

Booking Conditions

IMPORTANT:

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

1. YOUR RESERVATION

To make your reservation, please complete an Online Booking Enquiry on our website or call us and one of our expert holiday creators will provide you with first hand information on your chosen destination. You may then confirm your booking, either:

- By telephone – our Sales Consultant 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**card or bank transfer. We recommend that you complete our Booking Form and fax or post it to us, so that we can check that all of your details and requirements are accurate.

- By post or facsimile – complete and sign the 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 balance due date is ten weeks prior to departure (12 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 ten weeks or less of your intended departure date, your contractual position with the Company is still as set out above, except that you must send us, or authorize, the full payment of your holiday.

The lead passenger name should be the person who has confirmed the booking/signed the Booking Form. We will require written/signed confirmation to take payment from a third party (even if that person is travelling as part of the booking).

*Information required prior to flight check-in for some destinations

**Full payment and balances made with a credit card (excluding Switch and Delta) will incur an additional 2% charge

2. PRICE POLICY

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.

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.

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.

Should your holiday price increase, we will absorb and you will not be charged for any increase equivalent to 2% of the price of your holiday and so you would only have to pay the amount over and above the 2% increase. If this means that you have to pay an increase of more than 10% of the price of your holiday, you will have the option of accepting a change to another holiday if we are able to offer one or cancelling and receiving a full refund of all monies paid excluding any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide

to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your cancellation invoice.

No change in price will occur within 30 days of your departure.

The prices shown are calculated on the basis of currency exchange rates as shown in the Financial Times Guide to World Currencies table on 31 January 2006 (GB Pound to US\$1.7683, Euro 1.4634, South Africa Rand 10.8861 and known costs at that date.

3. INSURANCE

We believe that it is essential to take out insurance when you go on holiday and we strongly recommend that to do so is in your interest and that of your family. Please refer to Travel Insurance detailed on our website. You must read your policy carefully as it is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs. We do not check alternative insurance policies. 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.

Please note that the policies with American Express Insurance Services Europe Limited are only available to United Kingdom residents.

4. VILLA DESCRIPTIONS

The descriptions of the villas are based on inspections made on the Company's behalf and on information passed to the Company. Please note that inspections can take place several months in advance. Accordingly, the descriptions are of what existed at the time of inspection and of what normally exists. The availability of facilities and amenities may be affected by local conditions, such as inclement weather or the season. Suppliers can make changes at times, 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 have their own terms and conditions, which are incorporated into the terms of your contract with us. These terms and conditions may limit and/or exclude the supplier's liability to you, usually in accordance with applicable international conventions such as the Warsaw or Athens Convention. Air travel is also subject to the operational decisions of air carriers and of airports, which and may result in delays, aircraft being diverted or schedule changes over which the Company has no control. The Company can provide you with copies of all relevant conventions and conditions upon request. It is our responsibility to notify clients of the name of the airline operator and the destination airport.

Due to the flexible itineraries that we offer, we are not in a position to state these facts.

Due to the nature of the airline business, on rare occasions, flight delays regrettably do happen. In such an event, the airline is responsible for meals, accommodation etc. when necessary.

For delays of at least 8 hours extending beyond midnight, overnight accommodation will be provided wherever possible. However, this will depend on such factors as the expected length of delay, local availability of accommodation and immigration rulings. Where long flight delays result in lost holiday time, refunds are not given by suppliers for unused accommodation as villas and 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.

The information provided is our sole responsibility. It is not issued on behalf of and does not commit any independent organizations/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 person who made the booking and/or signed the Booking Form, or from your travel agent, at least 46 days before departure. This must be accompanied by payment of £50 to cover administration costs. 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 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 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 and may be unable to resell your holiday, the following cancellation charges will be payable. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total invoice cost payable excluding amendment charges, which are not refundable. Please note that when part cancellations occur, the amount payable by the rest of the party may increase.

PERIOD BEFORE DEPARTURE	CANCELLATION FEE PER PERSON
OVER 60 DAYS	LOSS OF DEPOSIT***
49 - 59 DAYS	50% OF HOLIDAY PRICE
1 - 45 DAYS	100% OF HOLIDAY PRICE
DEPARTURE DATE AND THEREAFTER	100% OF HOLIDAY PRICE

***Bookings on some airlines, yachts, cruises, villas and some hotels during the peak season will have varying cancellation charges and therefore the fees shown above will not apply. The charges will be calculated and advised to you at the time of cancellation.

7 ALTERATIONS & CANCELLATIONS BY THE COMPANY

Occasionally, we have to make changes to and correct any errors published by us, both before and after bookings have been confirmed and cancel confirmed bookings. We must reserve the right to do so. However, we will not cancel your holiday unless you fail to make full payment on time or we are forced to do so as a result of circumstances outside our control. 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:

- a) accepting the changed arrangements as notified to you, or
 - b) purchasing another holiday from us. If the chosen alternative is less expensive than your original holiday, we will refund the difference but if it is more expensive, we will ask you to pay the difference or,
 - c) cancelling your holiday and receiving a full refund of all monies you have paid to us.
- In addition, if we have to cancel or make a significant change ten weeks or less before departure, we will pay you reasonable compensation 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 and 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 or where we make a significant change or cancel more than ten weeks before departure.

EVENT CANCELLATION: Occasionally, advertised events are cancelled by the organizers and often at short notice. Such cancellation will not constitute a significant change to or 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 war or threat of war, riot, civil disobedience or strife, terrorist activity, industrial dispute, airline schedule changes, natural disaster, adverse weather conditions, level of water, fire and all similar events outside our control. Advice from the Foreign Office not to enter or remain in a particular country or area will generally be regarded as 'force majeure'. The Company will act on such advice.

9. OVERBOOKING

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

- (i) Advise you before your departure if such overbooking is known before your departure 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. In the event that such alternative accommodation is of a lower price than that originally booked, an extra £125 per person will be paid for any inconvenience. 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 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 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 work authorized by us) 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 failure to perform or for improper performance of any part of our contract with you by any of our employees, agents, suppliers or subcontractors (providing they were at the time carrying out work authorized 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) 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 everything has gone wrong and you have not received any benefit at all from your holiday. Where we are found 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, hotels and villa owners are limited as if we were carriers/villa agents/hotels within the applicable international conventions (e.g. Warsaw Convention for air travel etc.). For all claims which result 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 11 "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. 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 Form. In addition, if you should be successful in obtaining a costs order against any third party or if you are able to claim under any insurance 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. COMPLAINTS

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

1. Any complaint should be reported immediately and directly to the supplier and, as soon as possible, to our local representative. 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 or fax details of your complaint to International Travel Connections in Chester on Tel 01244 355 400, Fax 01244 355 419. Any costs incurred in doing so will be fully refunded.
3. Once in receipt of a complaint, we will react swiftly to resolve the matter. Our aim is to rectify any shortcomings immediately, so that you can fully enjoy the remainder of your holiday.

If you still have cause for complaint on your return to the UK, you are required to seek satisfaction by writing to the Company within 28 days of the end of your holiday and providing full details of the holiday and the reason for dissatisfaction. We regret that we cannot accept liability in relation to any complaint or claim which is not notified entirely in accordance with this Clause. Disputes arising out of or in connection with this contract that cannot be amicably settled, may (if the client so wishes) be referred to arbitration under a special scheme, which although devised by arrangement with the Association of British Travel Agents is administered quite independently by the Chartered Institute of Arbitrators. The Scheme (details of which will be supplied on request) provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per Booking Form. The Scheme does not apply to claims which are solely or mainly in respect of physical injury or illness or the consequences of such injury or illness. If you elect to seek redress under this scheme, written notice requesting arbitration under this scheme must be made within 9 months after the schedule date of return from the holiday.

12. LAW

Your contract is governed by and construed in accordance with English law. Each party submits to the jurisdiction of English Courts to settle any claim or matter arising under the contract, unless you wish to submit the claim or matter to arbitration under the Scheme set out under Clause 11 above.

All prices are applicable from 01 February 2006 until further notice or when advised. Please check when booking.

Booking Form

HOW TO BOOK To make a booking or to check availability, please contact our holiday creators by telephoning 01244 355 380. 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 post or facsimile with the

required payment, which can be made by cheque, credit*/debit card or by bank transfer. Bookings made within 10 weeks of departure (or 12 weeks for all bookings departing in December) will require the full payment. Final payment is due 10 weeks (70 days) prior to departure, unless otherwise stated. If you

book with a Travel Agency, they will be responsible to communicate with us on your behalf. You are also welcome to visit our Chester office to meet our holiday creators and discuss your holiday requirements. 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	

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 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(S)

FOR OFFICE USE ONLY
 Travel Agents ref: ITC Classics booking/recommendation ref: Other:

ACCOMMODATION DETAILS

	Destination	Name of Hotel/Itinerary/Yacht/Train/Cruise/Villa	No of Bedrooms	Additional Services requested ie. Staff
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SPECIAL REQUESTS
 eg. Wheelchair at airport/cot/ high chair/special diet etc.

 These cannot be guaranteed.

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

Pick up point <input type="text"/>	Date <input type="text"/>	Type of vehicle <input type="text"/>
Drop off point <input type="text"/>	Date <input type="text"/>	Drivers Name <input type="text"/>

SPECIAL OFFERS
 Please specify

PAYMENT BY CREDIT CARD
 please tick as appropriate
 VISA MASTERCARD AMERICAN EXPRESS DELTA SWITCH
 Please charge £ : to my Credit* Card Account
 Credit Card Number
 Name on Card Expiry Date

DEPOSITS
 These are payable at the time of booking and are generally 30. For travel during peak periods this may vary and you will be advised at the time of booking. A Security/Damage Deposit may also be required; details will be advised at the time of booking.

EXCEPTIONS: Bookings made within 10 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 12 weeks prior to departure.

HOLIDAY INSURANCE
 It is imperative that you have adequate holiday insurance. If you do not have your own insurance, you can contact American Express Insurance Services Europe for Annual and Single trip cover. For full details, please contact them on **0800 731 2486**, quoting reference **ITC01**. 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: <input type="text"/>	Policy Number: <input type="text"/>	Date of issue: <input type="text"/>
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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.
 ITC Classics will send me confirmation of this booking.
 Any changes/amendments to this booking will be subject to amendment.
 Cheques to be made payable to: Signed Date

PLEASE SEND THIS FORM TOGETHER WITH YOUR DEPOSIT TO OUR HEAD OFFICE IN CHESTER

ITC CLASSICS, CONCORDE HOUSE,
 CANAL STREET, CHESTER CH1 4EJ. GENERAL ENQUIRIES: 01244 355 400
 FAX: 01244 355 419 EMAIL: info@itc-uk.com INTERNET: www.itcclassics.co.uk
 YOUR CALL MAY BE RECORDED FOR TRAINING PURPOSES



ITC Classics is a registered trading name of International Travel Connections Ltd.
 Member of the Association of British Travel Agents.
 International Travel Connections Ltd (registered at the above address).
 Registered in England 1030986. VAT NO. GB 421 9230 80.

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.

Our Pricing Policy & Important 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 and the time of year you would like to travel, simply contact our Holiday Creators on 01244 355 380 for advice and a full holiday recommendation.

As there are many holiday choices available to you, we have provided a "from price" for each of our featured villas, based on renting a villa only.

As one of the longest established and largest independent tour operators in the UK, we work closely with our villa owners and the airlines that we feature to provide the best added value and offers available to customers.

For the latest offers, please call us on 01244 355 380.

UNLESS OTHERWISE STATED, ALL PRICES SHOWN ARE IN £ STERLING AND BASED ON EXCLUSIVE USE OF THE VILLA ONLY FOR 7 NIGHTS.

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. 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.

WHAT YOUR VILLA PRICE INCLUDES

1. Accommodation as detailed in our confirmation
2. Staff as stated, gas/electricity charges (unless stated otherwise), linen (including towels and beach towels, initial supply of cleaning materials and sundry items (i.e. soap, toilet tissue). Villas of Mustique also include a vehicle within the rental price. Some individual villas also have this and other benefits, which will be advised at the time of booking
3. Boat transfers from designated docking areas are included to Peter Island, Virgin Gorda, Parrot Cay and Jumby Bay
4. Mandatory accommodation taxes and service charges
5. Special Offers, which are subject to availability at the time of booking

WHAT YOUR VILLA PRICE EXCLUDES

1. Travel Insurance, which you **must** have
2. Charges made by the villa in respect of infant's requirements and baby-sitting
3. Transfers to and from the villa unless stated
4. Items of a personal nature-food, drinks, laundry, telephone calls etc and any tax payable on these, unless stated
5. Gratuities where service charges are not mandatory
6. New Government taxes or increased prices for villas, which are implemented after the costings stated. Any applicable increase will be advised at the time of booking
7. Villa security/damage deposit
8. Visa and passport charges
9. Any items not expressly include in the cost of your holiday

ITC Classics prides itself on keeping up-to-date with new villas, resorts and destinations to ensure that we can offer you the very best portfolio.

We will be delighted to keep you up to date with forthcoming villas and resorts. Please call our Holiday Creators on 01244 355 380

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 airline).

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 the 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: 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'.

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

British Citizens require a full British passport for visits to all the destinations that we feature. Most countries require that passports are valid for at least six months after the departure from their country. 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.

Currently, British Citizens do not require visas for any of the countries featured in our Villa program.

Please note that requirements do change and you must check the up-to-date situation in good time prior to departure.

If you or any member of your party does not hold a British passport, you must check the entry requirements with the embassy or consulate of the country being visited.

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. Currently, Malaria tablets should be taken throughout Africa excluding Cape Town and the Garden Route. We recommend that you obtain a copy of the T5 Health Advice for Travellers from your Post Office or the Department of Health.

For travel within Europe, you should obtain a European Health Insurance Card (EHIC) from your local Post Office or apply online at www.ehic.org.uk free of charge.

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

IMPORTANT: It is your responsibility to ensure that you hold the correct, valid documents for the country/ies visited and have obtained the necessary vaccinations and clearance to travel as we cannot be held liable for any illness, delays or costs resulting from your failure to meet these requirements. Further, we cannot accept responsibility if you are refused passage on any 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 or other financial penalties being imposed on us, you will be responsible for reimbursing us accordingly.

**LUGGAGE ALLOWANCE**

Most airlines allow 20kgs of checked luggage and one small item of hand luggage in Economy Class. In Business Class the allowance is 30kgs and 40kgs in First Class, plus hand luggage. For travel to the Caribbean, the allowance is two pieces of checked luggage and one piece of hand luggage. The allowance on internal flights is often less and can range from 10kgs to 20kgs per person. There are also extra restrictions for travel on light aircraft and helicopters so please ask for details, as applicable. Excess luggage is charged at the airline's own rates.

CURRENCY & CREDIT CARDS

International credit cards are widely accepted throughout all the countries featured. Most countries have their own currencies but the Pound Sterling and the US Dollar are both widely exchanged locally. However, please check before departure.

ACCOMMODATION CHECK-IN/CHECK-OUT

Check-in/out can vary between 10am and 3pm. Villas will try to accommodate early arrivals and late departures but, if this not possible, we may be able to arrange an alternative. An additional charge may be payable locally. Prior notice, where possible, of your intentions is recommended. Guests will be asked to present a credit card or a substantial cash deposit upon check-in to guarantee extras/incidentals.

ACTIVITIES AND WATER SPORTS

It is your responsibility to satisfy yourself as to applicable insurance (if any) and activities are generally at your own risk. Clients who wish to go scuba diving require a doctor's certificate to confirm their 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.

SPECIAL REQUESTS

Any special request must be advised in writing if it was not already stated on your original booking form. We will make every reasonable effort to make the arrangements. We do not however, have any legal liability to you in the event that there is non-compliance.

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. The passenger therefore agrees to accept any seat that may be allocated on the flight in the class of service for which the ticket has been issued.

INTER-ISLAND FLIGHTS

Please note that the aircrafts used for inter-island flights are generally small, ranging from 2 to 32 seats depending on the volume of passengers and the route. Extra luggage restrictions will apply.

SMOKING POLICY

Most airlines operate a no smoking policy.

SAFETY FEATURES

Many of the properties featured do have swimming pools; swimming is at your own risk. Please be cautious, particularly with children. The depth and design of pools vary. We suggest that, in all cases, you familiarize yourself with each pool, particularly prior to diving.

When properties provide cots for infants, it is suggested that clients check safety standards prior to use. Particular caution should be exercised with regard to some facilities (ie. tea and coffee making machines, Jacuzzi baths and barbecues).

Please note that safety standards and requirements are set by each country and may not be equivalent to the UK; in some cases this can be lower. Parents should ensure that the standards for

childcare and facilities of the children's clubs meet their requirements. Further information is available on request.

WEATHER & PUBLIC UTILITIES

Public utilities such as water and electricity are taken for granted in Britain. On tropical islands and in less developed countries, there may be interruptions in the supply. Occasionally, in the tropics, severe storms and cyclones can occur at any time. These, of course, cannot be predicted and differ in each region. Please refer to the applicable sections or contact our Holiday Creators for further information.

VILLA OCCUPANCY

Reservations will be held only for persons detailed in the booking, upto the maximum occupancy allowed by the villa. Additional guest will be charged as extra.

MEALS

If your villa has a resident cook/housekeeper, it is advisable to discuss your dining preferences with him/her soon after your arrival. In some destinations, the housekeeper can accompany you to the market or supermarket. If you have any special dietary needs please let us know in advance.

ARRIVAL FOOD PACKS

In most destinations a food pack can be prearranged and we recommend that you request one when you make your booking. A food pack will include food and drinks suitable for your first dinner and breakfast, the cost of the items order will be payable to the villa representative.

BABY SITTING

Babysitting can be easily arranged for daytime or evening, and the cost is payable directly to the sitter. It is customary and courteous to cover the cost of a taxi for the sitter after 11pm.

STAFF GRATUITIES

Although gratuities are by no means obligatory, please remember that villa staff work long hours to ensure your holiday runs smoothly and that you have a thoroughly enjoyable time. As a basic guideline we would suggest approximately £15 - £20 per member of staff per week.

STAFF REQUIREMENTS AND STAFF WORKING HOURS (vary by destination)

The majority of our private villas have a local manager employed by the owner or managing agent. They are entirely responsible for the presentation and services of the property. You have any difficulties, should be reported directly to the manager as soon as possible. If you require additional staff, including babysitters and nannies, please do not hesitate to ask and we will do our best to accommodate your wishes. Clarification of staff working hours can be provided on request at the time of booking.

SECURITY DEPOSITS

Additional deposit, may be requested by the villa owner/agent to cover against any damage or loss to the villa or its contents. This deposit may be requested by ITC Classics 28 days prior to your departure date, or by the villa management upon arrival at your villa, can be paid by taking an imprint of your credit card. At the end of your stay, any damages or breakages will be discussed and payment agreed. Any security deposits paid prior to departure will be refunded, once we have received authorisation from the villa agent upon your return. For further details and information please call us.

TELEPHONE CALLS

All international calls made from your villa should be made via the operator using a credit card. Local calls at your destination can vary, please check when making your reservation.

CAR HIRE

We recommend car-hire for most destinations, which we can pre-arrange and book for you. By pre-booking you can avoid paying the some times higher local rates than those we have negotiated. Equally, in peak season, there may not be enough vehicles for each visitor. Please note the vehicle can be brought directly to your villa together with all the necessary paperwork, including local licences, or you can pick the car up from the airport on arrival. All car hire rates include insurance and local tax, but do not include CDW (Collision Damage Waiver) -

we highly recommend you take this as it can prevent you having to leave a substantial deposit on your credit card whilst renting the vehicle. Please note most destinations require you to be aged 21 years or over and do remember to take your British driving licence with you. For information on local licences, please contact our Concierge & Travel Services department.

We are more than happy to discuss your car hire requirements with you in more detail and provide you with the appropriate costs. Please contact us with your requirements.

DISABLED CUSTOMERS

No two people's needs are the same and therefore, we ask you to let us know your specific requirements in writing at the time of booking.

Due to the nature of some of our villas/destinations, many may lack the simplest facilities, such as ramps for wheelchairs and door access. However, we will make every effort to recommend the most suitable holiday for you.

BEACHES

Please note that all beaches at the accommodation featured are open to the public unless *specifically* stated otherwise.

AIRPORT TRANSFERS

We will provide private vehicle transfers when required. To take you to your chosen villa, this service may be at an additional charge. Some destinations include the transfer costs within the villa rental, please check at the time of booking. Please note, where helicopter transfers are available, your luggage may need to be transferred by road and on return flights, your luggage may need to leave your accommodation in the morning. Helicopter transfers are not generally available after dusk N.B Excess luggage will incur additional cost. Please advise us at the time of booking

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).

FINANCIAL SECURITY PROVISION

The Company is a member of the Association of British Travel Agents (ABTA No. V2359). It also holds an Air Travel Organisers Licence issued by the Civil Aviation Authority (ATOL No 2786).

This means that your money will be refunded or you will be repatriated if already abroad in the unlikely event that your holiday cannot be provided due to the Company's insolvency.

REGISTERED OFFICE IN SOUTHERN IRELAND

For clients resident in the Republic of Ireland, Crowley Millar, Solicitors of 15 Lr. Mount Street, Dublin 2 will accept service of all legal proceedings on our behalf.

TERMS & CONDITIONS

This document is subject to the terms and conditions contained herein.