intentionally or as a result of your act or omission. In the event such assistance is needed please contact leisuretime@toureasy.co.uk.

13. Jurisdiction and applicable law

These Booking Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland if you live in those places and if you wish to do so.

14. Financial security for packages

We provide financial protection for packages that we sell as an "organiser" under the Package Travel and Linked Travel Arrangements Regulations 2018.

For bookings made on or before 30 June 2023 we provide this by making payment into a trust account administered by independent trustees, Travel Trust Services Ltd t/a Serenity Travel Trusts <http://serenitytrusts.co.uk/for-consumers/>. Money is not released from that account until after you have travelled and refunded to you in full in the event of our insolvency. If you book arrangements other than a package with us; or book one of our coach holidays through another company with flights or other travel services supplied by them, your monies will not be financially protected via this trust but may be protected by that other company's financial protection arrangements. Please ask us for further details. If you book arrangements other than a package with us, your monies will not be financially protected.

For bookings made on or after 01 July 2023 then [The Association of British Travel Organisers Trust \(ABTOT\)](#) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for The Group Travel Company Ltd (trading as Leisuretime by Toureasy), membership number 5502, and in the event of our insolvency, provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made by customers located outside the UK are only protected by ABTOT when purchased directly with The Group Travel Company Ltd

15. Passport, Visa and Immigration Requirements and Health Formalities

It is your responsibility to check and fulfil the passport, visa, health, and immigration requirements applicable to your itinerary. We can only provide general information about this. You must check requirements for your own specific circumstances with the relevant Embassies and/or Consulates and your own doctor as applicable. Requirements do change and you must check the up-to-date position in good time before departure.

Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting. For further information contact the Passport Office on 0300 222 0000 or visit www.gov.uk/passport-advice-line.

Up to date travel advice can be obtained from the Foreign and Commonwealth Office, visit www.fco.gov.uk

Non-British passport holders, including other EU nationals, should obtain up to date advice on passport and visa requirements from the Embassy, High Commission or Consulate of your destination or country(ies) through which you are travelling.

We do not accept any responsibility if you cannot travel or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities.

16. General Information

Emergency contact

It is vital that all passengers provide us with an emergency contact who we can contact in the event of an emergency.

Luggage

Your luggage allowance is usually 18kg per person. Please note that at all times you are responsible for taking care of your own luggage at all times. We may assist with loading your bags on and off the coach and at your hotel but responsibility for your luggage remains with you at all times.

Mobility Scooters

For practical and space reasons, electrical Scooters are restricted to one per tour, which can be no heavier than 20kg. The scooter has to be collapsible and be able to fit in the boot of a car. Due to health and Safety regulations our drivers cannot lift scooters on and off the coach. If an electric scooter is required, it is your responsibility to dismantle it and be able to lift on and off the coach without assistance.

Mobility

You must be able to get on and off the coach unassisted by the driver (or any other persons). The driver cannot help you in any overtly physical way. Please be aware that coach trips can include lengthy periods of travel and always require some degree of walking. There are steps onto the coach and some hotels/venues will have steps in and out of the hotel and you agree to accept that you can navigate these unaided.

Your accommodation

Any accommodation we arrange for you must only be used by those people named on your confirmation invoice. You are not allowed to share the accommodation or let anyone else stay there. You are responsible for the cost of any damage caused to your accommodation or its contents during your stay. These charges must be met by you & may have to be paid locally. Some hotels may make a small additional charge for portage and tea or coffee served after meals. Gratuities to the hotel staff and drivers/couriers are discretionary.

Hotel entertainment and themes - A wide variety of entertainment is supplied by the hotels from dancing to pianists to bingo. We have tried to indicate those holidays in which it is provided. Please note, however, that the style and frequency of entertainment are always at the management's discretion. Similarly, a hotel may be operating a theme (such as Turkey & Tinsel, Country & Western, Olde Time...) which we have not featured in our package. We will endeavour to inform you of such entertainment. However, providing we fulfil the package originally sold, we do not consider the imposition of themes to be detrimental to the holiday and will not consider compensation claims.

In Resort

Due to the nature of our programme, it is not always practical to visit our guests in their hotel. All guests will be given emergency contact numbers, and departure details will be confirmed on arrival in resort. If you encounter any difficulties during your stay, please contact the hotel reception, and/or your driver in the first instance, and if further assistance is required, simply contact the emergency number provided to resolve any issues.

It is possible that some building work will be taking place at your resort and this is a matter outside of our control. In general, we do not receive advance warning about such work, which can sometimes start quite early in the morning. However, if we are aware of development in or around your accommodation and we think it is likely to cause any inconvenience, we will tell you if there is time before your departure. If we believe that such work is likely to produce serious disruption, we will try to make alternative arrangements.

Content Accuracy

All information and prices detailed in any printed material and online are correct at the time of publication, however, these are subject to change. All prices are to be used as a guideline only.

Because the details are compiled many months before your holiday takes place, there may sometimes be amendments. For example, an advertised hotel facility may be closed for maintenance, especially in the low season when hotels take the opportunity to undertake maintenance programmes and some facilities may not be in use, also some amenities, for example, outdoor bars, may not be continuously available. In addition, a hotelier may decide that a room type or board basis listed for winter may not be available in summer, and vice versa. If we are aware of any changes and if we regard them as likely to seriously affect your holiday enjoyment, we will advise you at the time of booking. However, should any changes occur after your booking is made, we shall inform you of this in writing as quickly as possible. Please note that outdoor pursuits like water sports can be affected by weather and occasionally water and electricity supplies are restricted by the local authorities—sometimes without notice. The images used are aimed at giving an accurate impression of the type of accommodation and facilities available. Obviously, not all rooms are identical to those shown. All outdoor facilities, restaurants and bars are available for weather and/or maintenance permitting. Please note that some facilities (e.g. spa treatments, car parking, internet, Wi-Fi, safe, minibar, amongst others) may be subject to a charge, which must be paid locally. A full list of our room/meal supplements and adult/child reductions are available, please contact our reservations team or visit our website.

If we know about building work or other noise likely to affect your holiday arrangements, we aim to tell you before you leave.

The information on the website or any advertising or promotional materials is checked and is known to be correct on the date advertised.

However, as this can be many months before you take your holiday and despite careful checks, errors or changes may occur after the date of publication. If we are made aware of such errors, we will, of course, endeavour to inform you of them at the time of booking.

To ensure you have up to date information please check with your travel agent, our in-house reservations team or our website at www.leisuretime.co.uk.

We cannot be held responsible for any photographic inaccuracies and advise customers that a wide number of photographs are of generic images from stock

Travel Documentation, Luggage and Tickets

Your travel documentation is your booking confirmation/invoice. We do not usually issue travel tickets.

If you lose, destroy, or misplace your travel documents, any request for the documents to be re-issued will incur a charge for their replacement.

Wherever possible, all documentation will be supplied to you electronically. Where there is a requirement for documents to be posted, these will be sent via second class post. Once documents have been sent via email or second class post we will not be responsible for their loss unless as a result of our fault or negligence.

We will not be responsible if you arrive late for the specified pick-up time.

Clients are responsible for their own luggage and to see it loaded onto the coach on day of travel and on departure from the hotel. Please wait and physically take it away with you when you leave the coach. It is not the driver's responsibility once luggage is on the pavement.

System Errors

In rare cases, errors may occur when inputting prices into our reservations system or website. We regret that any contract entered into on the basis of an obviously erroneous price will be void. In the unlikely event that such a situation arises, you will be given the option to either pay the correct price or cancel with a full refund.

If at any time you are having issues with the website, particularly during the booking process, you can call our reservations team to finish the booking.

Contacting you

It is a condition of booking that we hold and are able use a current e-mail address to contact you about your booking and we will use the e-mail address you have provided. For example, to provide your e-confirmation, e-ticket, e-cancellation, etc. We will assume that your e-mail address is correct & that you understand the risks associated with using this form of communication. You may still have to contact us as required in our terms & conditions.