

Booking Conditions

1. Your Holiday Contract

All arrangements that have been made between Jetline Travel Limited a fully bonded member of ABTA (J1693) and ATOL (6153) trading as Jetline Travel, hereinafter called the "Company", and you the client, are subject to the following conditions.

When you make a booking you guarantee that you have the authority to accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as your booking has been confirmed, verbally or in writing, and a booking reference number provided. This contract is made on the terms of these booking conditions, which are governed by English Law and the jurisdiction of the English Courts. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

2. Your Financial Protection

We are members of the Association of British Travel Agents (ABTA J1693). We also hold an ATOL No: 6153 issued by the Civil Aviation Authority in respect of licensable bookings which provides for your financial protection in the event of our insolvency.

3. Your Holiday Price

- (i) A deposit of £150 for every person travelling must be paid at the time of booking, unless the booking is made less than 12 weeks prior to departure, in which case payment in full is required. The booking is binding upon the Company when its booking agent has confirmed the booking and provided a booking reference number, either verbally or in writing.
- (ii) The Company reserves the right to decline any booking.
- (iii) The Company is under no obligation to deliver any tickets or documents appertaining to the booking until the Company has received full payment for the holiday.
- (iv) Where a deposit or part-payment only has been made at the time of booking, the Company must receive the full balance outstanding not less than 10 weeks prior to the departure date of the holiday. In the event that payment is not received by that date, the Company may choose to treat the booking as cancelled by the client, in which case the deposit shall be forfeit as per the cancellation fees listed in clause 6 below.

4. Changes You Make Before Travel

If you wish to change your travel arrangements in any way (excluding name changes covered at 5 below) we will do all we can to assist you to make these changes, but it may not always be possible. Any requests for changes must be made in writing from the person who made the booking. We will charge for any additional services, facilities, or other items changed at the price that applies on the day that the change is made. i.e. if the changed arrangements are more expensive than those originally booked, you must pay the difference in price. In addition, we will charge an administration fee of £25 per person per change. Any booking discount you received at the time that the original booking was made may be affected by a change and this may result in you having to pay an additional amount. You should be aware that these costs generally increase the closer to departure date that the changes are made and may be treated as a cancellation and charged as per the charges listed in clause 6 below. No refund or compensation will be given for any unused accommodation or any unused services or features of the holiday, nor will such accommodation, services or features be exchangeable for any other accommodation, service or features if you decide to change, cancel or curtail your holiday.

5. Name Changes Before Travel

Except for holidays including scheduled flights, if we receive notification of a name change, the charge will be £25 per name change if the date of the change is more than 42 days prior to the date of departure. If notice of the change is given between 14 and 42 days prior to the date of departure, the charge will be £40 per name change. If the change is made within 14 days of the date of departure, and tickets have already been issued, there may be an additional charge for arranging "tickets on departure" at the airport. This additional charge will be the amount charged by the issuing airline or tour operator. For holidays including scheduled flights, please note that the airlines we use do not permit name changes for any reason and will be subject to cancellation and re-booking. Such changes are likely to include the full cost of the flight and will be subject to a seat being available for a new reservation. You will have to pay any costs that the airline or tour operator passes to us in addition to the £20 or £30 per change detailed above.

6. Cancellation By You

- (i) You, or any member of your party may cancel your holiday at any time providing that the cancellation is made in writing by the lead passenger (the person who made the holiday booking). As this incurs administrative costs, the Company will retain your deposit and in addition will apply cancellation charges as a percentage of the entire holiday cost, up to the maximum shown below:

More than 71* days prior to departure:	Loss of deposit
Between 43 and 70 days:	50% cost of holiday
Between 29 and 42 days:	70% cost of holiday
Between 15 and 28 days:	90% cost of holiday
14 days or fewer:	100% cost of holiday

N.B. * day one of your cancellation will be taken as the day before your actual date of departure.
- (ii) HOWEVER, if your booking includes a flight based on a scheduled or restricted fare (e.g. Apex) cancellation charges may be higher as they are likely to include the full cost of the flight element of your holiday.
- (iii) If you wish to cancel some, but not all, of the passengers on your booking, this may alter your occupancy basis and affect the cost of your accommodation. For example, you may have to pay a single supplement or under-occupancy charge for the remaining passengers.
- (iv) Regardless of the holiday value, the minimum cancellation fee will be £150 per person.
- (v) Optional Insurance premiums are not refundable in the event of cancellation.
- (vi) Credit card fees are not refundable in the event of cancellation.

7. Special Requests

If you have any special requests, we will fulfil these wherever possible. For example, non-standard flight meals, preference of room type or location, pre-booking of excursions not included in the basic holiday cost. *Please note that such requests cannot be guaranteed and do not form part of our contract with you.*

8. Hotel Star Ratings

We will use official (local) star ratings wherever possible. It is important that you understand, for example, that a 3* hotel in Turkey may not be as well appointed as a 3* hotel in Italy. Local standards must always be considered when appraising your accommodation. Please note that should we secure your accommodation with a regional supplier, rather than directly with the hotel, we will use the supplier's star rating.

9. Resort Transfers

Resort transfers are not included in the basic cost of your holiday and will be charged separately, if available. Where resort transfers cannot be supplied, we will advise you of the distance from the airport to your accommodation and endeavour to provide an indication of the taxi fare that you should expect to pay, although this may be subject to some variation and cannot be guaranteed. Resort transfers may be available from your accommodation supplier, and if you purchase these, you will be collected from the airport on arrival and taken to your hotel or apartment. Alternatively, if you purchase transfers from your flight operator, you will be taken to your chosen resort but not door-to-door to your accommodation. If you have purchased transfers, it is important to check your confirmation invoice and transfer details carefully so that you board the correct transportation on arrival at resort.

10. Changes Made by Us Prior to Travel

Whilst it is unlikely, we may have to make a change to the holiday that you have booked. Changes are only made where necessary and we reserve the right to make

such necessary changes to your booking. Most will be minor changes that will not have a significant effect on your holiday. Minor changes include departure times changing by less than 12 hours; direct flights becoming non-direct flights; change of airline or aircraft type; change of accommodation within the same resort and the same (or higher) category. We do not have to tell you about minor changes before you go on holiday, although we will endeavour to do so, and we will not pay compensation. Where a change WILL have a significant effect on your holiday, we will inform you if there is time to do so. Changes we will advise you of include:

- Change of UK airport (EXCEPT between London airports – Heathrow, Gatwick, Luton and Stansted).
- Change of resort
- Change of accommodation to that of a lower category
- Change of flight time by more than 12 hours
- Building work at your accommodation that we believe will affect the enjoyment of your holiday*

*N.B. We will advise you of any major building work in resort but outside your accommodation if we are aware of it. We cannot be responsible for any general building or maintenance work in your resort that we do not know about, and we will not pay compensation should you encounter such work.

You will then have the following options and will be eligible for compensation at the rates shown below:

- (i) Accept the change offered
- (ii) Choose a different holiday offered by Jetline Travel
- (iii) Cancel and receive a full refund

Time before departure that you are notified of a major change:	Compensation per person EXCEPT infants under 2 years old:
More than 56 days:	£nil
29-56 days:	£10
15-28 days:	£20
0-14 days:	£25

We reserve the right in any circumstances to cancel your holiday as all holidays operate subject to a minimum number of participants.

11. Force Majeure

The compensation payments detailed in clause 10 will not be made for changes that arise as a result of situations outside our control. These include:

- Technical problems with transport
- Cancellation or rescheduling of flights by an airline or charter operator
- Refusal of landing rights by the CAA to any airline
- War or threat of war; riots; terrorist activity; civil strife; strikes or other industrial disruption
- Natural disasters; fire; quarantine; epidemics; weather conditions
- Government action, or other events beyond our control

If we have to curtail your holiday after departure due to a situation of force majeure, we will offer a pro-rata refund for unused accommodation and excursions only. Compensation will not be payable.

12. Our Liability to You

- (i) We accept responsibility for ensuring that your travel arrangements, which you book with us, are supplied as described on your booking confirmation/invoice. Our obligations, and those of our suppliers providing any service or facility, are to take reasonable skill and care to arrange for the provision of such services and facilities and, where we or our supplier is actually providing the service or facility, to provide them with reasonable skill and care. Compliance with any applicable regulatory requirements (for example those of the Civil Aviation Authority) will be proper performance of our, or our suppliers', obligations. You must show that reasonable skill or care has not been used if you wish to make any claim. If any part of your travel arrangements are not provided as promised due to the fault of our employees, agents or suppliers we will pay you appropriate compensation if this has affected the enjoyment of your holiday. Subject to paragraph (ii) below, our liability in all cases shall be limited to a maximum of twice the value of the original holiday costs.
- (ii) We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees or agents together with our suppliers and sub-contractors, whilst acting within the scope of, or in the course of, their employment in the provision of your travel arrangements. We will accordingly pay to you such damages as might have been awarded in such circumstances under English Law or the Jurisdiction you have chosen under clause 1.
- (iii) In respect of travel by air, sea and rail and the provision of accommodation, our liability in all cases will be limited in the manner provided by the relevant international convention, and the conditions of carriage of any carrier.

13. Personal Injury Unconnected With Your Contracted Holiday Arrangements

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your travel arrangements booked with us, we shall, at our discretion, offer advice, guidance and assistance. Where Legal Action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs and expenses received under any relevant Insurance Policy to ourselves to the total value of any contribution we make in assisting you. We limit the cost of our assistance to you and/or any member/s of your party to a total sum of £5,000 providing that you request our help within 90 days of the incident.

14. If You Have a Complaint

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotel management), or your resort representative, immediately. If your complaint is not resolved locally, please obtain a customer report form which should be completed and countersigned by your resort representative to support your complaint. On your return to the U.K. please write to our Customer Services Department at the address shown on your confirmation invoice, including a copy of your report form, within 28 days of your return date. Please provide your booking reference and all relevant information. It is strongly recommended that you communicate any complaint to the supplier of the service in question, as well as to the resort representative, without delay, and request and complete a Customer Report Form wherever possible. We would point out that failure to follow the above procedures and/or failure to lodge your complaint within 28 days of your return from holiday may reduce or extinguish your rights to claim compensation from us, or from any relevant supplier.

We aim to settle all complaints satisfactorily. If this is not possible your complaint may be referred to Arbitration, under a special scheme arranged by the Association of British Travel Agents. Although this scheme has been devised by ABTA, it is administered independently by the Chartered Institute of Arbitrators. Details will be provided upon request.

15. Your Responsibility

- (i) Prior to departure, you must check the details confirmed to you in writing on our confirmation invoice for accuracy. In particular, please check that all passenger names, titles and initials are correct and match the details in your passport. You should advise us of any errors or amendments on the first working day after you have received your paperwork. Failure to do this may result in you having to pay an amendment fee as detailed in clauses 4 and 5.
- (ii) You must have adequate Travel Insurance when travelling. If you do not purchase Insurance from us, then you must let us know the name of your Insurance provider.
- (iii) We can refuse to accept you as a customer or continue dealing with you if your behaviour is disruptive and affects other holidaymakers, employees or third parties. If we do this, we will not be responsible for any additional costs that you have to pay. If you are prevented from travelling because in the opinion of any person in authority you appear to be disruptive, we will have no further liability to complete your holiday arrangements and will not be liable for any refund or compensation.
- (iv) When you travel with a carrier you must comply with their Conditions of Carriage. Whilst we will assist you wherever possible, you should be aware that any matters relating to the airline, such as lost/delayed baggage, is the sole responsibility of the airline and your Travel Insurers.
- (v) In accordance with the Air Navigation Orders, in order to qualify for infant status, a child must be under two years of age on the date of their return flight.