

Essential Information

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 reservations' team 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.

Up to date Information

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

Pricing

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 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 are also shown, where applicable.

Our reservations team 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 and lounge access, UK outward flight only (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.

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 a Complete Caribbean 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. 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 babysitting.
4. Transfers and the services of Complete Caribbean representatives at the destinations where there are no local representatives. Please 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 sales team 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.
5. 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.

Passport & Visas

A full and valid passport is required 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 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, International Travel Connections can issue an Electronic Travel Authority (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 Citizens residing in the UK may currently enter 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 0207 499 9000 to verify your eligibility. Any person not holding a machine readable or biometric passport requires a visa before entry to the USA.

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

Any child not included on their parent's passport now requires their own passport. This is obligatory when visiting certain countries.

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.

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.

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.

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 refer to our website for specific health requirements of the country that you are visiting, or contact us for further information. 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 sales advisor.

Please note:

1. Many airlines restrict the weight, size, dimensions and contents of hand luggage. Please see further details at www.dft.gov.uk/airportsecurity.
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 to www.dft.gov.uk/airportsecurity to check the correct requirements / restrictions before departure.

Airline delays & Passenger rights

Under EC Regulation 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 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.

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 both 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 Watersports

Before taking part in any activity, please ensure that the persons or organisation 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 watersports 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. Bassinettes 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 sales team 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 are generally small, ranging from 2 to 30+ 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 non 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 familiarise 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. 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.

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. 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.

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 will 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 watersports.

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 advisors 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

The high season 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.

Car Hire

Complete Caribbean 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 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.fc.gov.uk/knowbeforeyougo or telephone 0870 606 0290. Alternatively, you can contact ABTA's Travel Information line on 0203 117 0500 (calls are charged at 50 pence per minute).

Financial Security Provision

The Package Travel, Package Holidays and Package Tours Regulation 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 (number V2359) for packages that do not include flights and arrangements other than a package holiday.

When you buy an ATOL protected air holiday package and flights 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 the CAA. This charge is included in our advertised prices.

Terms & Conditions

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