

Booking Conditions & Travel Insurance

BEFORE YOU GO

Travelling by Eurostar?

St Pancras - Parking can be pre-booked by calling "Q-Park" on 0870 0134785 at a cost of approx. £17.00 per day.

Ebbsfleet - Just off Junction 2 on the M25 in Kent, the International Terminal has parking for 2,000 cars and costs around £11.50 per day.

Special Quotations for Tailor Made Itineraries

Most of our tours are based on negotiated prices which restrict you to specific dates and times of travel. However, in most cases, alternative arrangements or extended holidays may be organised for a supplementary charge. Please feel free to telephone us or write to us with your request and we will endeavour to accommodate you.

Those clients wishing to travel First or Club Class will be given a separate quotation on request. Advance purchase and reduced cost air fares for these upgrades may

need to be ticketed at the time of booking so full payment of the supplement would be required and considered part of the non refundable deposit.

Regional Departures

Clients wishing to travel from alternative airports (e.g. Manchester, Birmingham, East Midlands) should telephone for flight details and we will do our utmost to assist where possible. We are also able to book domestic shuttle flights for onward connections within the UK.

For Foreign & Commonwealth Office advice

Visit www.fco.gov.uk/knowbeforeyougo or call the ABTA Information Line Tel: 0901 201 5050 (calls are charged at 50p per minute).

BOOKING CONDITIONS & GENERAL INFORMATION

Holidays in our brochure are available from 21 May 09 until 01 May 2010.

How to Book

Telephone us direct on 01244 355 580. Normally it will be possible to confirm availability immediately and an option of four days may be taken out on the holiday of your choice. To confirm a booking, just send the applicable deposit of £150.00 per person for European Tours, £75.00 per person for Day Trips, £250.00 per person for World-Wide Tours with your Booking Form. The Booking Form is your contract between you and us. Upon receipt of your booking form and deposit our confirmation/account will be sent to you within 24 hours.

(i) Please note: 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.

(ii) After reference to the deposit by credit card we need an asterisk. At the end of this paragraph, we should state * Full payment, deposits over £1k and balances made with a credit or charge card (Switch and Delta excluded) will automatically incur an additional 2% charge.

Payment

The full amount of the holiday must be paid nine weeks before departure. If a booking is made within these periods, then the full amount must be paid at the time of booking. We regret to advise that we cannot accept cheques less than seven days prior to the date of departure. For those of you who pay the deposit by credit card we will automatically deduct the final balance on the due date without further reference to you.

Surcharges

The price of your travel arrangements is subject to surcharges on the following items for increases in: transportation costs e.g. fuel, scheduled airfares and any other airline surcharges which are part of the contract between airlines and the tour operator, Government action such as increases in VAT or any other Government imposed increases, currency in relation to adverse exchange rate variations.

Even in this case, we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged.

If this means paying more than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid except for any amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within 7 days from the issue date printed on the invoice.

Minimum Numbers

Tours will only operate on a minimum of 10 persons being booked. We will advise you at least 30 days before departure if the minimum number of participants has not been reached. You will then have the choice of booking an alternative holiday with us, though if the alternative is at additional cost, the difference will be payable by you, or having a refund of monies paid.

Passports

All passengers are responsible for ensuring that their passports and visas (where required) are valid for their journey.

Conditions of Carriage

Holidays in our brochure will use flights of reputable airlines and when travelling with them, Conditions of Carriage of the Airline apply, and some of these limit or exclude liability. Copies of these conditions are available on request.

Cancellation Charges

Cancellation of a confirmed booking will incur a minimum loss of the deposit paid. For cancellation received within six weeks of departure, the following scale of charges will apply:

| Over 6 weeks before departure | loss of deposit |
|-----------------------------------|-------------------------|
| 6-4 weeks before departure | |
| 4-1 week before departure | 40% of the holiday cost |
| Less than 1 week before departure | 60% of the holiday cost |
| | total holiday cost |

No refund will be made in respect of cancellations received by us on or after the date of departure. All cancellations must be notified in writing and will be effective from the date of receipt of the notification. Cancellation charges are normally covered under our insurance scheme.

Event Cancellation

Should racing be cancelled for any reason whatsoever, the following will apply. If racing is cancelled prior to the event, our normal cancellation charges as shown above will apply although we will try to mitigate these as far as is possible. Should racing be cancelled on the day, we will try and retrieve any racecourse costs from the applicable racecourse/racing authorities on your behalf.

Amendments by us

We make every effort to operate holidays as featured in our brochure, but nevertheless from time to time, hoteliers and other services we use, can and occasionally do, withdraw or change certain facilities. When we are aware of this, you will be notified immediately. A holiday of a similar or higher standard will be offered in this eventuality, and if not acceptable, a full refund of all monies paid will be given.

We will not cancel a holiday less than four weeks prior to departure, unless it is necessary to do so as a result of circumstances amounting to force majeure or if your balance payment is not forwarded to us on the due date. We cannot accept responsibility for acts and omissions of the event organisers.

Amendments by you

Certain airlines insist on tickets being issued immediately, which we will do upon receipt of your booking form and these are ticketed on a non-refundable, non-changeable basis. Therefore any alteration, such as name change, would incur the purchase cost of a new ticket. However, you should check with us for full details as airline policies do differ from carrier to carrier. Please note that due to stringent security precautions in force at airports, the name on your passport must agree with the name on your air ticket.

Airport Taxes and Security Charges

These, together with government Airport passenger duty are included in all our tour prices.

Airline & Aircraft

We do try to inform you in our brochure copy, the airline, flight number, timings, and the aircraft type that they propose to operate on the route. It maybe that the airline for operational reasons will substitute or change the aircraft type and we will inform you of any change when details are made available to us.

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 minimize inconvenience to all parties:

1. 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.

2. 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 +44(0)1244 355 400, Fax +44(0)1244 355 419, E-mail Concierge@ITC-UK.com. Any costs incurred in doing so will be fully refunded.

3. 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, or £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 schedule date of return from the holiday.

Delays

We cannot accept any responsibility for any delays in departures or for any costs incurred by you as a result of any delays, this is solely the responsibility of the carrier. If you have taken out insurance, you may be able to claim compensation for delays in excess of 12 hours. We will endeavour to keep you informed of the cause and extent of delays but ultimately this information is provided by the airlines on whom we depend for information. Where long flight delays result in lost holiday time, no refunds are given by hotels for unused accommodation as rooms are held for delayed arrivals. Similarly, airlines do not offer compensation for flight delays.

Disabilities

Horse Racing Abroad are not specialists in holidays for the disabled and regrettably most of our tours are not suitable for the disabled traveller. Please let us know if you or anyone in your party suffers from a serious medical condition or physical disability before a booking is made, as Horse Racing Abroad cannot provide individual assistance with boarding coaches or other forms of transport, baggage handling, walking or other personal requirements, and clients should be confident that they can do these tasks unaided. We are happy to give advice with the choice of your holiday, which will be dependent upon the nature of the disability and whether the person with the disability is accompanied by an able-bodied companion. Please specify details of any disability or special requirements at the time of booking.

Booking Conditions



Exchange Rates

The price of your holiday was calculated using exchange rates quoted as at 12 February 2009.

Euro for France and Ireland. Eur 1.13

USA US\$ 1.45
Australia AU\$ 2.23

UAE Dhs 4.95
Czech Koruna CZK 30.00
Hong Kong Dollar HK\$10.45
South African Rand Rand 14.25

Visas

France: Passports are required for entry into France. Visas are not required for France by holders of UK passports. Holders of all other passports must check with the French Consulate for Visa requirements on 020 7073 1200.

Czech Republic, Hong Kong & Dubai: Visas are not required by British Passport Holders but passports must have a minimum 6 months validity from the date of entry.

Australia: A tourist visa is required for entry into Australia. A form requesting your details will be sent with your confirmation.

USA: UK travellers to the US under the Visa Waiver Programme (VWP), which allows most British Citizen passport holders to visit for up to 90 days without a visa, will require an authorisation via the Electronic System for Travel Authorisation (ESTA) prior to boarding a carrier to travel by air or sea to the US. Travellers can register for authorisation online through the ESTA website at <https://esta.cbp.dhs.gov> and are advised to do so at least 72 hours prior to travel.

Vaccinations

Please consult your own doctor for full details of which (if any) inoculations are required for travel to destinations contained in this brochure.

Airline Seat Requests

You should be aware that the majority of airlines have switched to a policy of non-smoking flights.

Passengers requiring assistance at airports on check in should advise us prior to departure to ensure that the necessary arrangements are made with the airline concerned.

YOUR FINANCIAL SECURITY

Under EEC legislation, all travel companies have to make arrangements to give financial security

for pre-payments made by their clients. Make sure your money is safe by dealing with a fully bonded and secure operator.

Financial security provision

International Travel Connections Limited is a member of ABTA with membership number V2359. ABTA and ABTA members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitrations scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London, SE1 9EQ. Tel: 020 3117 0500, Fax 020 3117 0581, www.abta.com.

When you buy an ATOL protected air holiday package from International Travel Connections, you will receive a Confirmation Invoice from us (or via our authorised agent through which you have booked) confirming your arrangements and your protection under our Air Travel Organisers Licence number 2786. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk

For clients resident in the UK, service of any notices must be made to the company's registered office in England and Wales For clients resident in the Republic of Ireland, Crowley Millar, Solicitors of 15 Lr. Mount Street, Dublin 2 will accept service of all legal proceedings on our behalf.

TERMS & CONDITIONS

This brochure is subject to the terms and conditions contained herein. Copyright-International Travel Connections Limited March 2009

Consumer Protection

ATOL (Air Tour Organiser's Licence) The air holidays and flights in this brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 2786.

Horse Racing Abroad, a trading name of International Travel Connections Ltd is a member of ABTA (the Association of British Travel Agents) with membership number V2359.

Travel Insurance

We strongly recommend that you take out travel insurance and ensure that you are adequately covered. If you do not have your own insurance, you can contact American Express Insurance Services to arrange this. Please read your policy details and take them with you on holiday (please note most travel insurance policies do not cover hazardous activities. If you intend to take part in any such activities, you must obtain appropriate insurance which specifically covers such activities).

IMPORTANT NOTICE

UNFORTUNATELY, IT IS INEVITABLE THAT SOME OF THE PRICES OR DETAILS CONTAINED WITHIN THIS BROCHURE MAY HAVE CHANGED SINCE PUBLICATION.

YOU WILL BE INFORMED OF ANY CHANGES TO ANY OF THE RELEVANT DETAILS WITHIN THIS BROCHURE WHEN YOU BOOK WITH OURSELVES AS PART OF OUR COMMITMENT TO QUALITY CUSTOMER SERVICE.

Data Protection

Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies.

If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give 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 will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Full details of our data protection policy are available on request.

All information in this brochure was correct at the time of going to press (March 2009)