

# IMPORTANT INFORMATION

## TICKETS AND OTHER DOCUMENTATION

After we have received your full payment, approximately 7-10 days prior to departure, you will be sent your travel documentation. Remember that you must check-in at least 2 to 3 hours before take-off for most flights (depending on the airline). Please also ensure you check the correct terminal for departure.

As the airline allocates seats on a first-come, first-served basis, we advise you to check-in as early as possible so that, if you are travelling in a party, you are less likely to be separated. Please check your flight times carefully on your ticket as these are subject to change and may well vary from those on your confirmation invoice. Should you fail to check-in on time and you miss your flight, we do not have any liability to you.

## LUGGAGE ALLOWANCE

The usual allowances on the airlines we use are as follows - India and South Africa: 23kgs in Economy, 46kgs in Business Class. Caribbean: 46kgs in Economy and 69kgs in Business Class; please note that allowances are higher on transatlantic routes. The allowance on internal flights is often less and can range from 10kg to 20kg per person. There are extra restrictions for travel on light aircraft and helicopters - please ask for details as applicable. Excess baggage is charged at the airlines' own rates. Hand luggage at the time of going to print is restricted on all flights to one piece of baggage no larger than 28 x 18 x 10ins (54 x 45 x 25 cms). Please respect the wishes of the airlines as they restrict you for safety reasons only!

## PASSPORT & VISA

British Citizens require a full 10-year passport for all destinations we feature with at least 6 months validity. British Citizens visiting India will need to apply for a visa from the Indian High Commission, please see their website [www.hcilondon.net/visa/tourist-visa](http://www.hcilondon.net/visa/tourist-visa) or telephone 0207 632 3149 for visa enquiries. British Citizens do not require a visa for South Africa and the Caribbean, however as our Platinum Cricket Cruise begins in Fort Lauderdale, British Citizens may need a visa for the USA if not covered by the Visa Waiver Programme. For further information please visit the US Embassy website [www.usembassy.org.uk](http://www.usembassy.org.uk) or contact them on 0207 499 9000. Please note that requirements do change and you must check the up-to-date situation in good time prior to departure.

If you or any member of your party is not a British citizen or holds a non-British passport, you must check passport and visa requirements with the embassy or consulate of the country(ies) to or through which you are intending to travel.

## HEALTH REQUIREMENTS

You must ensure that you have complied with any health requirements, such as vaccinations, for any country you may be visiting. Currently Malaria tablets should be taken throughout Africa, excluding Cape Town and the Garden Route. We highly recommend that you take insect repellent with you to tropical destinations to avoid being bitten by mosquitoes, which can be carriers of a variety of diseases. These requirements do change, therefore it is wise to consult your doctor at your earliest opportunity or contact the Department of Health and obtain a copy of their free 'Advice for Travellers' information booklet, or visit their website [www.dh.gov.uk](http://www.dh.gov.uk).

If you have a medical condition of any kind or if you are pregnant then you must get clearance to travel from your doctor. Pregnant passengers are not accepted by most airlines after 28 weeks of pregnancy.

**IMPORTANT:** It is your responsibility to ensure that you hold the correct, valid documents for the country(ies) visited and have obtained the necessary vaccinations and clearance to travel, as we cannot be held liable for any illness, delays or costs resulting from your failure to meet these requirements.

Furthermore, we cannot accept responsibility if you are refused entry onto any transport or into any country due to failure on your part to carry the correct documentation. If failure to do so results in fines, surcharges or other financial penalties being imposed on us, you will be responsible for reimbursing us accordingly.

## CURRENCY & CREDIT CARDS

In India the local currency is the Indian Rupee and in South Africa it is the Rand. In both countries Sterling and US Dollar traveller's cheques are exchangeable and international credit cards are widely accepted. It would be advisable for security reasons that the majority of your money is taken in traveller's cheques, which can be exchanged in banks and major hotels.

Most Caribbean Islands (excluding the French Caribbean) have their own currency, but they are nearly all linked to the US dollar. For this reason you are strongly urged to take US\$ traveller's cheques. Credit cards are accepted fairly widely.

## TRAVEL ADVICE

The Foreign & Commonwealth office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad. For further information please visit [www.fco.gov.uk/knowbeforeyougo](http://www.fco.gov.uk/knowbeforeyougo) or telephone 0870 606 0290. Alternatively, you can contact ABTA's Travel Information line on 0901 201 5050 (calls are charged at 50 pence per minute).

## WILDLIFE & SAFARI

Most game lodges and national parks are surrounded by wildlife and much can be considered dangerous. However, most are only dangerous if threatened. You must listen to the instructions given by your guide or ranger. Never venture on your own from the compound and always be escorted in and around the camp at night. Do not touch any plant, insect or animal that you are unsure of, as these could be dangerous. At safari lodges you may be required to sign an indemnity form.

## WEATHER

Temperatures in India range from the mid "teens" to mid "twenties" in November and December. Rainfall should be comparatively low.

Severe storms or hurricanes can occur occasionally in the Caribbean. While these cannot be predicted they are generally more prevalent between September and November. Temperatures in the Caribbean Islands are usually in the high "twenties" to low "thirties" centigrade during March to May.

In South Africa temperatures can vary between high single figures and low 'twenties'. The Western Cape has most of its rainfall in the Winter, with the rest of the country having higher summer rainfall.

## CLOTHING

Most of the hotels we feature are fairly casual during the daytime but we do suggest a smart casual dress code in the evening, particularly when dining. During the daytime comfortable clothing and walking shoes are recommended. A light jacket or sweater should be included in your luggage should the weather turn cooler, or in case of rain.

On Safari it is advisable to take warm clothing such as trousers and a sweater as early morning and evening drives can be chilly in the open vehicles. Clothing worn on game drives should not be brightly coloured but should be of softer and more neutral tones.

## TRANSFERS

We will provide transfers where you are travelling as part of our tour group. Please note that on private transfers excess luggage will necessitate an extra vehicle, which will incur an added charge. If you are travelling with luggage in excess of your airline allowance, please advise us so that we can make the necessary arrangements. Where helicopter transfers are available, your luggage may need to be transported by road, and for return flights your luggage may have to be collected from your accommodation early in the morning. Helicopter transfers are not generally available after dark.

ITC ((SPORTS

FOR PERSONAL ADVICE PLEASE CALL US ON 01244 355 390

[www.itcsports.co.uk](http://www.itcsports.co.uk) · e-mail: [sports@itc-uk.com](mailto:sports@itc-uk.com)

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GENERAL ENQUIRIES TEL: 01244 355 390 FAX: 01244 355 399  
YOUR CALL MAY BE RECORDED FOR TRAINING PURPOSES

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THE AIR HOLIDAYS  
AND FLIGHTS IN  
THIS BROCHURE ARE  
ATOL PROTECTED BY  
THE CIVIL AVIATION  
AUTHORITY. OUR ATOL  
NUMBER IS ATOL 2786

ITC SPORTS  
BOOKING FORM AND CONDITIONS  
2008-09

ITC ((SPORTS

DELIVERING EXCEPTIONAL SPORTING EXPERIENCES



# BOOKING CONDITIONS

## IMPORTANT:

These Booking Conditions set out the terms on which you contract with International Travel Connections Limited trading as ITC Sports ("the Company"). They describe your obligations to the Company and the obligations of the Company to you. Please read them carefully.

### 1. YOUR RESERVATION

To make your reservation, please call us and one of our expert holiday creators will provide you with first hand information on your chosen destination. You must then confirm your booking, either:

- By telephone – your holiday creator will re-iterate all aspects of your itinerary, ask you to provide details\* from the passports of each person travelling and confirm that you have read and agreed to our Booking Conditions. You will then be asked for payment of the required deposit. You can pay by cheque, debit/credit charge\*\* card or bank transfer (details on request). You will be required to complete our Booking Form and fax or post it to us, so that we can check that all of your details and requirements are accurate. Incorrect information supplied will be subject to amendment charges as stated in Clause 6 (1).

• By post or facsimile – complete and sign the enclosed Booking Form and send it to us with the appropriate payment.

We will send you a Confirmation Invoice and a contract will exist between us once this has been issued. The remaining balance due date is ten weeks prior to departure, unless otherwise stated. Alternatively, please refer to Clause 2 for Price Guarantee. Non-payment or late payment of your outstanding balance may result in your booking being treated as cancelled by you, in which case, the cancellation charges set out in Clause 6 will be incurred. When you seek to make a booking within ten weeks or less of your intended departure date, your contractual position with the Company is still as set out above and full payment of your holiday will be required by the correct method of clearance. The lead passenger name should be the person who has confirmed the booking/signed the Booking Form. We will require written/signed confirmation to take payment from a third party (even if that person is travelling as part of the booking).

If you book through one of our authorised travel agents, please note that all monies paid to your travel agent are at all times held by the travel agent on behalf of the Company.

\*Information required prior to flight check-in for some destinations.  
\*\*Full payment and balance payments made with a credit card (excluding Switch and Delta) will incur an additional 2% charge.

### 2. PRICE POLICY

A) Price Guarantee – The price of your holiday will be guaranteed if you pay in full at the time of booking. When full payment is received by ITC Sports within seven days of the date shown on your Confirmation Invoice, we will guarantee that the price of your holiday will not change.

B) We reserve the right to alter the prices of any of the holidays shown in our brochure. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.

C) Payment of Deposit only – Changes in transportation costs including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes, embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 30 days of your departure.

1. Should the price of your holiday go down due to the changes mentioned above by more than 2% of your holiday price, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

2. Should your holiday price increase, we will absorb and you will not be charged for any increase equivalent to 2% of the price of your holiday. You will be charged if the increase is over and above that amount. If this means that you have to pay an increase of more than 10% of the price of your holiday, you will have the option of accepting a change to another holiday if we are able to offer one or cancelling and receiving a full refund of all monies paid excluding any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason you must exercise your right to do so within 14 days from the issue date printed on your cancellation invoice.

The prices shown in our brochure are calculated on the basis of currency exchange rates as shown in the Financial Times Guide to World Currencies table on 16 May 2008 (GB Pound to US Dollar \$1.9537, South African Rand 14.6146, Euro 1.2572) and known costs at that date.

### 3. INSURANCE

We believe that it is essential to take out insurance when you go on holiday and we strongly recommend that to do so is in your interest and that of your family. You must read your policy carefully as it is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs and taking into account any pre-existing medical conditions. We ask that you provide us with the details of your insurer and the policy number to assist you in the event of an accident or emergency abroad. It will be necessary for you to comply with the requirements of the policy in the event of a potential claim, eg reporting a theft to the local police.

### 4. BROCHURE DESCRIPTIONS

The descriptions in this brochure are based on inspections made by representatives on the Company's behalf and on information passed to the Company. Please note that inspections could have taken place several months before the publication of this brochure. Accordingly, the descriptions are of what existed at the time of inspection. The availability of facilities and amenities may be affected by local conditions, such as inclement weather or the season. Suppliers of eg, accommodation, transport, recreational facilities can make changes with no advance notice to us. When we become aware of any significant changes, we will advise you or your travel agent at the time of booking or, if after booking, as soon as possible before departure. The provisions of Clause 7 will apply when a significant change is notified after booking.

### 5. PROVISION OF TRANSPORT & ACCOMMODATION

The various carriers who provide transport as described in this brochure have their own terms and conditions. These terms and conditions may limit and/or exclude the supplier's liability to you, usually in accordance with applicable international conventions such as the Warsaw or Athens Convention. Air travel is also subject to the operational decisions of air carriers and of airports, which may result in delays, aircraft being diverted or schedule changes over which the Company has no control. The Company can provide you with copies of all relevant conventions and conditions upon request. It is our responsibility to notify clients of the name of the airline operator and the destination airport. Due to the flexible itineraries that we offer, we are not in a position to state these facts in this brochure. Due to the nature of the airline business, on rare occasions, flight delays regrettably do happen. In such an event, the airline is responsible for meals, accommodation and compensation when necessary, depending on the length and cause of the delay. For delays of at least 8 hours extending beyond midnight, overnight accommodation will be provided where necessary by the airline. However, this will depend on such factors as the expected length of delay, local availability of accommodation and immigration rulings.

Where long flight delays result in lost holiday time, refunds are not given by suppliers for unused accommodation as rooms are held for delayed arrivals and are not re-let. Please also note that an airline carrier may, if circumstances so require, divert, postpone or delay any flight, or alter the airport of departure or arrival and may, without notice, substitute alternative carriers or aircraft. Under EU law, in some circumstances, you have rights to a refund or compensation from your airline in cases of denied boarding, cancellation or long delays of flights. Full details of these rights are posted at EU airports and are also available from the airlines.

The flight timings given on bookings are for general guidance only and are subject to change. 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 upon receipt to ensure that you have the correct flight times. It is possible that the flight times may be changed even after tickets have been dispatched; we will contact you as soon as possible if this happens.

This brochure details our sole responsibility. It is not issued on behalf of and does not commit any independent organisations/carriers whose services are featured in it.

### 6. ALTERATIONS AND CANCELLATIONS BY YOU

(i) You may make changes to your booking, provided that notification of the change is received in writing at our offices from the lead person who made the booking and/or signed the Booking Form or from your travel agent, at least 46 days before departure. An amendment charge of £50 to cover administration costs for each change will be added to the price of your holiday if the amendment is made over 46 days before departure. An amendment charge of £100 to cover administration costs for each change will be added to the price of your holiday if the amendment is made less than 46 days before departure. Any substantial changes to your holiday requirements could involve a possible cancellation of your holiday and the Cancellation Charges below could apply. You must also pay any costs and charges incurred or imposed by any of our suppliers in making the change requested. Please note that airlines will normally refuse amendments to your flights except upon payment of a fee, which varies from airline to airline up to, and including, the full fare. Any additional cost resulting from an earlier or later return flight other than the one scheduled, will be your own responsibility. If you make any alteration to your accommodation during your holiday, a cancellation charge will be applied.

(ii) Should you or any member of your party need to cancel your holiday, the lead person who made the booking and/or signed the Booking Form must immediately advise us or your travel agent if applicable, in writing. Your notice of cancellation will only be effective when it is received in writing. As we incur costs from the time we accept your booking and may be unable to resell your holiday, the following cancellation charges will be payable. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total invoice cost payable excluding amendment charges, which is not refundable. Please note that when part cancellations occur, the amount payable by the rest of the party may increase.

PERIOD BEFORE DEPARTURE	CANCELLATION FEE PER PERSON
OVER 84 DAYS LOSS OF DEPOSIT (INCLUDING INTERIM PAYMENTS)***	
57 - 83 DAYS	40% OF HOLIDAY PRICE***
33 - 56 DAYS	60% OF HOLIDAY PRICE***
1 - 32 DAYS	100% OF HOLIDAY PRICE
DEPARTURE DATE AND THEREAFTER	100% OF HOLIDAY PRICE

\*\*\*Or total deposit including interim payments and event tickets/hospitality costs, whichever is the greater amount. Bookings on some airlines, yachts, cruises, villas and some hotels during the peak season will have varying cancellation charges and therefore the fees shown above will not apply. The charges will be calculated and advised to you at the time of cancellation.

### 7. ALTERATIONS & CANCELLATIONS BY THE COMPANY

Occasionally, we have to make changes to and correct any errors published by us, both before and after bookings have been confirmed, and cancel confirmed bookings. We must reserve the right to do so. However, we will not cancel your holiday unless you fail to make full payment on time or we are forced to do so as a result of circumstances outside our control which are beyond our control. Sometimes, we have to make a 'significant change'. When we refer to a 'significant change' in these Booking Conditions, we mean one or more of the following changes when made before departure:

- A change of accommodation to that of a lower price or standard for the whole or a major part of the time you are away
- A change of accommodation area for the whole or a major part of the time you are away
- A change of departure time of any transport which forms part of your holiday arrangements by more than 12 hours
- A change of the overall length of the holiday by more than 12 hours
- A change of the UK departure airport to one that is inconvenient for you.

If we become aware of a significant change or we have to cancel the booking before departure, you or your travel agent will be notified as soon as is practically possible. You will then be offered the following options: a) accepting the changed arrangements as notified to you, or b) purchasing another holiday from us. If the chosen alternative is less expensive than your original holiday, we will refund the difference but if it is more expensive, we will ask you to pay the difference or c) cancelling your holiday and receiving a full refund of all monies you have paid to us. In addition, if we have to cancel or make a significant change eight weeks or less before departure, we will pay you reasonable compensation subject to evidence of provable loss/losses if appropriate, subject to the following exceptions: Compensation will not be payable and no liability, beyond offering the above mentioned choices, can be accepted where we are forced to cancel or make a change as a result of unusual, unforeseeable circumstances beyond our control; the consequences of which we could not have avoided even with all due care. No compensation is payable for minor changes.

**EVENT CANCELLATION:** Occasionally, advertised events (such as cricket matches, Formula One races) are cancelled by the organisers often at short notice. Such cancellation will not constitute a significant change to or cancellation of your holiday arrangements, even when we have pre-booked tickets for you.

### 8. FORCE MAJEURE

The Company regrets that it cannot accept any liability or pay any compensation where the performance or prompt performance of its contractual obligations is prevented or affected by "force majeure". In these Booking Conditions, "force majeure" means any event that we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil disobedience or strike, terrorist activity, industrial dispute, airline schedule changes, natural disaster, adverse weather conditions, adverse flooding, fire and all similar events outside our control. Advice from the Foreign Office not to enter or remain in a particular country or area will generally be regarded as "force majeure". The Company will act on such advice.

### 9. OVERBOOKING

The Company cannot guarantee that the providers of accommodation and flights will not overbook. Should this happen, the Company will take all reasonable steps to prevent your holiday arrangements from being altered but, if such steps are unsuccessful, we will:

- Advise you before your departure if such overbooking is known beforehand and offer you, if available, an alternative holiday of comparable standard. If this is not acceptable, we will refund all monies paid to the Company (the provisions of Clause 7 will apply). Or (ii) If such an accommodation overbooking is not known before your departure, we will endeavour to offer alternative accommodation together with compensation, being the difference between the price of the accommodation originally booked and the price of the alternative accommodation. In the event that such alternative accommodation is of a lower price than that originally booked, we will refund the difference in price between the higher and lower category of the accommodation. Where you do not wish to accept such alternative accommodation with good reason, the Company will take reasonable steps to repatriate you to the U.K. as soon as possible. In which event the Company may, where appropriate, offer you a reasonable compensation to you. Other than as set out above, the Company has no liability or obligation to you where overbooking occurs for reasons beyond the control of the Company.

### 10. MINIMUM NUMBERS ON GROUP DEPARTURES

The price for each Escorted Tour is dependent upon a minimum number of 16 participants for its operation. We will advise you at least 61 days before departure if minimum numbers have not been reached. You will then have the choice of booking an alternative holiday with us, continuing with your holiday on an unescorted basis or having a refund of all monies paid.

### 11. LIABILITY

(i) You to the Company:  
(a) It is your responsibility to arrive at places stated at the correct times and to reconfirm your return flight and departure times. The Company has no liability whatsoever to you for your failure to do so.  
(b) You must act and behave in a reasonable and responsible manner toward any other person you meet in the course of your travel arrangements. The Company reserves the right to cancel forthwith your holiday arrangements in the event that you fail to act and behave and any consequent loss or damage that you suffer lies with you. The Company has no liability whatsoever to you in such event.

### (ii) The Company to You:

(a) We make every effort to ensure that all arrangements are made correctly and efficiently. We further accept responsibility for the acts and/or omissions of our employees, agents, suppliers and subcontractors (providing they were at the time carrying out duties, work or activities authorised or on our behalf) except where the result of personal injury or illness (dealt with separately below). We also accept responsibility if the services which we are contractually obliged to provide prove deficient or not of a reasonable standard. This acceptance of liability is subject to the provisions on "force majeure" and the other terms of these Booking Conditions.

(b) Subject to these Booking Conditions, we accept responsibility should you or any member of your party suffer death, personal injury or illness as a result of any negligence by any of our employees, agents, suppliers or subcontractors (providing they were at the time carrying out work authorised by us), except in the following situations:

- the act(s) and/or omission(s) of the person(s) affected, or
- those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable, or
- an event which either us or the supplier(s)/agents and subcontractors of the service(s) in question could not have foreseen or avoided even with all due care.

(c) We limit the maximum amount that we may have to pay you for any and all claims or parts of claims that do not involve personal injury, illness or death. Except where loss of and/or damage to luggage or personal possessions is concerned or if a lower limitation of liability applies to your claim, the maximum amount we will have to pay you for such non-personal injury claims, if we are found liable to you on any basis, is twice the price (excluding amendment charges) paid by or on behalf of the person(s) affected, in total. This maximum amount will only be payable where you have not received any benefit at all from your holiday. Where we are found directly liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay is £250 per person affected, as it will be assumed that you have taken out adequate insurance at the time of booking. Please also see Clause (d) below.

(d) In all cases, our liabilities in respect of air, sea, rail, road carriers and hotels are limited as if we were the carriers or hotels within the applicable international conventions (eg Warsaw Convention for air travel etc). For all claims arising from international carriage, compensation can only be paid in those situations where the carrier concerned would be obliged to pay compensation under the relevant international convention were a claim made against that carrier in that particular situation.

(e) It is a condition of the acceptance of liability set out in this Clause that you notify us of any claim you and/or any member(s) of your party has in accordance with Clause 12 "Complaints". Any person(s) to whom any payment is made (and their parent or guardian, if that person is under 18 years of age) must also sign to us or our insurers any rights they may have to pursue any third party in connection with the claim. You must provide us and our insurers with all the assistance that we may reasonably require.

(f) Should you be unfortunate enough to suffer personal injury, illness or death by misadventure (as a result of an activity which does not form part of your booked arrangements, or an excursion sold through us, we shall assist you and your party. This assistance may be subject to our prior approval and our reasonable discretion, include financial assistance with initial legal expenses to enable you to take proceedings against the third party responsible. All assistance is provided subject to a maximum total cost to us of £5,000 per Booking Form. In addition, if you should be successful in obtaining a costs order against any third party or if you are able to claim under any insurance policies you may have, we shall be entitled to recoup from you the costs actually incurred by us. All requests for assistance with legal costs must be received by us within 90 days of the date of misadventure.

### 12. DATA PROTECTION

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we (\*\*and your travel agent) need to use the information you provide such as name, address, personal information including any special needs/dietary requirements, etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We are required to pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies, etc. The information may be required and provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass any information onto any person who is not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements.

If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.

\*\*\*Please note that where information is also held by your travel agent, this is subject to their own data protection policy. Your data controller is International Travel Connections Ltd. You are entitled to a copy of your information held by us. If you would like to see this, please contact us. We may make a small charge for providing this to you.

### 13. COMPLAINTS

Whilst we aim to ensure that your holiday runs smoothly, there may be times when it does not. Please follow the complaints procedure below to minimise inconvenience to all parties:

- Any complaint should be reported immediately and directly to the supplier and, as soon as possible, to our local representative (where applicable). If you fail to follow this simple procedure, your right to claim compensation may be affected, as we will have been deprived of the opportunity to investigate and rectify the problem.
- In the unlikely event that neither our representative nor our supplier is able to resolve the matter to your complete satisfaction, please telephone, fax or e-mail the details of your complaint to International Travel Connections in Chester on Tel: 01244 355 400, Fax: 01244 355 419, E-mail: Concierge@ITC-UK.com. Any costs incurred in doing so will be fully refunded.
- Once in receipt of a complaint, we will react swiftly to resolve the matter. Our aim is to rectify any shortcomings immediately, so that you can fully enjoy the remainder of your holiday.

If you still have cause for complaint on your return to the UK, you are required to seek satisfaction by writing to the Company within 28 days of the end of your holiday and providing full details of the holiday and the reason for dissatisfaction. We regret that we cannot accept liability in relation to any complaint or claim which is not notified entirely in accordance with this Clause. Disputes arising out of or in connection with this contract that cannot be amicably settled, may (if the client so wishes) be referred to arbitration under a special scheme, which although devised by arrangement with the Association of British Travel Agents is administered quite independently by the Chartered Institute of Arbitrators. The Scheme (details of which will be supplied 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. There is also a limit of £25,000 per Booking Form. The Scheme does not apply 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 seek redress under this scheme, written notice requesting arbitration under this scheme must be made within 9 months after the scheduled date of return from the holiday.

### 14. LAW

Your contract is governed by and construed in accordance with English law. Each party submits to the jurisdiction of English Courts to settle any claim or matter arising under the contract, unless you wish to submit the claim or matter to arbitration under the Scheme set out under Clause 13 above.

### Date of Issue - May 2008

All prices are applicable from 01 May 2008 until further notice, or when superseded by a further edition. Please check when booking.