



Please find detailed below general information which we trust will answer any queries, together with our booking conditions which should be carefully noted. If you require further information, please ask. Your contract is with Travelsmith Ltd, a member of ABTA. When you make a booking you guarantee that you are authorised to accept and do accept on behalf of your party the booking conditions. A contract will exist as soon as payment is received by us, or on our behalf via any approved travel agent or where we are in receipt of a signed booking form.

HOLIDAY COSTS Please see page 2 & 3 and individual holiday pages for full details of what your holiday costs include. All prices and supplements are per person (except some room supplements that are per room per night as stated and car hire/ferry where it is per vehicle) and are based on holiday commencement date.

TRAVEL Sea holidays are based on Condor Ferries using a catamaran or ship. In respect of the latter cabins and reclining/club class seats are only available at a supplement. Air holidays are based on travel with airlines operating scheduled services e.g. Aurigny, British Airways and Flybe plus low cost carriers e.g. Blue Islands, easyJet, Flybe.com and Jet2.com. All sea and air travel is subject to the operating schedules of the carriers (not always daily) and the conditions of carriage of the respective carrier. Aircraft type cannot be confirmed as it is subject to alteration at the carrier's discretion. Should flight timings not be available when booking, this information will be confirmed once details are received from the appropriate airline. Wherever possible we will try to meet your specific requirements in respect of schedules. If it is not possible (as for obvious reasons we cannot always comply) no refund of any monies paid will be made and you will not have the right to cancel your booking except in accordance with our normal cancellation terms. With particular regard to bookings made on-line please note that it is the client's responsibility to detail the correct length and height for the vehicle specified upon booking. All vehicles and trailers greater than their declared length, height or weight will be liable to an excess charge at the port(s) of departure and may be subject to space being available, therefore carriage cannot be guaranteed under such circumstances. This brochure is issued on the sole responsibility of the tour operator and does not commit any carrier whose services are used. Travelsmith Limited hold ATOL number 1917 and that applies to all air holidays arranged by us.

CHECK IN / OUT Normally your accommodation will be ready for you from noon on your arrival date and you are asked to vacate your accommodation by 10am. Occasionally you may be able to vacate later, but please check with your holiday accommodation management.

DURATION The arrival day at your resort counts as the first day and the departure day from your resort counts as the last day, regardless of timings.

SPECIAL INFORMATION Although no guarantee can be given we will be pleased to assist wherever possible. In the case of disabled clients or where for medical reasons special services are required (eg special diets, etc) it is necessary that full details are given at the time of booking in order that we can render as much assistance as possible. We cannot be held responsible for problems encountered where full written details have not been supplied to us and subsequently confirmed in writing by us. Full information must be given on the booking form or, if necessary, reconfirmed separately in writing giving details of any disability and assistance required.

TELEPHONE QUOTES are all provided subject to written confirmation (including any holidays not featured in our brochure, where tailor-made arrangements apply).

DANGEROUS GOODS Airline and ferry companies have a list of prohibited articles that are regarded as endangering the safety and security of passengers. If you are unsure of any particular item that you may wish to take, please ask.

MONEY MATTERS Bookings are made by the completion of our booking form and its delivery to us at the address shown together with the appropriate payment, either direct or via any approved travel agent. Any money paid by a client to a travel agent and held by the agent is held on behalf of Travelsmith Ltd. Balances are due 8 weeks prior to departure date. If balance payment is not received by the due date Travelsmith reserve the right to cancel all arrangements and impose cancellation fees in accordance with the schedule below. Where balance or total payment is made by credit card a 2% charge will apply to offset some of the charges imposed by the banks. However, no charge is payable where debit cards are used. Should you have to cancel your holiday the following scale of charges will apply: 42 days or more deposit is forfeit, 41-29 days @ 70%, 28-15 days @ 80%, 14-8 days @ 90% within 7 days @ 100%.

NB: Where cancellation occurs within 42 days of travel and the % charge equates to less than the minimum charge (ie loss of deposit) then the higher charge will apply. Should you wish to alter your arrangements, and assuming such alterations are possible, a £20 per person fee will be charged.

NB: Certain travel arrangements (discount flights, ie APEX tickets) cannot be changed after a reservation has been made and any alteration will incur higher charges. Alterations made within 6 weeks of departure may be subject to higher charges in line with our cancellation fees. Any alteration or cancellation must be notified in writing and, in respect of the latter, the level of charges will be based on the date written instructions are received by Travelsmith. It is essential that all clients take holiday insurance cover (please see this page). If the reason for your cancellation is covered by your insurance policy, you may be able to reclaim these charges.

OUR POLICY ON PRICE INCREASES once full payment has been made there will be no price increase for any reason. In addition, Travelsmith will not increase the price confirmed for any holiday made before 31 December 2014, unless higher taxes imposed by the UK Government or Channel Island Authorities or UK/CI airport authorities (eg VAT or airport charges). If you have not booked in accordance with our price guarantee as detailed above, the price of your holiday is subject to possible surcharge on the following items.

(i) Government action and/or airport authorities action: defined as the imposition of and/or variation to taxes (eg VAT) or (air)port departure/arrival taxes (including passenger service charges) and other charges as a result of direct action by UK and/or foreign governments.

(ii) Increase in transportation costs such as fuel, scheduled air and ferry fares, or increased (air)port charges and any other surcharges which are part of the contract between airlines/shipping companies and the tour operator. Fuel is purchased on the value of the dollar.

The brochure costed as at 28 October 2014 (based on £1 = \$1.6179 – source Financial Times). In such an event that increases are incurred, Travelsmith will absorb an amount equivalent to 2% of the holiday price which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged with an amount to cover agents' commission. In the most unlikely event that the surcharge is higher than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid except for any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this, you must do so within 14 days from the issue date printed on our supplementary invoice. Conversely it should also be noted that if costs decrease more than 2% any such amount in excess of 2% will automatically be deducted from your account. Any variations to brochure prices (lower or higher) made prior to your booking with us will be notified at the time of booking.

CHILDREN AND INFANTS Any child reductions for accommodation are based on children/infants sharing with 2 adults in a room with extra child bed(s) or cot(s). In certain instances some hotels may make a small charge for food consumed where Travelsmith have made no charge for the holiday. Such payments should be made direct to the hotel. Where children's offers are shown at selected hotels please note the advice given as to whether meals are included or all meals are payable direct at hotel. NB: Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be under two years of age on the date of its return flight.

ACCOMMODATION in hotels and guesthouses comprises B&B (ie bed and breakfast daily) or HALF BOARD (including dinner daily) commencing with dinner on the first day, terminating with breakfast on the last day. No allowance can be given for unused accommodation or meals not taken due to temporary absence, including late arrival on the first day or early departure on the last day. Where optional supplements for half board are shown, these prices are only valid if booked in advance. All holiday establishments used throughout this brochure are registered and graded by the Tourism Authorities of the appropriate resorts at the time of going to press.

SPECIAL DIETS Higher grade hotels usually offer a sufficient choice of menu to provide for all tastes. However please note that in guesthouses and in most middle range hotels where special diets such as vegetarian meals are requested, the menu will be very limited. If you are unsure, please ask when booking.

LIABILITY We accept full responsibility for ensuring that the arrangements which we have agreed to provide are in accordance with the description in the brochure and are of a reasonable standard. In this respect, we are pleased to make it clear that we accept responsibility for the negligent acts or omissions of our employees and agents and of our subcontractors and suppliers. We will pay damages calculated in accordance with English legal principles in respect of the death, bodily injury or illness suffered by any member of the party during the holiday and caused by the negligent act or omission of our employees or agents or by one of our suppliers or subcontractors or by their servants or agents provided that they were acting within the scope of or in the course of their employment and on our business. Please note that there are important conditions attached to this commitment, as follows:

(i) Claims must be notified to us in writing within 28 days of the date of the scheduled completion of the holiday.

(ii) The claimant agrees to assign to us their rights against a supplier or any other person relating to the claim.

(iii) The claimant agrees to give his or her full co-operation in the event that we or our insurers wish to enforce the rights assigned to us or to which we are subrogated.

(iv) In the event that a member of the party should suffer illness, personal injury or death during the holiday through a cause unconnected with any negligent act or omission of our employees, agents, sub-contractors or suppliers, we will offer assistance including advice and guidance and, if we in our absolute discretion consider it appropriate, financial assistance up to a limit of £5000 per booking form.

(v) In respect of carriage by air, sea and rail our liability in all cases will be limited in the manner provided by the relevant international convention. A copy of the applicable conditions will be supplied on request.

CHANGES TO YOUR HOLIDAY In the rare event we make a major alteration to your holiday arrangements, we will inform you or your travel agent as soon as possible and offer the best available alternative or issue a prompt and full refund of all monies received by us from each person in your party. Any alternative accommodation offered, subject to availability, would be of comparable or higher standard. When a major change is notified, you will (provided you have paid the final balance) be entitled to compensation with a rising scale of payment geared to the length of time prior to departure at which advice has been given. We shall not cancel your holiday after the date when payment of the balance price has become due unless for reasons beyond our control or the client's non-payment of the balance.

Important notes: (a) Most changes are minor and do not give any entitlement to compensation or cancellation. A major change can be defined as a change in UK airport or resort area or the time of departure or return by more than twelve hours or to accommodation of materially lower standard than that booked. (b) There is no entitlement to compensation in respect of changes or cancellations amounting to force majeure, eg war, threat of war, riot, civil strife, industrial disputes, terrorism, natural or nuclear disasters, fire or adverse weather conditions, or the interruption of Air Traffic Control functions resulting in the cancellation or disruption of flights. If we cancel your holiday in such an event, we will offer you a refund of all monies paid (less any non-recoverable costs) or, if we are able to, a comparable alternative holiday but shall be under no further liability. NB: Where holiday arrangements are disrupted as a result of force majeure including industrial action (by those not employed by Travelsmith Ltd and any of their subsidiaries) or adverse weather conditions we will assist wherever possible but cannot accept any liability. In certain circumstances any extra costs may be covered by insurance, which is considered essential (see this page).

DELAYS To cater for such circumstances including adverse weather conditions please ensure you have sufficient funds to pay for any additional expenses as these are the client's responsibility. Furthermore, it should be noted that if there is any loss of holiday time there cannot, under normal circumstances, be any refund from us. In

certain circumstances these costs may be covered by insurance, which is considered essential (see this page and the booking form).

CAR HIRE IN THE CHANNEL ISLANDS Please refer to conditions as detailed on page 37.

CONDUCT We should point out that with the support of ABTA (the Association of British Travel Agents) all hotels, campsites, airlines, shipping lines, etc, have the right to refuse admission/transportation to any persons behaving in a disorderly manner to the discomfort of fellow holidaymakers. Moreover any such persons will have no redress regarding refunds on tickets, etc. Furthermore, the majority of hotels refuse to accept all-male groups. In any event more detailed information may be required prior to the acceptance of such bookings. We are sure that this ruling can only improve matters for the vast majority of clients.

ASSISTANCE, PROBLEMS, COMPLAINTS If you have a problem during your holiday, please inform the relevant supplier (eg hotel manager) and (where applicable) resort representative at once so that every opportunity is given to restore holiday satisfaction. If this is not possible and your holiday enjoyment is affected you should contact Travelsmith without further delay - full details of our contact service are supplied with your travel documents. We will do our utmost to resolve the problem while you are on holiday. If you remain dissatisfied please ensure that you follow the matter up within 28 days of your return home by writing to our Customer Services Department at the Travelsmith office giving your original booking reference number and other relevant information. It is therefore a condition of this contract that you communicate any problem to the supplier of the services in question AND, where applicable, to our representative whilst in resort and obtain a written report form. If you fail to follow this simple procedure we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem. It is our policy to always assist wherever possible to resolve any problem quickly, fairly and amicably but, disputes arising out of, or in connection with this contract, which cannot be amicably settled, may (if the customer wishes) be referred to arbitration under a special scheme which, though devised by arrangement with ABTA, is administered quite independently by the Chartered Institute of Arbitrators. The Scheme (details on request) provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person or £25,000 per booking form or to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness. If you elect to use this scheme, written notice requesting arbitration under the scheme must be made within 9 months after the scheduled date of return from the holiday.

SWIMMING POOLS Where we show accommodation with an outdoor pool, it may not always be in use during early and late seasons and may not always be heated. Furthermore, pools (indoor or outdoor) may be subject to closure or restricted use in line with regulations that may be imposed by local authorities at any time.

HOLIDAY INSURANCE is essential and a condition of booking that all clients are adequately insured. Please see section on this page for details of our policy. Should you wish to purchase an alternative policy from your travel agent or any other reliable source it is essential to obtain commensurate or superior cover.

PASSPORTS Whilst passports are not required (unless taking a day trip to France) most carriers require photographic identification in order for you to board and also for security purposes (eg, Passport, full new style driver's licence, bus pass or a Citizen Card - application available from your post office or at <http://www.citizencard.net>). NB: holders of non-British passports and/or British passports issued overseas should check with the relevant consulate in case visa/special permits are required.

HEALTH The UK NHS does not visit in Guernsey and you would have to pay for medical treatment. Jersey has a reciprocal agreement with the NHS for emergency treatment only. We consider that adequate travel insurance is essential (see page 37).

BROCHURE INFORMATION All contents have been compiled and checked as carefully as possible to ensure accuracy at the time of publication. Prices are based on known hotel rates and transport costs as at 28 October 2014 (based on £1 = \$1.6179 – source Financial Times). Please refer to the section on money matters for further information.

DATA PROTECTION STATEMENT Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs and immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies. We will not pass on any information you supply to any third party in the EU not connected with your travel arrangements (as explained above) without your prior permission. This applies to any sensitive information that you give us such as details of disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Full details of our data protection policy are available on request.

YOURS FAITHFULLY Travelsmith Ltd is a privately owned company with directors resident in Essex. Responsibility for arranging your holiday is taken most seriously. Travelsmith Ltd is a subsidiary of Travelsmith Investments Ltd. Registered office: Travelsmith House, Burnham on Crouch, Essex CM0 8AA. Reg no 17226666. We will always be pleased to answer any queries you may have.

CONSUMER PROTECTION All flight inclusive air holidays to the Channel Islands featured in this brochure are financially protected by the ATOL scheme.

Travelsmith Limited have ATOL licence no.1917. When you pay you will be supplied with an ATOL certificate. In the unlikely event that you do not receive this with your holiday confirmation, please ask for it and check to ensure that everything you booked (flights, hotel and other services) is listed on it.

All sea holidays featured in this brochure are financially protected under our ABTA bond. Travelsmith Limited are members of ABTA and have ABTA no. V1290.

For more information about financial protection and the ATOL certificate go to the Civil Aviation Authority's website, for more information about the ABTA bond go to the ABTA website.