



Airline - Airport Minimum Connection Times

Transferring from an international to domestic terminal or vice versa may require a considerable amount of time and it is therefore advisable that you allow enough time to clear immigration, passport control, and collect luggage and clear customs where applicable, in order to transfer comfortably to your connecting flight. There are airline recommended minimum connection times which airlines must adhere to when combining connecting flights. Should you miss your connecting flight, there is no onus on the airline to re-protect you unless for a reason for which the airline is responsible. Details of inter-terminal transfer directions can be found on airport websites.

Airline - Advance Passenger Information (APIS)

For security reasons, immigration authorities in some countries now require airlines to provide details about their passengers before travel, known as APIS, which is usually your passport details. The airlines will normally request this information at time of booking. Failure to provide your API within the requested time may result in you being denied boarding (and not being allowed to travel) and you will be liable for any associated costs incurred. Please be aware that your API will need to be updated should any information change before travel i.e. names, new passport numbers.

Airline - Infants/Children/Unaccompanied Minors

Most airlines offer bassinets for infants. However, this is not a guaranteed service and will be provided on a first come first served basis, therefore we recommend that you arrive early for check-in. International airline regulations allow only one infant per adult to travel. Airline and country policies differ in relation to children under the age of 18yrs old travelling without their parents, their guardian or other adults. There are many variations, some services are payable and must be pre-booked. In addition, you may be required to carry legal documents – see Travel Documentation – Children.

Airline - Check-in

Some airlines only offer an on-line check-in facility rather than standard airport counter check-in and you may be required to print your boarding card so as not to be charged at the airport check-in. If you are denied boarding for failure to check-in on time, we will not be responsible, however we will offer our assistance for rebooking alternative arrangements and any additional costs incurred will be your responsibility. International flight check-in is recommended 3hours prior to flight scheduled departure; further details can be found on each airline's website or please contact your Travel Counsellor.

Airline - Codeshare Flights

Some scheduled airlines have agreements to operate some routes as a shared service with a partner airline. There are several codeshare agreement schemes worldwide and they serve to operate more enhanced routes and services and customers can benefit from easier ticketing, luggage transfer and connections on a recognised codeshare service.

Airline - Delays

In the event of a flight being delayed, the airline concerned has certain obligations to you (such as issuing food & drink vouchers), dependent on the various factors affecting the reason for the flight delay. Any redress should be taken up with the airline directly as per the airline's own conditions of carriage.

Airline - Hand Luggage Restrictions

There are items which cannot be carried in hand luggage for safety and security reasons and this information is available at airport check-in desks. Liquids, gels, creams, pastes can only be carried in small amounts in containers no bigger than 100ml and within a sealable transparent bag no larger than 20cm x 20cm (8" x 8"). Please ensure that you are aware of the restrictions before you travel. Further information on Liquids, Banned, Restricted and Dangerous Goods can be found on: <http://www.caa.co.uk/Passengers/Before-you-fly/Baggage/What-items-can-I-travel-with/>

The size and weight restrictions of cabin baggage (hand luggage) varies per airline. Further details can be found on each airline's website

Airline - In-flight Catering

Some airlines do not provide an inclusive in-flight meal service, however, may offer this as an optional pre-bookable payable service. In-flight refreshments will carry a charge dependent on the class of service booked and it should not be assumed that this is a complimentary service. Special meals including those for dietary requirements may be available on some airlines and routes and can be requested subject to a minimum notice period which varies per airline. Please allow sufficient time to contact your Travel Counsellor for more information.

Airline - Luggage Allowance

Hand luggage and checked luggage allowances vary depending on the airline and routing e.g. international connections. Some airlines will also charge for hold luggage dependent on the cabin class you are booked to travel in and geographical area you travel in. Additional charges may also be applicable for extra, overweight and oversized luggage such as sporting equipment. Luggage charges on domestic internal flights within the USA are applicable and in the region of USD25\$ per checked piece; please ensure that you are aware of each airline's luggage restrictions before you travel especially if you have a stopover. Should any part of your journey include seaplane or light aircraft it may be necessary to travel light (10-15kg per person in a soft sided bag, or if your trip involves a coach or rail tour, there may well be restrictions for carriage of luggage; please be mindful of luggage restrictions for all elements of your travel arrangements.

Airline - Schedule Changes

Flight schedules are planned many months in advance and rescheduling does occur and the airlines reserve the right to amend the schedules at any time. Some airlines may consider an intermediary touchdown on a flight as a 'direct' service. We will inform you of any changes as soon as we are made aware, however we cannot accept liability for any extra charges incurred as a result of rescheduled flights.

Airline - Seating

If you have particular seat requests, we will forward your requests to the airlines through whom a seat booking service is available. Due to operational changes which do occur resulting in change of aircraft and seat configurations, we would like to bring to your attention that this not a guaranteed service and your requested or booked seats may not be available on departure. Some airlines charge a fee for pre-booking seats such as extra legroom seats and seats together. Airline regulations require that passengers meet with the safety requirements to sit in exit row seats and the airline will assign the seat. If you require specific seating for medical reasons, you must advise your Travel Counsellor before travel to allow sufficient time to notify the airline.

Airline - Pregnancy/Expectant Mothers

International airline regulations vary as to their permissions for passengers to fly during pregnancy; it is essential that you check with the airline for their policy. We also recommend that you inform your travel insurance supplier and consult your GP to confirm your fitness to fly and carry any necessary medical documentation.

Airline - Overseas Airport Taxes

Some destinations have a mandatory local tax to be paid on arrival or departure in local cash currency. Please note that Airport Taxes are subject to change without notice and not inclusive within your air ticket fare.

Airline - Flight Tickets

The majority of airlines now issue electronic paperless tickets, therefore an itinerary with your booking reference is all that is required at check-in.

Health - Prescription Medication

You should carry any medication/prescriptions that you take regularly in your hand luggage. A copy of the prescription and a letter from your GP explaining your condition may be helpful at customs at your destination. Some countries such as United Arab Emirates have strict laws concerning the import of drugs, whether they be recognised prescription drugs or over the counter medicines. You may therefore need prior agreement from the authorities, and it is recommended that you verify with the Embassy or Consulate before you travel.

Local Laws and Customs

You should make enquiries regarding local laws and customs within the country you are visiting and be aware of the penalties if your behaviour or actions are considered disrespectful or illegal by the local authorities. Specific country advice can be found on <https://www.gov.uk/foreign-travel-advice>.

Pet Travel Scheme (PETS)

To bring your pet into or back into the UK, it must be accompanied either by an EU pet passport or a third country official veterinary certificate. When travelling with your pet dog, cat or ferret, the rules you must follow depend on the country you are going to or coming from. Transport suppliers may charge for this service. Further details can be found on <http://www.gov.uk/take-pet-abroad>.

Travel Documentation - Children

Parents travelling alone with children should be aware that some countries require documentary evidence that both parents have given permission for the journey before allowing one parent/guardian to leave the country. If you are travelling with a minor who does not have the same family name as you, we advise that you contact the countries' embassy for advice on travelling with children. This may require a Solicitor providing a letter of consent (notarised affidavit) authorising the child to your care. Further details can be found on <https://www.gov.uk/permission-take-child-abroad>.

Travel Documentation - Driving Licence

You will need your driving licence to drive abroad and an International Driving Permit may be needed in some non- EU countries as well as the green 'paper' section of your driving licence. Driving laws, license requirements and age limits vary worldwide, and it is important that you are satisfied that you are eligible to drive a vehicle within your chosen destination.

UK Driving Licence Holders – since 8th June 2015, DVLA have introduced a mandatory licence check code to obtain before collecting your rental vehicle. Further information can be found on <https://www.gov.uk/driving-abroad>

Travel Documentation - General

It is recommended that you take a photocopy of all your important travel documentation in the event for example that a passport is stolen or items are lost. It is important to keep these copies separate from the originals. It is also advisable to advise your next of kin not travelling with you of your travel arrangements and to provide them with copies of your travel documentation.

Passport and visa regulations are subject to change at any time; it is advisable to check the websites prior to travel. General information on the UK passport service can be found on: <https://www.gov.uk/browse/abroad/passports>

Travel Documentation USA

i) Passports

All British Citizen passport holders (including children) will only be permitted to enter the United States if they hold a passport which is a machine readable with a digital photograph or a biometric passport (E-Passport with microchip).

A passport indicating that the bearer is a British Subject, British Dependant Territories Citizen, British Overseas Territories Citizen, British Overseas Citizen, and British National (Overseas) or British Protected Person does not qualify for travel without a visa or someone who has indefinite leave to remain in the UK. Please also note that passports issued in consular offices outside the UK may not be in the required format. Therefore, if you are in doubt as to whether your passport is valid, it is important that you contact your nearest Passport Office for advice.

ii) ESTA - Electronic Travel Authorisation - USA

It is mandatory for all British Citizen passport holders travelling to and/or transferring through the USA by air or sea under the Visa Waiver Program, to obtain authorisation to travel no later than 72 hours before your flight's scheduled departure by completing the online Electronic System for Travel Authorisation (ESTA). PLEASE NOTE - the authorisation to travel does not determine whether you will be allowed

to enter the USA. The U.S. Customs and Border Protection officers will determine traveller's admissibility on arrival. All information can be obtained from the official website <https://esta.cbp.dhs.gov>. There is a Processing Fee to pay plus an Authorization Fee once your application has been approved. Failure to obtain an ESTA will result in you being denied boarding by the airline or refused entry at US immigration. You will be liable for any associated costs incurred. If you are not eligible to travel under the Visa Waiver Program or due to a previous criminal conviction, you must apply for a visa and details can be found on the US Embassy website.

The Visa Waiver Program requirements are as follows: the passport must have a machine-readable zone on the biographic page; issued on or after October 26, 2005 – Each Visa Waiver Program passport issued on or after this date must have a digital photo; issued on or after October 26, 2006 – Each Visa Waiver Program passport issued on or after this date must be an electronic passport with a digital chip containing biometric information about the passport owner.

Further passenger information is collected by the airline on check-in including your home residence details and the postal address of your first point of stay in the USA. US Customs and Border Protection agents use fingerprint scanning and facial recognition as standard security process for all travellers arriving to the USA.

Canada

It is compulsory for all British Citizen passport holders flying to Canada to apply for a US-style electronic travel authorisation (ETA). The ETA costs CAD 7 (approximately GBP4) per passenger and can be applied for online at www.cic.gc.ca/english/visit/eta-start.asp

Your Accommodation and Resort

Accommodation - Building Renovation and Refurbishment

From time to time and dependent on the holiday season, some facilities may not be open or fully functional or there may be required maintenance and general refurbishment of hotel facilities such as swimming pools in quieter periods. This is at the discretion of the hotel management and when we are told about any updates, we will notify you as soon as possible where this could reasonably be expected to affect the enjoyment of your stay.

Accommodation - Check-In and Check-Out Times

Some destinations and hotels have minimum age restrictions for check-in, and it may be that you are required to be at least 21 years old. The standard check-in times for hotels is generally 3pm and check-out around 11am, irrespective of your arrival or departure time. On arrival at the hotel you may be asked for an imprint of your credit or debit card. Some accommodations may require a security deposit at the time of your arrival, this may be required in cash or by credit card and therefore your card may be swiped, and a minimum payment taken. Should you require your room to be ready and have an early check-in or retain the room with a late check-out, this should be arranged with the hotel concierge/reception directly and may incur an extra night's charge. If you have a night flight, the hotel may provide a day room for guests to use at the discretion of the hotel management.

Accommodation - Descriptions

All information given to you about the services and facilities at your chosen accommodation is supplied to us directly from the accommodation supplier itself and this information is passed to you in good faith. We have no control over the content of the information provided to us and as such, this information is subject to change. We cannot accept any liability for information you source from independent third parties over whom we have no control. If we are made aware of any significant changes to the information provided to you and the availability of facilities, we will endeavour to notify you before departure, however it is at the discretion of the hotel management and our third party suppliers to notify ourselves.

Any facility not pre-paid and not confirmed as part of your package price but provided for locally must be paid for at the hotel's published rates and we cannot accept any liability for this. These may include (but not restricted to) Wi-Fi, parking, sun loungers, pool towels, water sports, games, kid's clubs, safety deposit boxes, TV remote controls, satellite TV, kettles, toasters etc. and is at the sole discretion of the hotel management. Cleaning charges may also be applied for self-catering properties. On site sport facilities such as gyms and spas may have a minimum age restriction and require adult supervision. Air conditioning may be centralised within a hotel or be individual units and there may be a locally payable charge.

Some hotels in the United States, including Hawaii and U.S. Caribbean Islands charge 'Resort Fees' which is a mandatory daily additional charge per person to be made directly to the hotel for their on-site facilities. Some hotels in Europe are introducing a city tax/bed tax charge which is a locally payable charge directly to the hotel. Payment of resort fees/city/bed taxes is the responsibility of the customer. Travel Counsellors will endeavour to notify you of this fee/tax where possible, but we will not be responsible for these charges and in particular where a hotel has failed to advise us that resort fees/taxes are to be charged.

Accommodation - Dress Code

Some restaurants will have a dress code and more formal attire may be required for formal evenings or gala events.

Accommodation - Guests

We do not have any control over the acceptance of other bookings and guests from different countries with different cultures and customs. Some hotels cater for groups, conferences and functions and at times there may be large groups of guests.

Accommodation - Meals

Hotels often place restrictions on meal and restaurant arrangements where half board, full board and all-inclusive is offered. Most hotels in North America are booked on a room only basis. Half board is usually breakfast and evening meal. All-inclusive may not necessarily mean that food and drink is available for 24 hours a day or that all restaurants are open at all times. Individual hotels will have different policies and full details will be provided locally. Any restrictions placed by the hotel managers are at their discretion. Customers who stay at hotels during the Christmas and New Year periods may be required to pay a compulsory additional charge for gala dinners. Should you have any dietary requirements, such as gluten free diet or peanut allergy, please inform us at the time of your booking.

Accommodation - Ratings

Where the suppliers' accommodation description mentions a star rating, their own grading may be listed alongside the official rating. Accommodation gradings are classified by the individual countries within which they operate and may not be comparable to UK standards and equivalent ratings. There is no internationally recognised system for grading tourist accommodation and therefore it is important to note that standards can vary between countries, as well as in the same country. City hotels which may cater for business travellers as well as tourists may offer a higher standard than a beach resort but may well be graded the same rating.

Accommodation - Room Configuration

Most hotels configure the bedrooms based on occupancy. If separate beds are required for each member of your party, it is important that you advise us of your requirement before confirming your booking. Similarly, bed sizes vary within each country and therefore it should not be expected that you find the same bed size as per UK standards. Adjoining or inter-connecting rooms may be available in some hotels and may be subject to a charge at time of booking for a guaranteed room. If requested only, rooms will be subject to availability at time of check-in. Additional rollaway beds are provided on request only and not guaranteed and will carry an additional charge.

Bedding Configurations - guidelines for USA and Canada

Single or Double - 1 bed (queen/double/king) 2 beds are not guaranteed. Requests can be made for separate beds however the provision is subject to availability and the hotel policy.

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Triple or Quad - 2 Beds (queen/double) 2 beds are guaranteed, provided that they are available at time of check-in. 1 or more rollway beds may be provided subject to the fire regulations

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Family Room - Children staying 'free' or sharing a room may be required to share the existing bed arrangements. For example, if only a DBL room has been booked, the family will be expected to share the bedding arrangements. Should you require a separate bed, you must advise at time of booking and be aware that an additional fee may be payable locally.

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Cots may not be available in some hotels, however, if available can be requested and are usually subject to a charge payable to the hotel.

Accommodation - Smoking Laws

Some hotels may have a designated smoking area as well as smoking rooms, however it is becoming more common for hotels to prohibit smoking in accordance with the legislation within their country. Should you require a smoking room, please advise at time of booking.

Activities

Water sport and other activities may be available locally; however, we ask that you select those companies who demonstrate good safety practice and offer appropriate and sufficient instruction. Some excursions and activities may require you to be in good physical and mental health, and you should therefore make consideration as to whether you will be able to participate. As some activities may be categorised as hazardous activities, you should check prior to taking part in any sporting activity that your personal travel insurance covers you for specific activities. Please note that any service purchased in resort does not form part of the arrangements that we have made on your behalf.

Driving - Vehicle Rental

For car rental/hire, a credit card in your name is required as a form of identification and a swipe is taken on collection as a form of security deposit in the event of the vehicle not being returned and/or damage to the vehicle. We strongly recommend that, prior to signing the rental company's vehicle rental agreement, you ensure that the details on the rental company's vehicle agreement match those details on your pre-paid car rental voucher. Any additional purchases accepted to your credit card after the vehicle rental agreement has been signed will be your own financial responsibility.

When hiring a vehicle from your arrival airport immediately after your flight, please ensure that it is large enough to carry all passengers and associated luggage from the airport. Most rental locations will not allow luggage to be placed inside the vehicle when fully occupied and will insist on a vehicle upgrade which can incur additional charges. Child Seats are not a legal requirement in some countries and therefore recommend that where practical and possible that you take your own child car seat. Driving regulations and standards vary so take extra care when driving in unfamiliar areas. Road surfaces, changes in the weather, pedestrians, other drivers and poor infrastructure can make driving hazardous. As a pedestrian, please also be aware of the flow of traffic and local driving customs.

In Resort - Building Work & Development

Please note that public services and facilities may also be affected by maintenance, bad weather and so on, all of which are beyond our control and we cannot take liability for building works outside the accommodation or elsewhere in your destination. We recommend you contact the local tourist information office at your destination for the latest resort development details.

In Resort - Currency

Some countries operate a dual currency system such as Cuba where there is a local currency and a visitor currency. You should check with your individual bank with regards to cash withdrawals and availability of ATMs as some machines may not accept debit cards and you may therefore require a credit card.

In Resort - Gratuities/Service Charges (Tipping)

It is customary to offer tips to members of hospitality staff for their good service in North America. As a guide, 15-20% service charge will be added to food and beverage bills. Other tips at your own discretion.

In Resort - Local Laws and Customs

It is important to respect local traditions, customs, laws and religions at all times and be aware of your actions to ensure that they do not offend other cultures or religious beliefs. During public, national or religious holidays, it may be that some facilities at the hotel or resort are restricted or closed e.g. banks, museums. Please refer to <https://www.gov.uk/foreign-travel-advice> for more detailed information on the country you intend visiting or contact the relevant local tourist information service.

In Resort - Infrastructure

Water and electricity services vary worldwide and dependent on the infrastructure and development of the country, some services may be restricted and there may be occasional power cuts. Voltage differs throughout the world and adaptors are required for electrical appliances.

In Resort - Weather and Natural Disasters

It is not possible for us to list the destinations which may be affected by seasonal weather patterns such as tropical storms or monsoons. We recommend that you check the latest travel advice for your chosen destination on the UK Foreign & Commonwealth Office (FCO) website: <https://www.gov.uk/foreign-travel-advice>

Your travel and accommodation arrangements may be affected by such weather patterns however this is difficult to predict accurately and is beyond our control. If a storm or natural disaster is forecasted to affect a destination, we will work with our local agents and international authorities and follow the advice and guidance of the FCO to keep you informed of the situation.

Special Requests

When a special request is an important factor in your travel choice such as a specific room location, particular facility, meal requests, cabin/deck etc. you must advise us at the time of booking. We will pass your request on to the relevant supplier; however, it is important to note that this is not a guarantee, and neither is it a term of your contract. Your requests will be noted on your travel documentation, however, is not confirmation that the request has been fulfilled. Please advise us if you are travelling on your honeymoon or celebrating a wedding anniversary. To qualify for any relevant celebratory offers, we advise that you take a copy of your marriage certificate within your travel documentation as you may be required to present this to reception on arrival. Please note that celebratory offers are subject to availability.

Transfers - Shared or Shuttle Service

It is important to review the meeting instructions and contact details of the transfer supplier as services do vary with each supplier. Transfer times given are approximate and are dependent on normal traffic conditions and distances. Shuttle transfers are a shared vehicle transfer with other passengers to the same resort. Often shuttle transfers do not offer a door-to-door service due to road restrictions near your chosen accommodation, and are only required to provide a central point for all passengers, therefore you may be dropped off at the nearest accessible point to make your own way to your accommodation. The drop-off point will also usually be your collection point for your return shuttle transfer.

Transfers - Private

It is important to review the meeting instructions and contact details of the transfer supplier as services do vary with each supplier. Private transfers means that you and your party have the sole use of the vehicle, whether it be a car or minibus or coach, and unless notified you will be taken directly to your accommodation and collected directly from the same for your return.

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