

GENERAL INFORMATION

1. Conditions of Carriage Independent suppliers provide many of the services, which make up your holiday. 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. Copies of the relevant parts of these terms and conditions can be obtained from ourselves or the suppliers concerned.

2. Special Requests and Medical Conditions If you have any special request, you must ensure it is clearly noted on your Booking Form at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot promise that any request will be complied with unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.

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

3. Flights The flight timings given on booking are for general guidance only and are subject to change. The latest timings will be shown on your confirmation invoice. However, the actual flight times will be those shown on your tickets, which will be dispatched to you approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been dispatched – we will contact you as soon as possible if this occurs. We strongly suggest you reconfirm your flights at least 72 hours prior to departure in the event of any changes. We are not always in a position to confirm the airline, aircraft type and airport of destination, which will be used in connection with any flight included in your holiday. When this information is provided at the time of booking or subsequently, it is subject to change. Any such change will not entitle you to cancel or change to other arrangements without paying our normal charges.

4. Postage Tickets are normally dispatched by post. Otherwise clients are required to collect ticket(s) at Let's Travel Services office usually 10 days before departure, unless other arrangements are agreed. We can send travel documents by "Royal Mail Special Delivery" at your request for an additional cost of £5.00 per booking. We regret that we cannot accept any liability for tickets delayed or lost in the post. If tickets are lost or delayed in post and issuance of replacement tickets is required we reserve the right to charge extra as per airline concerned for reissue of tickets. All tickets remain the property of Let's Travel Services. For bookings made within 14 days of travel an additional charge of £20.00 per booking may be applicable. Please ask our travel consultant at the time of booking.

5. Baggage & Portage All passengers joining our European Coach and Air Tours are kindly requested to restrict their baggage to one medium sized suitcase per person and one piece of hand baggage. Baggage allowances for international flights are up to one 20kg suitcase (air bag) per person and 5kg for hand baggage. Porter services are not included in the holiday price of your tour. If clients wish to utilise porter service, they should arrange with the supplier hotel concierge and pay directly to the supplier hotel either at the time of check in or check out. We regret we cannot fix porter service charges with the hotels concerned. It will be clients' own responsibility to negotiate these charges with the hotels.

6. Children We, Let's Travel Services Ltd., welcome children of all ages on our European Coach and Air Tours and other holidays. We negotiate special rates with hotels for children sharing their parents' room. One child under the age of 11 years will be provided with extra bed. If a second child wishes to share their parents' room, we will request second extra bed, but not guaranteed. Infants under the age of 2 years stay free with their parents' room. Please bear in mind that when children share their parents' room, extra rollaway beds, folding beds, bunk beds or sofa beds will be provided. This can reduce the space in the room. Should you wish to book separate rooms for children, they will be considered as adults and charged full adult rates as all hotels on European Coach and Air Tours are based on minimum two adults sharing a room (optional activities and flights for children will be charged at child rates). Infants under 2 years of age will not be eligible for separate seats on flights or coaches. If their parents' want separate sheet for their infants, we regret we will charge full child fare for flights and coaches.

7. Coaches We aim to provide you with a smooth and relaxing journey throughout the tour and therefore our coaches are very carefully chosen. All our coaches have cushioned reclining seats, arm rests, seat belts, on board tea & coffee machines, toilet/washroom facilities, air ventilation/air conditioning, television/video and very friendly coach drivers.

8. Foreign Currencies & Expenses We advise all passengers to carry with them small amount of local currency for their personal expenses such as refreshments, alcohol, meals, travelling aids, shopping etc. We generally recommend £30 per person per day where only meals are supplied by us and £40 per person per day where meals are not supplied by us.

9. Health Requirements are subject to change and passengers are reminded that they are responsible for complying with entry and health requirements of all countries they intend to visit. For some countries a valid certificate of vaccination against certain diseases may be required or recommended by immigration authorities. Yellow fever and Cholera vaccinations or a course of anti-malaria tablets may also be required depending upon destination. Additionally, we recommend all our clients travelling overseas to be inoculated against Typhoid, Polio, Tetanus, Hepatitis, and other diseases by consulting their GP (doctor). When travelling to more than one country additional vaccinations may be required. A department of health leaflet (Ref – T6) "Health advice for Travellers" can be obtained free from your doctor, travel agent or by phoning Freephone 0800 555777.

10. Hotels On our European Coach and Air Tours you will be provided rooms, which will reflect the category of hotel or apartment booked. All our hotels are carefully selected and are normally rated three stars unless otherwise stated. In all three star hotel rooms, you will find facilities of en-suite bathroom, television, safety deposit lockers, and telephone. Many of our hotels also have facilities of 24-hour reception; bars, restaurants, swimming pool and children's play ground. Some of the hotels are centrally located in the cities. However from our experience we have found that to provide you with comfortable hotels, it is often necessary to use hotels away from city centres. Passengers will be responsible for looking after their own jewellery, monies and other important personal items. Families requesting, three or four bedded rooms will usually have a twin bedded room with extra folding or bunk beds, which means you need to be prepared for having less space in your room.

11. Optionals and Excursions In order to provide you extra value for money, Let's Travel Services gives more choice and flexibility to choose one type or one part (e.g. hotel rooms, meals etc.) of your tour at an extra cost. On some European Tours we offer choices en-route to participate in further sight seeing excursions. These can be purchased prior to your departure date or at their higher individual rates on the commencement of your tour by paying in British Pound Sterling (GBP) only. Please note if we do not have sufficient passengers for any optional which is featured, we reserve the right to cancel these optionals and further sight seeing excursions. We will refund all monies paid to us for these activities upon your arrival in the UK.

12. Passports & Visas All passengers will require a full passport with validity of more than six months and one day after completion of their journey. It is solely passengers' responsibility to ensure that you comply with all necessary visa and passport regulations with the appropriate Embassies and Consulates of the countries involved in European Coach and Air Tours. There are usually long delays in obtaining passports and visas. We advise our clients to apply well in advance of their anticipated tour departure date. We provide a visa service to our clients joining our European Coach and Air Tours and the cost of processing visas is not included in your tour price. You will be required to pay for them separately in advance. Let's Travel Services will assist you in every possible way to obtain your visas.

Please advise what type of visa(s) is required on the booking form at the time of booking. Non UK residents (clients with Non UK passport) will require certain documents from Let's Travel Services to accompany their visa applications, if they are applying for relevant visa(s) on their own direct to the relevant embassy(ies) or consulate(s) of the country(ies).

As the first port of entry will be Calais (for European Coach Tours), we recommend passengers to apply for French Schengen Visa. Please indicate on your booking form whether you will apply for Schengen Visa on your own, if you so wish. Although we do everything possible to assist in obtaining the required visa(s), Let's Travel Services Ltd. cannot accept responsibilities for your expenses, delay or curtailment incurred as a result of clients' documents not being correct. In case of relevant Embassy(ies) or Consulate(s) refuses to grant visa(s) (in rare cases) either to us on your behalf or if passengers applying for visa(s) themselves, and passengers are unable to travel, we regret that visa processing charges and visa application fees (if we apply on your behalf) are non refundable in addition to the cancellation charges, which will apply per person as detailed in clause (6) of booking terms and conditions "If you Cancel Your Holiday".

13. Tipping Tipping is customary in our tours for coach drivers and tour managers. It is mandatory that a £2 tip per person per day be given for your driver and tour manager (both included) during your tour. Should you wish to also offer extra tips to either the coach driver or tour manager, please do so at the end of your tour.

14. Travel Insurance We strongly advise that all our clients are adequately insured before travelling. We have, therefore, arranged fully comprehensive travel insurance (GoldWing Travel Insurance for Tours, Tailor Made Holidays and other Holidays) through NJ Heritage Partnership Limited (308-314, London Road, Hadleigh, Essex, SS7 2DD, Tel: 0870 366 9355, Fax: 01702 553231) and insured by Professional Travel Insurance Company Limited to provide suitable low cost holiday coverage including holiday cancellation and delayed departure.

Please note that this insurance is only available to UK residents. The cost of travel insurance will be automatically added to your deposit and is non-refundable unless you specifically state NO in the Travel Insurance box provided in our Booking Form. Your insurance premium(s) must be sent with your deposit to ensure full cancellation cover from the date of booking, should you choose to take out our travel insurance.

We would like to point out that travel accident insurance provided by credit card companies DO NOT provide sufficient cover for your holiday. Listed below is a summary of cover provided by our travel insurance. Please note that it is the responsibility of each insured party that they receive a statement of cover from us and acquaint themselves with the terms and conditions therein. In the case of dispute, the policy wordings shall prevail.

GoldWing Travel Insurance

SUMMARY OF COVER

	UP TO PER PERSON*
Loss of Deposit & Cancellation	£3,000
Medical & Repatriation Expenses	£5,000,000
Hospital Benefit	£1,000
Personal Accident	£25,000
Baggage, Personal Effects & Money	£2,000
Personal Liability	£2,000,000
Travel Delay	£100
Missed Departure	£1,000
Legal Expenses	£25,000
Mugging	£100
Hijack	£1,000
Disaster	£500
Domestic Pets	£200
Winter Sports	£400

*The above are maximum benefits. Full Terms and Conditions are as per the insurance certificate, a copy of which is available on request. For all holidays including by Car/Coach/Sea or Air Travel.

Rating Notes

- 1) Maximum Age Limit is 84 years.
- 2) No Age Loading.
66-69 years maximum period of travel 93 days. 70-84 years maximum period of travel 45 days.
- 3) Under 2 years of age free when travelling with an insured adult.
- 4) 50% adult rate for children under 18 years of age.
- 5) 1.5X Rate = Single parent family (1 adult & up to 4 children under 18 years and living at home).
- 6) Double premium for family cover (2 adults & up to 4 children under 18 years and living at home).
- 7) Winter Sports = Double Premium (Maximum age 70 years).
- 8) To exclude baggage/money cover 10% discount of rates.
- 9) Excesses: On Personal Liability and Legal Expenses £200.00 each claim per person.
- 10) Medical screening required on pre-existing conditions. Mandatory medical screening for everyone over the age of 65 years.

You must telephone **Blue Swan Healthline on 0870 410 6093** for advice as to whether the medical condition(s) can be covered and whether there will be an additional charge or amendments to Certificate conditions. This service is available between 9:30am and 5:30pm Monday to Friday.

IMPORTANT NOTES

Under the Association of British Insurers (ABI) General Business Code of Practice, we must bring to your attention some of the important features of your travel insurance policy:

Policy Document: You should read the document carefully. It gives you full details of what is and is not covered and the conditions of cover. Cover will vary from policy to policy and insurer to insurer.

Conditions, Exclusions & Warranties: Conditions and exclusions will apply to individual sections of your policy while general exclusions, conditions and warranties will apply to the whole of your policy.

Health: Your policy contains restrictions regarding pre-existing medical problems concerning the health of the people travelling and or other people upon whose health the trip may depend. You are advised to read your policy carefully.

Dangerous Sports or Pastimes: If you are going to take part in dangerous sports or pastimes where there is a high risk of injury, check that your policy covers you.

Property Claims: These claims are paid based on the value of the goods at the time you lose them and not on a "new for old" or replacement cost basis, unless otherwise stated in your policy.

Policy Limits: Most sections of your policy have limits on the amount the insurer will pay under that section. Some sections also include other specific limits, for example: for any one item or for valuables in total. You are advised to check your policy if you intend taking expensive items with you.

Policy Excesses: Claims under certain Sections of the Insurance Certificate will be subject to an excess. Where there is an excess, You will be responsible for paying the first part of a claim.

Reasonable Care: You need to take all reasonable care to protect yourself and your property.

Complaints: Your insurance policy will have in it a complaints procedure which tells you what steps you can take if you wish to make a complaint.

Declaration of Material Facts: Non Disclosure or misrepresentation of a material fact may entitle the Insurers to void the Insurance. A material fact is a fact that is likely to influence the Insurers in the acceptance or assessment of the risks attaching to the insurance (for example, an Insured Persons state of health or that of a relative or friend on whom a planned holiday or trip may depend).

"Cooling Off" Period: Your policy may contain a "cooling off" period during which you can return the policy and get a refund, if you have justifiable reason for being dissatisfied with the cover it provides.