

How to book To make a booking or to check availability, please contact our Travel Specialists by telephoning the number in the brochure. We can, if required, hold an option on your reservation for up to 24 hours. To confirm your booking, please complete this Booking Form and send it to us by email, post or fax with the required payment, which can be made by cheque, credit*/charge*/debit card, by bank transfer (details on request). Final payment is due 8 weeks (56 days) prior to departure, unless otherwise stated. Bookings made within 8 weeks of departure (or 10 weeks for all bookings departing in December) will require the full payment. If you book with a Travel Agency, they will be responsible for communication with us on your behalf. We are open from Monday to Friday 9am to 6pm and on Saturday 9am to 3pm.

Please complete using block capitals.

Name and full address of person making booking (Essential in case of emergency)

Name		Tel (Day)	
Address		Tel (Eve)	
		Tel (Mob)	
	Postcode	Email	

For office use only

Travel Agent's ref:

ITC Classics booking/recommendation ref:

Other:

Names of all persons travelling (Passport names only please)

No.	Title	First Name	Surname	Date of Birth	Citizenship	Passport Number	Expiry Date	Country of issue
1								
2								
3								
4								
5								
6								

Flight details Please indicate the airline and the class in which you wish to travel in each direction.

Outbound	Airline	Class (Economy, Business, First)	Inbound	Airline	Class (Economy, Business, First)
Departure Date	Number of Nights	Departure Airport	U.K. connecting flight (if required) from	Date	

Accommodation details

	Number of Rooms	Category of room required	Meal Plan (Please Tick)
1	<input type="checkbox"/> Single <input type="checkbox"/> Twin <input type="checkbox"/> Triple <input type="checkbox"/> Double <input type="checkbox"/> Other	<input type="checkbox"/> No Meals <input type="checkbox"/> Full Board <input type="checkbox"/> Bed & Breakfast <input type="checkbox"/> All-Inclusive <input type="checkbox"/> Half Board <input type="checkbox"/> Special Plan	
2	<input type="checkbox"/> Single <input type="checkbox"/> Twin <input type="checkbox"/> Triple <input type="checkbox"/> Double <input type="checkbox"/> Other	<input type="checkbox"/> No Meals <input type="checkbox"/> Full Board <input type="checkbox"/> Bed & Breakfast <input type="checkbox"/> All-Inclusive <input type="checkbox"/> Half Board <input type="checkbox"/> Special Plan	
3	<input type="checkbox"/> Single <input type="checkbox"/> Twin <input type="checkbox"/> Triple <input type="checkbox"/> Double <input type="checkbox"/> Other	<input type="checkbox"/> No Meals <input type="checkbox"/> Full Board <input type="checkbox"/> Bed & Breakfast <input type="checkbox"/> All-Inclusive <input type="checkbox"/> Half Board <input type="checkbox"/> Special Plan	

Special Requests

E.g. Wheelchair at airport/cot/high chair/special diet etc.

These cannot be guaranteed.

Special Offers

Please specify

Payment by credit card please tick as appropriate

VISA MasterCard American Express Delta JCB

Please charge £ to my Credit* Card Account

Card Number

Name on Card

Valid From

Expires On

Issue No.

Telephone number to verify security code

Other Credit Cards may be accepted on request only.

*Payments of £1k or more made using a credit or charge card (Switch and Delta excluded) will incur an additional 2% charge.

Travel Agent's Stamp and ABTA number.

Car hire requirements

NB. Drivers must be over 21 (25 in some destinations) and possess a clean full driving licence.

Deposits

These are payable at the time of booking and are generally as follows:

- a) Hotels 10%
- b) Certain hotels, cruises, yacht charters & villas will be advised at time of booking.
- c) Certain airfares, which have to be ticketed at the time of booking and are non-refundable, will be advised at the time of booking

Enclosed please find:

Deposits/Full Payment at £ :

Total remittance herewith £ :

Exceptions: Bookings made within 8 weeks prior to departure will require full payment as quoted at the time of booking. For all bookings departing in December, full payment will be required 10 weeks prior to departure.

Holiday insurance

It is imperative that you have adequate holiday insurance. It is strongly recommended that you advise us of your insurance details in order to assist you in case of an emergency. Please state these details below or advise us as soon as you have obtained cover.

Insurer	Policy Number	Date of issue
<input type="text"/>	<input type="text"/>	<input type="text"/>

Declaration

I am over 18 and on behalf of the persons listed above by whom I am authorised to make this booking, that I/we have agreed and understood the **Booking Conditions, Data Protection and Privacy Legislation and Important Information** including Insurance coverage and all visa and health requirements. ITC Classics will send me confirmation of this booking. Any changes/amendments to this booking will be subject to amendment/cancellation charges as outlined in the Booking Conditions.

Cheques are to be made payable to:

'International Travel Connections Ltd' or your travel agent.

Signed Date

Please send this form together with the applicable payment to our head office in Chester.

Data Protection and Privacy Legislation (To comply with Data Protection Act 1998 and ABTA Code of Conduct 2000)

We will use the information you have given to us to give you the products and services you have asked for. When we give you these products and services, we will pass your details to other organisations. We may also have to send your details to countries that may not have an equal level of data protection legislation. When you ask us to give you these products and services, you agree that we can pass your details to other organisations, some of which are in other countries. We may also use your details to give you offers, products and services that are available from us, associated companies and our network partners. If you do not wish to receive this information, please tick this box

Please be aware that some airlines are required by new laws introduced in the US and other countries to give border control agencies access to passenger data. Accordingly, any information that we hold about you and your travel arrangements may be disclosed to the Customs and Immigration authorities of any country in your itinerary.

International Travel Connections Ltd, Concorde House, Canal Street, Chester, CH1 4EJ

General Enquires: 01244 355 400 Fax: 01244 355 419

Email: info@itc-uk.com Web: www.itcclassics.co.uk

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We fully recognise that the choices you can make concerning your chosen accommodation, the destinations you wish to visit and your airline carrier are vast. Our specialist team is able to provide helpful information including flight details, car hire and basic costs for all accommodation. Once you have decided on a preferred itinerary, simply contact one of our Travel Specialists for advice and a full holiday recommendation by telephoning the number shown in the brochure or on our website. As we have first hand intimate knowledge of each of the destinations we feature, we will of course be pleased to discuss and advise you on the most appropriate holiday that meets your requirements. As there are many holiday choices available to you, we have provided a "from" and "to" seasonal price guide (Christmas and New Year excluded) for all the hotels featured. Prices stated include accommodation, flights and transfers unless otherwise indicated and travel must be completed within the applicable date band. Supplements, per person, per night for higher room categories and premium class airline upgrades are also shown, where applicable.

Our Travel Specialist will confirm the price of your holiday at the time of booking. **UNLESS OTHERWISE STATED, ALL OF THE PRICES SHOWN ARE PER PERSON IN £ STERLING AND BASED ON:**

• ACCOMMODATION FOR TWO PEOPLE SHARING BASED ON THE ROOM CATEGORY AS SHOWN

• PRIVATE TRANSFERS (WHEREVER POSSIBLE)

• ALL INTERNATIONAL AND INTERNAL FLIGHTS (WHERE APPLICABLE) BASED ON RETURN ECONOMY AIRFARES

As our brochure is prepared many months before the start of the holiday season, all prices and added value offers are subject to availability at the time of booking.

The prices shown are for guidance only and we therefore recommend strongly that you contact us to obtain the most up-to-date holiday price.

ITC Classics prides itself on keeping up-to-date with new hotels, resorts and destinations to ensure that we can offer the very best portfolio to you. Even at the time of printing this brochure, we are continuing to research more luxurious and unique hotels that have just been completed.

We will be delighted to keep you up-to-date with new hotels and resorts. Please call our Travel Specialists by telephoning the number shown in the brochure or visit our website at www.itcclassics.co.uk, which is regularly updated throughout the year with any new additions to our current portfolio.

WHAT YOUR HOLIDAY PRICE INCLUDES

1. Economy prices - Return economy class air travel on scheduled flights unless otherwise indicated or confirmed (plus inter-island flights where applicable) to your destination airport.
2. Accommodation as detailed in our confirmation of your booking.
3. Meals, as shown in the hotel description and on your confirmation. "Breakfast" usually means continental breakfast, unless stated otherwise. "Half Board" is breakfast and evening meal, which is generally with a restricted choice of menu or restaurant. "Full Board" is breakfast, lunch and dinner. "All-Inclusive" is breakfast, lunch, and dinner with house wine, snacks, unlimited bar drinks (excluding champagne and some premium brands) served by the glass.
4. Return transfers from airport to hotel/resort/ lodge unless stated at the time of booking. At destinations where transfers are provided by the hotel, you may be transferred along with other hotel guests arriving on the same flight.
5. Services of an ITC Classics representative at most of our featured destinations.
6. Mandatory hotel taxes and service charges.
7. United Kingdom Departure Tax and Passenger Service Charge (for all international departures). Children under 2 years of age, who have not been allocated seats, are exempt from this tax.
8. Luggage allowance as determined by the carrier, the amount will be detailed in the travel documents.
9. United Kingdom Citizens' visas for entry into Egypt.
10. Special offers that are available at the time of booking.

WHAT YOUR HOLIDAY PRICE EXCLUDES

1. Some overseas airport departure taxes (generally £15 - £30 per person, per island/country, payable locally in the local currency or US\$). Also cruising tax (as Applicable) between US\$2 and US\$4 per person, per day is payable locally.
2. Travel Insurance, which you must have in force prior to your departure
3. Charges made by the hotel in respect of infant's requirements and baby sitting.
4. Transfers and the services of ITC Classics' representatives at the destinations where there are no local representatives. Please either check on our Website or alternatively telephone us for details.
5. Items of a personal nature - drinks, laundry, room service, telephone calls, etc. and any tax payable on these.
6. Visa and passport charges.
7. Cost of inoculations or other medical requirements of the country of your destination or compulsory or non compulsory medication.
8. Gratuities where service charges are not mandatory.
9. Any applicable surcharges - see Price Policy (Clause 2 of our Booking Conditions).
10. 2% charge on deposits exceeding £1k, full payments and balances made with a credit or charge card.
11. Tourist Tax in some destinations.
12. Excess baggage charges on aircraft and ground transport.

13. Local charges.
14. Any items not expressly included in the cost of your holiday.
15. Charges for equipment for leisure activities or for excursions.
16. Excess fuel surcharges.

TICKETS AND OTHER DOCUMENTATION

After we have received your full payment, approximately 14 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 to check the correct airport 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.

Please note:

1. All tickets issued in conjunction with our holiday packages are non-changeable and non-refundable. For restrictions on pre-seating requests, please see 'pre-seating on aircraft'.
2. Special meal requirements must be made at the time of booking
3. Special requirements, disability and mobility needs must be disclosed to the Travel Specialist at the time of booking. We will do everything in our power to accommodate special requirements, disability or mobility needs with the airline and service providers.
4. Tickets
 - (a) if paper tickets are issued these will need to be taken to the airport of departure and handed in at the check-in desk.
 - (b) if the airline operates an e ticket system you will not be issued with paper tickets with the travel documents but you will be issued with a letter of confirmation of the flight booking which should be handed in at the check-in desk.
7. Certain airlines operate an on-line check-in prior to departure. If you wish to utilise this method we cannot be responsible for any errors or changes in seating arrangements.

Please check your invoice, tickets and all other documentation carefully as soon as you receive them. Contact us immediately if any information appears to be incorrect or missing.

Advanced Passenger Information - APIS

The UK government implies that it is a requirement for Advanced Passenger Information from all passengers travelling internationally into and out of the UK. Advanced Passenger Information means your passport/ identity card details and in some instances, your contact information, are provided to the authorities before you travel. The Airlines will only provide each country's Customs and Immigration Authorities with the required relevant information. Some governments also require airlines to provide them with direct access to airline passenger bookings, which may contain other passenger data. It is important that the information provided is accurate so you pass through Immigration on arrival without delay. You must provide this information when you check in and we strongly recommend that you do so in advance of going to the airport.

PASSPORT & VISAS

Each passenger including children are required to hold their own full and valid passport for visits to all the destinations that we feature. Most non-eu countries require that passports are valid for at least six months after the departure from their country. Please visit www.fco.gov.uk/travel for the individual country's passport and visa requirements or contact us for further details. For countries requiring visas, there should be at least one blank page in the passport to facilitate the visa stamp. Please note that some countries may require two blank pages for entry and departure visas.

If you, or any member of your party, do not hold a British citizen's passport and/or do not reside in the UK, you must check the entry requirements with the embassy of the country/ies you will be visiting. Single parents or other adults travelling alone with children should be aware that some countries require documentary evidence of parental responsibility before allowing lone parents to enter the country or, in some cases, before permitting the children to leave the country.

International travel connections can issue an electronic travel authority for entry to Australia (ETA). Please advise us at the time of booking if you require assistance.

For travel to and via the USA and US Virgin Islands British passport holders are required to have either individual machine -readable passports or biometric passports. Families will be required to obtain individual passports for each traveller including children.

USA - Visa Waiver Programme (VWP)

British citizens residing in the UK currently may qualify for travel (of up to 90 days) via the US visa waiver program (VWP) providing that they meet the strict conditions stipulated. For further information, please visit the US embassy website www.usembassy.org.uk or contact them on 020 7499 9000 to verify your eligibility. In addition all passengers travelling to the USA under VWP must also obtain authorisation (ESTA) see below.

USA - Travel Authorisation (ESTA)

Passengers travelling to or via the USA under the VWP must obtain authorisation to travel in advance of departure. Failure to obtain an ESTA will result in being denied boarding by the airline. The alternative is to hold a valid visa. The ESTA is part of the VWP and does not replace the need for a visa. If an ESTA is not authorised, a passenger will be required to apply for a visa.. Effective 8 September 2010 there will be a US\$14 cost. The ESTA can be applied for online on the official website at <https://esta.cbp.dhs.gov> The ESTA is valid for two years and can be applied for at any

time. It is very important that you complete your ESTA application using the exact address as displayed on the documentation you receive. (If you have booked a flight only or the address of your accommodation is confirmed on arrival, please use the address as stated on your holiday invoice/ tickets). It's recommended that the ESTA is applied for as soon as travel is planned and at least 72 hours before entering the USA. It's for passengers themselves to complete the ESTA. We recommend that you carry your ESTA approval with you when you travel. For additional information on travel to the U.S. visit www.usembassy.org.uk

It is your responsibility to ensure you comply with the passport and visa requirements of the country that you are visiting to avoid refusal of entry.

Please note that requirements do change and you must check the up-to-date situation in good time before departure and for further information please visit www.fco.gov.uk/travel

HEALTH REQUIREMENTS

You must ensure that you have complied with any health requirements Such as vaccinations for any country you may be visiting, as 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 "Health Advice for Travellers" information booklet or visit their website www.dh.gov.uk. For travel to Europe, we strongly Recommend that you obtain a European Health Insurance Card (EHIC) From your local Post Office or apply online at www.ehic.org.uk free of Charge or for details of the cover go to www.dh.gov.uk/travellers. Please note that the EHIC may not cover the total cost of health cover and you must have adequate insurance cover for the remainder or be responsible personally for payment to the hospital/medical practitioner. Payment may be required at the time of departure from the hospital or at the time of receiving treatment. If you have a pre-existing or current medical condition of any kind or if you are pregnant, then you must get clearance to travel from your own doctor. Please also check the terms of your travel insurance policy. Pregnant ladies are not accepted by most airlines after 28 weeks of Gestation. Please note requirements do change and you are advised to visit www.fco.gov.uk for further information prior to departure.

IMPORTANT: It is your responsibility to ensure that you hold the correct, valid documents for the country/ies you are visiting and have obtained and have proof of the necessary vaccinations, clearance to travel and hold confirmation of medication requirements, as we cannot be held liable for any illness, delays, compensation, claims, and costs resulting from your failure to meet these requirements. Further, we cannot accept responsibility if you are refused passage on any airline, transport or entry into any country due to the failure on your part to carry the correct documentation. If failure to do so results in fines, surcharges, claims, financial demands or other financial penalties being imposed on us, you will be responsible for indemnifying and reimbursing us accordingly.

LUGGAGE ALLOWANCE

Allowances vary according to the carrier, destination, route and the class Of travel booked. You will be advised of the specific allowances and Restrictions with your travel documentation. Should you require these at the time of booking, please ask your Travel Specialist.

Please note:

1. Many airlines restrict the weight, size, dimensions, and contents of Hand luggage. For further details please check with the airline you are flying with.
2. The airline may impose either a charge payable by you at the check-in, if your luggage is over the prescribed allowance or refuse to allow the Luggage to be checked-in, until the weight and dimensions are within the prescribed limits. We will not be responsible either for such charges or be liable for the cost of any items which you are unable to check-in and are left at the airport.
3. There have been restrictions imposed on the contents of hand luggage to be taken on board an aircraft. You are advised to go visit www.dft.gov.uk/airportsecurity to check the correct requirements or restrictions before departure.

AIRLINE DELAYS & PASSENGER RIGHTS

Under EC regulations 261/2004, 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 airlines/ airline websites or visit www.caa.co.uk.

Please note that compensation in these cases is the responsibility of the airline and will not automatically entitle you to a refund from us. Please check your travel insurance policy for compensation following airline delays.

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.

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 despatched 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 despatched; we will contact you as soon as possible if this happens.

AIR CARRIERS

The EU publishes a list of airlines that are subject to an operating ban within the European Community. To view it, go to www.europa.eu and search on "banned airlines".

CURRENCY & CREDIT CARDS

International credit cards are widely accepted throughout all the countries featured. Most countries have their own currencies but the Pound Sterling, Euros and the US Dollar are widely exchanged locally. However, please check before departure. Most countries will accept Travellers Cheques, in sterling or local currency, please check with the provider. Check if your Bank or credit card company require you to notify them in advance of your departure to activate your debit or credit card for use abroad.

ACTIVITIES AND WATER SPORTS

Before taking part in any activity, please ensure that the persons or organization providing these facilities are registered / licensed in accordance with the Country's requirements, have properly trained instructors and have public liability insurance cover. Please check initially with the hotel or representative/local representative who can provide information on registered/licensed activity providers. It is your responsibility to be adequately covered by your own insurance for all activities and sports being undertaken. It is your responsibility to ensure that you are not suffering from a pre-existing or current medical condition before you undertake such activities. Certain sports such as Scuba diving will require a doctor's certificate in advance to confirm medical fitness. The range of water sports varies within each destination and can change during the year, depending on the weather conditions. Please ensure that you wear the appropriate attire for all sports, particularly footwear, for the conditions at the time of your holiday.

NON PACKAGES

We will use reasonable skill and care in the performance of our contractual obligations, subject to and in accordance with these Booking Conditions in making your booking and arranging your accommodation, as well as using our reasonable skill and care in choosing our providers.

SPECIAL REQUESTS

Any special request must be advised in writing well in advance of departure if it was not already stated on your original booking form or at the time of booking. We will make every reasonable effort to make the arrangements. We do not however, have any legal liability to you in the event that we or a third party is unable to comply with your special requests. We will not be responsible for the cost of cancellation if we are unable to comply with your special request.

We regret that we cannot accept any conditional booking (i.e. any booking that is specified to be conditional upon the fulfilment of a particular request).

PRE-SEATING ON AIRCRAFT

Pre-seating can be arranged on most international carriers. However, the seating available will be limited and once this limit is reached, airlines will only allocate seats at check-in and this cannot be overridden. Pre-assigned seats cannot be guaranteed as airlines do not undertake to provide any particular seat in the aircraft. Therefore, the passenger agrees to accept any seat that may be allocated on the flight in the class of service for which the ticket has been issued.

Certain airlines now operate a voluntary online system to book your seats in advance, please see your travel documentation to see if this is available.

Please note:

1. Bassinets for infant babies must be booked at the time of booking and are on a first come first served basis. Due to airline availability bassinets cannot be guaranteed.
2. Details for those persons requiring any special seating needs must be communicated to our Creators at the time of booking and such allocation cannot be guaranteed.

INTER-ISLAND & OVERSEAS INTERNAL FLIGHTS

Please note that the aircrafts used for flights between islands and to and from lodges and game reserves are generally small, ranging from 2 to 32 seats depending on the volume of passengers and the route. Extra luggage restrictions will apply. We will try and ensure that Special requirements, Disability or mobility needs can be accommodated but this cannot be guaranteed by us outside the EU.

SMOKING POLICY

Most airlines operate a no smoking policy. Please note no smoking policies in buildings, restaurants, and transportation may not be in force in the countries that you are visiting.

SAFETY OVERSEAS

Safety standards are set by each country and therefore may not be equivalent to those of the UK and, in some cases, these could be lower. This includes activities, public transport, taxis, theme parks and other recreational facilities.

Many hotels do not have lifeguards on duty at the swimming pool and some may have signs indicating that swimming is at your own risk. Please act responsibly, particularly with children, as the depth and design of hotel pools vary. We suggest that, in all cases, you familiarize yourself with each pool, particularly prior to diving.

When properties provide cots for infants, we suggest that you check the safety standards prior to use and particular caution should be exercised with regard to some room facilities (i.e. tea and coffee making machines, Jacuzzi baths, etc).

Parents should ensure that the standards for childcare and the facilities of the children's clubs meet their requirements. Further information is available on request.

WEATHER & PUBLIC UTILITIES

Public utilities and continuity of services, such as water and electricity should not be taken for granted at your destination. On tropical islands and in less developed countries, there may be interruptions to the supply. Occasionally in the tropics, severe storms and cyclones do occur. Generally, the "hurricane season" in the Caribbean, North and Central America is from June to November and in the Southern Hemisphere, cyclones can occur between December and April although this differs from basin to basin. It is advisable to check, prior to departure of any unusual weather that may affect the enjoyment of your holiday. Further information is available at www.metoffice.gov.uk.

CLOTHING

At most of the hotels featured, casual attire is acceptable during the daytime and smart casual is expected in the evenings. A jacket may be required for dining in some restaurants and, during the festive period, a dinner jacket may be compulsory at gala events and dinners. Light summer clothing is generally worn. However, it is advisable to take a lightweight jacket or sweater for the cooler evenings in the Far East and the desert regions of Australia especially between July and September. On safari, it is advisable to take warm clothing such as trousers and a sweater (even a warm hat during winter) 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.

At lodges in New Zealand and at game lodges in Africa, the emphasis is more on guests being comfortable and feeling part of their surroundings rather than dressing up. Please ensure you check before departure of any possible inclement weather and take the appropriate clothing.

DISABLED CUSTOMERS

We ask you to let us know your specific requirements in writing at the time of booking. We are not a specialist disabled holiday company, but we will do our utmost to cater for any special requirements you may have. However, we will make every effort to recommend the most suitable holiday for you as we do have a specialist department who will be able to provide information to you. For further information, call us to discuss your holiday requirements. We may require certain information from you on your special requirements, disability or mobility needs before we can confirm the booking will be suitable to your requirements.

Within the EU airlines will facilitate access to air transport for disabled persons and persons of reduced mobility and ensure they receive assistance when travelling by air in accordance with EC Regulation 1107/2006. This also applies to passengers departing from an airport situated outside the EU to an airport situated within the EU if the air carrier is an EU Community Air Carrier.

Due to the nature of some of our hotels/destinations, many may lack the simplest facilities, such as ramps for wheelchairs and door access. This may apply to shops, restaurants public transport and recreational facilities.

ACCOMMODATION CHECK-IN/CHECK-OUT

The standard international practice is to let rooms from midday to midday but this can vary between 10:00am and 3:00pm. Therefore, if you check-in immediately after a night flight, this would normally count as one night's accommodation. Similarly, if your return flight is at night, you will normally be required to vacate your room at 12:00 noon prior to leaving for the airport. Day rooms are subject to availability and cost and can be arranged locally with the accommodation management. In order to guarantee an early check-in or a late check-out, the pre-payment of an extra night's accommodation will be necessary. Please check at the time of booking.

Guests may be asked to present a credit card or a substantial cash deposit upon check-in to guarantee payment of extras/incidentals. The use of room safes is recommended and items of value should be deposited with the hotel.

HOTEL ACCOMMODATION CATEGORIES

Throughout our featured destinations, there are no official hotel ratings. Room and suite category descriptions which are referred to throughout the brochure are set by each individual hotel - the terminology is not our own. Therefore, you will find that some accommodation categories and their respective prices will be determined purely by location (the proximity to the beach for example) and some by the décor of the accommodation itself. Others will be a combination of the two. When we use the term "Ocean View", it means just that - that the sea can be seen from the room, patio or balcony, but please note that sometimes, the view may be partial or at an oblique angle.

BEACHES

Please note that all beaches at the accommodation/ resorts featured are open to the public unless specifically stated otherwise. Minimum clothing restrictions may operate on beaches in certain countries. We cannot guarantee beaches in every country will be manned with lifeguards or provide flags for information on currents and conditions unfavourable or favourable for safe swimming or water sports.

NOISE

Our aim is to ensure that you enjoy your holiday and your hotel is situated in an area suitable for your requirements. Our Travel Specialists will be happy to advise you of the location of your accommodation and whether there is likely to be any undue noise in the immediate locality that may affect the enjoyment of your holiday.

BUILDING WORKS

We strive to ensure that your accommodation will not be in an area of construction or that your accommodation is undergoing substantial refurbishment which may cause you inconvenience. We have no control over building works our hoteliers are carrying out or building works which are being carried out in the immediate locality of your accommodation. If it comes to our attention that building works are being carried out we will notify you as soon as we become or are made aware as to the nature of the works and whether the works will or will not cause you undue inconvenience.

TAXES

We will advise at the time of booking and with the travel documentation when, and if, any local taxes are payable.

FACILITIES IN HIGH/LOW SEASONS

Across Europe, the high season is from May to September except for Morocco which like all the other destinations featured, is from mid December until Easter. In low seasons and periods of low occupancy, a few facilities at some hotels/resorts may close. For example, a pool may be closed for maintenance or a restaurant for refurbishment. We will advise you of any changes to the availability of the facilities and of any work taking place known to us at the time of booking or as soon as we have been informed.

NATIONAL AND SPECIAL RELIGIOUS PERIODS

There may be restricted facilities e.g. restaurant / shop opening times, availability of public transport, recreational facilities, during national and religious periods.

Ramadan is observed in Dubai, Oman, Bahrain, Qatar, Malaysia, The Maldives, Indonesia, India, Egypt and Morocco. The month of Ramadan is the period during which Muslims commemorate the revelation of the Holy Qur'an to the Muslim faith. It is observed in the ninth month of the Muslim Calendar, the exact dates are determined by the lunar cycle. During this period, there are restrictions with regard to eating, drinking and smoking in public during daylight hours.

WILDLIFE & SAFARIS

At many resorts in the tropics, especially those located on the beach, it is not unusual for insects to make their way into guests' rooms. This is an inevitable result of the warm climate.

In Africa, most game lodges and national parks are surrounded by wildlife and some can be considered dangerous. However, most are only dangerous when threatened. You must listen and abide by the instructions given by your guide or ranger. Never venture on your own from camp 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 and game reserves, you may be required to sign an indemnity form; these can be supplied, upon request, at the time of booking.

In Australia and New Zealand, driving at dusk and dawn should be with care to avoid animals, particularly as most marsupial wildlife is nocturnal. This only applies to driving in the outback country or bush regions and will not affect city drivers.

A special note for hikers and drivers in remote or deserted areas - it is advisable to leave details of your hike with the hotel's receptionist or a park ranger prior to departure. In the instance of a cross-desert drive, please advise a park ranger or the local police of your intended route. It is important to take water supplies and adequate clothing into remote desert areas, as townships are often many hours of driving apart.

CAR HIRE

ITC Classics only deal with reputable car hire companies and, in the high season in particular, we strongly recommend that you pre-book your hire car to guarantee availability. Hirers must normally be 23 years of age or over (minimum of 25 years for prestige cars) and hold a FULL and VALID British driving licence, which must be carried at all times. Local licences (if applicable) are obtainable from the hirer or main police stations upon presentation of a British driving licence and must be paid for locally, together with petrol and optional extra insurance. When collecting your hired car, you will be asked to sign the hire car company's standard hire agreement. This agreement is likely to contain provisions that limit or exclude the hire car company's liability to you in certain situations. Please read the agreement carefully and ensure that you have adequate insurance cover. In some countries compulsory collision damage waiver is required. A credit card will be required as a deposit against fuel /or insurance waiver and additional child/baby seats. For infants, front airbags may not be disconnected in certain vehicles, please check with the hirer. You are advised to take out additional insurance if voluntary such as collision damage waiver or equivalent for the country of your destination.

AIRPORT TRANSFERS

We will provide private vehicle transfers where possible. However, when a hotel provides transfers these may, on some occasions, be by coach or shared minibus, or by motor launch as appropriate. Please note that excess luggage will necessitate the need to supply 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.

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 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).

ABTA - The Association of British Travel Agents

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 or visit www.abta.com.

FINANCIAL SECURITY PROVISION

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from this brochure and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL (number 2786) administered by the Civil Aviation Authority and a bond held by ABTA (Membership number V2359) for packages that do not include flights and arrangements other than a package holiday.

When you buy an ATOL protected air holiday from us you will receive a Confirmation Invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's 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.

The price of our air holiday packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices.

IMPORTANT:

These Booking Conditions set out the terms on which you contract with International Travel Connections Limited of Concorde House, Canal Street, Chester, UK. CH1 4EJ company registration number 01030986 trading as ITC Classics ("the Company").

Please note that the booking of villas, cruises and yachts are governed by separate Booking Conditions and will be supplied at the time of booking or on request.

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 Travel Specialists will provide you with first hand information on your chosen destination. You must then confirm your booking, either:

- By telephone - your Travel Specialist 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 by bank transfer (details on request). You will be required to complete our Booking Form and email, 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, fax or e-mail - 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 eight weeks prior to departure (10 weeks for December departures), 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 eight weeks 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 quickest method of clearance.

The lead passenger name should be the person who has confirmed the booking/signed the Booking Form. We treat the lead passenger as having the authority to book the holiday on behalf of all passengers.

- By using our online booking system, please follow the instructions on the screen and complete the required fields. We would refer you to our Privacy Policy and Terms of use of the site. You will be asked to accept that you have read and agree to these Booking Conditions before submitting your itinerary to us. We will then confirm receipt by email. You will then be asked for payment of the required deposit. That will then constitute the contract between us.

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, deposits over £1k and balances made with a credit or charge card (Switch and debit cards excluded) will automatically 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 Classics within seven days of the date shown on your confirmation invoice, we will guarantee that the price of your holiday will not change. All prices are applicable from 03 August 2010 until further notice, or when superseded by a further edition. Please check when booking.

B) 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.

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 the increase and you will not be charged for any increase equivalent to 2% of the price of your holiday. You would only have to pay the amount over and above the 2% of your holiday price, up to a maximum of 10%. If there is 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.

PLEASE NOTE: That under paragraph B) above, no change in price will occur within 30 days of your departure.

The prices shown in our brochure are calculated on the basis of currency exchange rates as of 03 August 2010 (GB Pound to US\$1.59, Euro 1.20, South Africa Rand 11.61, Australian Dollar 1.74, New Zealand Dollar 2.17, Indian Rupee 73.64, Hong Kong Dollar 12.38, Singapore Dollar 2.15, Thai Baht 51.36, Mexican Peso 20.09 and known costs at that date.

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.

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. We also 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; e.g. 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 accommodation, transport and 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 Convention 1929. 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. In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. Due to the flexible itineraries that we offer, we are not in a position to state these facts in this brochure. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate.

Due to the nature of the airline business, on rare occasions flight delays regrettably do happen. In such an event, while we will work with the airline to ensure any delay is a short and comfortable as possible, it remains the airlines responsibility to look after you. Depending on the length and cause of the delay, meals and accommodation and/or compensation may be available. 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 in this case. If the amendment is made less than 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.

Any substantial changes to your holiday requirements could invoke 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 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 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 are not refundable. Please note that when part cancellations occur, the amount payable by the rest of the party may increase.

PERIOD BEFORE DEPARTURE OVER 45 DAYS	CANCELLATION FEE PER PERSON LOSS OF DEPOSIT***
33 - 45 DAYS	40% OF HOLIDAY PRICE
15 - 32 DAYS	60% OF HOLIDAY PRICE
1 - 14 DAYS	100% OF HOLIDAY PRICE
DEPARTURE DATE AND THEREAFTER	100% OF HOLIDAY PRICE

*** Bookings on some airlines and 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. Most changes are minor. 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 of:

- Accepting the changed arrangements as notified to you, or
- 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,
- 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 are cancelled by the organisers and often at short notice. Such cancellation will not constitute a significant change to, or the cancellation of, your holiday arrangements even though 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 but are not limited to war or threat of war, riot, civil disobedience or strife, terrorist activity, industrial dispute, natural disaster, adverse weather conditions, adverse flooding, fire, unavoidable technical problems with transport 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' this will be stated on their website www.fco.gov.uk. 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:

- (i) 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 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. 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 will, where appropriate, provide 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. 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 so 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 these result in death, 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:

- (i) The act(s) and/or omission(s) of the person(s) affected, or
 - (ii) Those of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable, or
 - (iii) 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 carriers or hotels within the applicable international conventions (e.g. 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 assign 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, 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. 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 policy/ies 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.

11. 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 and transport companies. The information may be required and provided to security or credit checking companies, public authorities such as customs, border control and 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 confirm your booking. In making this booking, you consent to this information being passed on to the relevant persons.

*If you have booked using our online system, please ensure that you have read our Privacy Policy.

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 Limited. 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.

12. 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:

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.

As we are a Member of ABTA, membership number V2359. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information on the Code and arbitration can be found on ABTA's website www.abta.com. The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website. 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. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the Arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by IDRS within 13 months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement. For injury and illness claims, you may like to use the ABTA/Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details on request or from www.abta.com.

13. LAW

Your contract is governed by and construed in accordance with English law. Each party submits to the jurisdiction of English Courts (You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so) 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 12 above.

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