BOOKING CONDITIONS & HOLIDAY INFORMATION CONTENTS

Please read these terms and conditions carefully. These conditions, along with our ‘Holiday Information’ set out the terms and conditions of the contract between you and Thomas Cook Tour Operations Limited and show you and our contractual commitments to each other. These conditions apply when you book either a Package Holiday, a Flight + Hotel, a Flight only, or a Hotel only with any of our holiday brands shown above. These conditions do not apply to City Breaks or Hotel bookings facilitated by Expedia Inc.

BOOKING CONDITIONS (PAGE 1-4)
Includes: sections:
A- Your Booking With us
B- Before You Travel
C- Travelling and on Holiday
D- Making a Complaint and Our Liability to You
E- How we use your Personal data

HOLIDAY INFORMATION (PAGE 5-13)
Includes: sections:
A- Holiday Prices
B- Added Value & Holiday Extras
C- Before You Go
D- Your Flight & Other Transport
E- Your Resort
F- Your Accommodation
G- General Information
H- Our Family Hotels and Our Kids Clubs
I- Villa Holidays
J- Your Destination – K
K- Florida & Las Vegas Car Hire

BOOKING CONDITIONS
WHEN YOU BOOK ONE OF OUR HOLIDAYS, YOU’RE ENTERING INTO A CONTRACT WITH THOMAS COOK TOUR OPERATIONS LIMITED. THESE BOOKING CONDITIONS TOGETHER WITH THE INFORMATION IN THE HOLIDAY INFORMATION PAGES OF THIS ARE THE TERMS AND CONDITIONS OF THAT CONTRACT, SO PLEASE READ THEM CAREFULLY.

ALL OF THESE BOOKING CONDITIONS ARE IMPORTANT BECAUSE THEY SET OUT OUR COMMITMENTS AND YOURS, TO HELP YOU KNOW WHERE TO FIND PARTICULAR INFORMATION, WE’VE HIGHLIGHTED BELOW SOME OF THE KEY SECTIONS:

A- YOUR BOOKING WITH US
This section includes:
Making a booking, paying for your holiday and responsibilities of the lead named person. What’s financially protected and how it is protected.

B- BEFORE YOU TRAVEL
This section includes:
Being prepared - get the right insurance, take health precautions, know the latest foreign office (FCO) advice and have the documentation you need for travel. What happens and what charges apply if you need to change or cancel your booking. What we’ll do if we’re forced to make a change to your booking before you travel.

C- TRAVELLING AND ON HOLIDAY
This section includes:
Our responsibility for your holiday. Changes after travel and the effect it may have on your holiday. What you can do whilst you are away and taking responsibility.

D- MAKING A COMPLAINT AND OUR LIABILITY TO YOU
This section includes:
If things don’t go according to plan - complaints and how we’ll deal with these. What we are liable to you for. What to do if you suffer gastric illness, including reporting it to us, seeing a doctor and providing evidence. If you think it was caused by something you consumed at the hotel and you don’t follow these steps you may not be able to claim compensation.

E- HOW WE USE YOUR PERSONAL DATA
This section includes:
Information about the need to pass your data to our suppliers and how we’ll use it for marketing and for other purposes such as improving our service. We can also use personal data for preventing or detecting fraudulent claims/other crimes.

GENERAL
Our company details: We are Thomas Cook Tour Operations Limited, a company registered in England and Wales under company number 3772199. Our registered office address is at Westpoint, Peterborough Business Park, Lynch Wood, Peterborough, PE2 6FZ.

In these booking conditions, when we use the words ‘we’ ‘us’ or ‘our’ we mean Thomas Cook Tour Operations Limited. When we use ‘you’ or ‘your’ we mean the person who made the booking with us (the ‘Lead Name’ as described in paragraph 3).

ABTA Code of Conduct: We are a member of ABTA (number V6896), the UK’s largest travel association and these Booking Conditions comply with the ABTA Code of Conduct.

Which Laws Apply To This Contract? Your contract with us is a contract for services and is subject to English law if you want to take legal action against us or you can only issue that legal action in a court in England or Wales, unless you live in Northern Ireland or Scotland, in which case the courts of Northern Ireland or Scotland (as appropriate) can deal with any disputes.

Different Terms & Conditions For Different Types of Travel Arrangements: If you’ve booked a package holiday with us, this is defined by the Package Travel and Linked Travel Arrangements Regulations 2015 (‘PTR’). These booking conditions refer to that type of booking as your “Holiday”. However, if you’ve only booked flight seats, or only booked accommodation, or any other single travel arrangement, these booking conditions refer to that type of booking as “Single Components”. These booking conditions apply to Holidays and Single Components, but you’ll see that in paragraphs 2 (Price Changes After Booking) 6 (Financial Protection) and 24 (Our Liability to You for your Single Components) below the terms and conditions for Single Components are different to those for Holidays. We also sell excursions, which can be booked either at the same time as booking a Holiday after booking a Holiday or locally in the destination. Excursions are sold by us as an agent for local suppliers. Only if you book an excursion as at the same time as booking your holiday will that excursion form part of your Holiday package (“Packaged Excursion”). Excursions will be subject to paragraph 18 (Excursions) and the following Suppliers Conditions:

Our third party suppliers also have their own terms and conditions (‘Suppliers’ Conditions’). They govern the services they provide and you’ll be bound by these, even if you have a contract with us. In the event of any conflict between a supplier’s terms and conditions and these booking conditions, the supplier’s terms or condition that conflicts with ours will take precedence unless it is deemed under English law to be invalid or unenforceable, in which case the relevant term or condition in our booking conditions will prevail. Some of our suppliers’ conditions may limit or exclude their liability to you and because they’ll apply to your contract with us, they may also limit or exclude our liability to you. Suppliers’ terms and conditions are often subject to international conventions too, which limit their (and our) liability. You can get copies of the relevant supplier’s terms and conditions if you ask us. Some of the accommodation we make available is sourced from third party suppliers such as Travelcruise LLC or Vacatransport St. Where either of those companies is used, Travelcruise LLC or Vacatransport St. is the supplier to us of the accommodation provided under your booking.

SECTION A - YOUR BOOKING WITH US

1. ACCURACY OF INFORMATION & ADVERTISED PRICES
Holiday Descriptions: We have to prepare our publications a long time before they’re printed. This means information described in the brochures (including which hotels we stay at) may change after the publication date, so we’re not able to guarantee that everything will be exactly as described. Only the agent can commit us to changes. If we change your arrangements after the departure date, we will not be liable to pay compensation, except where this is due to our fault or fault of our airline, tour operator, accommodation provider, or other supplier. The descriptions we give are for guidance only. We can’t be held liable for any information we provide that appears on our website or in our brochures. We are not responsible for any errors or omissions in these descriptions. We will keep information in our brochures as up to date as possible. If we alter your arrangements, we will take reasonable steps to notify you in advance. If we don’t have a reasonable time to notify you then we’ll do so as soon as possible before you travel. Transfer times we give for travel between the airport and resort are approximate. The journey time to your chosen property may be longer than estimated by the appropriate authorities and we cannot be held liable for delays in our journey time.

Advertised Prices: All prices can change (up or down) at any time before a booking is made. Prices on our website and on our booking system loaded by travel agent are updated daily. Mistakes or computer errors occasionally occur so if any price on our website or booking system is obviously wrong, then any booking made based on that price won’t be valid and we’ll be entitled to cancel it and give you a full refund, unless you want to pay the correct price.

Local Charges: Charges may be made in resort for certain facilities/activities such as watersports, sun loungers, sun umbrellas, safety deposit boxes, laundry services, mini bars at: conditioning, resort fees, city taxes, etc. See our Holiday Information pages.

2. PRICE CHANGES AFTER BOOKING
After you’ve made a confirmed booking for a Holiday there are limited circumstances in which the price of that Holiday can increase. However, the price of Single Components may increase if the component supplier (e.g. hotelier, airline, etc.) changes their prices. In the case of Holidays, there will be no change to the price within 20 days of your scheduled UK departure date but we can increase the price of your Holiday at any time up to 20 days before the departure date if we need to do so because there has been a change in the cost of providing your Holiday that’s outside our control, in which case we can cancel and refund your Holiday or offer you an alternative. To do this we may have to pay an amount that’s more than 8% of your price. You’ll have three choices: either we accept the price increase; 2) you can accept a change to a different Holiday that we offer you. If the holiday we offer is of equivalent or higher quality we won’t have to pay more, and if it’s of lower quality we’ll refund the difference in price. If we can’t offer an alternative, or if you don’t want to accept the alternative holiday we offer, you can cancel and receive a full refund less any amendment charges you may have paid. You may also be entitled to compensation in accordance with paragraph 25 if you decide to cancel. You need to decide on option 1), 2) or 3) within 14 days of the date we notify you of the price increase. If we do not hear from you, we shall assume a reminder to you and if you still do not respond then we may cancel your Holiday and provide you with a refund. We may also be entitled to refund any insurance premium you pay if you can show that you can’t transfer or re-use your travel insurance policy. Should the cost of providing your Holiday go down due to any of the above changes monitored above, we'll refund the amount of the decrease that exceeds our administrative expenses of processing the refund.
### 7. TRAVEL INSURANCE

- **Package travel** 
- Thomas Cook can offer travel insurance, but you do not have to buy our insurance and can choose to obtain cover from any other provider. You should consider buying travel insurance either at the time of booking or as soon as possible after booking if you don’t already have it so that you have cover in case you need to cancel before travel. Your travel insurance should also provide cover for medical emergencies, such as illness or injury while you are away. We cannot accept any responsibility for your failure to do this. If you or your party are fined because anyone on your booking didn’t have the correct documents/vaccinations etc. you will have to reimburse us.

### 8. TRAVEL DOCUMENTS AND HEALTH ADVISE

- It’s your responsibility to make sure everyone travelling has valid travel documents (e.g. Passport, Visa and any other health advice. For up to date UK Government health advice please visit www.gov.uk/foreign-travel-advice. www.hpa.org.uk and www.nathno.org contact your GP. Please also see our Holiday Information pages and website for more information. We can’t accept any liability for your failure to do this. If you or your party are fined because anyone on your booking didn’t have the correct documents/vaccinations etc. you will have to reimburse us.

### 9. ADVANCE PASSENGER INFORMATION

- To comply with UK and International regulations on Border Control and Aviation Security, before travel you must provide passport and certain other information, for each person travelling to the airline that is going to carry you (Advance Passenger Information or API). Please check your booking documents for details of how and when to submit this information. Failure to provide API by the deadlines stated (which may be several weeks before travel) means you can’t travel if or the airline allows you to submit the information at the airport, you may be charged for this.

### 10. IF YOU WANT TO CANCEL YOUR BOOKING

- We will refund any deposit paid for the booking or to return any of the named passengers from it.

- You must put your instruction to cancel the booking or cancel off any passenger in writing and either give it to your travel agent or send it to our customer help team by post or email. You cannot make a request to cancel or change the booking by telephone.

- You must put your request to cancel the booking in writing and send it to our customer help team by post or email. You cannot make a request to cancel the booking by telephone.

- You cannot request a change of date if you have already travelled or where this has been confirmed to you either by us or the supplier and you will lose any money paid in respect of any services or arrangements that form part of your booking. The charges shown below apply after you receive our cancellation notice at our offices or from your Travel Country Office.

- In order to cover our expected losses from the cancellation there’s a set scale of charges which must be paid by you, although we may offer you credit to be used on another booking with us or an alternative provider. The option to offer a credit will be assessed on each individual booking, You may not be able to change your booking if you have booked using an API (as described in paragraph 12) or if you have booked a flight only package, in which case the lead name will be responsible for all payments made.

### 11. CHANGES YOU MAKE BEFORE TRAVEL

- If you change your travel arrangements before you travel, we will try to help but we can’t guarantee it. We cannot accept any responsibility for any costs you may incur as a result of such changes. Any changes you make must be to the same supplier.” We will only accept changes to your booking if they are made in writing to us and are confirmed by us. If you make a change for which we do not charge an alteration fee, we will try to assist you to make the change. If we cannot assist you to make the change, you may have to pay the alteration fee. We may not be able to assist you to make the change if it involves changing the type of accommodation or travel arrangements booked.!

### 6. FINANCIAL PROTECTION

- Package Holidays: The flight inclusive Package Holidays provided by us are financially protected by the ATOL scheme set up under the Civil Aviation Authority’s (CAA) Our Package Holidays from which you will receive an ATOL Certificate. This lists what is financially protected, where you can get information, who is responsible for the financial protection and who to contact if things go wrong. When you book a Package Holiday with us you will receive an ATOL Certificate. We or the suppliers identified on your ATOL Certificate, will provide you with the travel services listed on the ATOL Certificate. Please ensure that you receive proof of booking for all your travel arrangements including any flight booking. We reserve the right to pass on to the agent to pass on to you in respect of such payments to us for so long as we do not fail in the unlikely event of failure to make changes to your booking or to any payment subsequently accepted by you from the agent, is, and continues to be held by the agent on behalf of and for the benefit of the Trustees of the AT (3

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### 4. CANCELLATION CHARGES

- In all cases, we will treat a request to change the date of travel to another date more than 6 months after your departure date as an ‘adequate change’. However, if you need any extra help or information, you should speak to your travel agent or contact our online customer service team.

### 3. MAKING A BOOKING AND PAYING

- Our prices may increase any time prior to your UK departure date and you’ll have to pay any such increase on the next available date.

### Single Components

- Prices increases may occur any time prior to your UK departure date and you’ll have to pay any such increase on the next available date.

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We also have a liability to you for the performance of the travel services included in your Holiday, irrespective of the fact that the travel services might actually be provided by one of our third party suppliers. You must tell us immediately of any failure to perform or improper performance of your Holiday (‘Failure’) and we will take all reasonable steps to correct the failure. We do not, however, accept responsibility or liability if any acts or defaults of our suppliers or any other third party suppliers or if the Failure is due to the nature of the activity or leisure services involved. We will be liable to you only if we have been negligent in the performance of our obligations under our contract with you, and you must claim against us in the event of a Failure.

14. OUR RESPONSIBILITY FOR THE PERFORMANCE OF YOUR HOLIDAY

It is important to note that the travel services included in your Holiday might be provided by one or more third party suppliers (e.g. airlines, hoteliers, tour operators). We also have a liability to you for the performance of the travel services included in your Holiday, irrespective of the fact that the travel services might actually be provided by one of our third party suppliers.

15. 24-HOUR HOTEL SATISFACTION PROMISE

We also have a liability to you for the performance of the travel services included in your Holiday, irrespective of the fact that the travel services might actually be provided by one of our third party suppliers. You must tell us immediately of any failure to perform or improper performance of your Holiday (‘Failure’) and we will take all reasonable steps to correct the failure. We do not, however, accept responsibility or liability if any acts or defaults of our suppliers or any other third party suppliers or if the Failure is due to the nature of the activity or leisure services involved. We will be liable to you only if we have been negligent in the performance of our obligations under our contract with you, and you must claim against us in the event of a Failure.

16. FLIGHT DELAYS

We work closely with the airlines and overseas offices to make sure any flight delay is as short as possible. When a delay occurs we will try to make sure refreshments or meals are provided when appropriate. We won’t do this unless it’s reasonable, because it will normally be more sensible to try to refine the flight, which might mean you leave your hotel a little later, than conduct a proper investigation into the flight delay or compensation. The flight delay could be due to a number of factors, including weather, technical issues, and airline decisions.

17. AIRLINE COLLAPSE

In the unlikely event that your flight back to the UK cannot be provided as planned due to the collapse of the airline and we have not been able to arrange a further flight, we may not be able to refund your holiday. In this situation you may be entitled to a refund of your air tickets and any other arrangements, or a price reduction, or compensation, or options for an alternative holiday in accordance with your written request.

18. OUR TIME TO RESOLVE THE PROBLEM

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18. EXCURSIONS

Excursions may include flightseeing trips, events, tours, attraction tickets or similar which you choose to go on in resort and which you pay for extra. For Excursions we shall either be neither liable to and/or prepared for and/or paid for and for which you book your Holiday (‘Packaged Excursion’). All excursions are arranged by third party suppliers and are subject to the paragraph ‘Suppliers’ Conditions’ at the start of these Booking Conditions. The suppliers of these excursions also have their own terms and conditions subject to the paragraph ‘Your Liability’.

We do not guarantee that packages will go ahead or are provided if you book an Excursion. You may be required to pay for any claim against the Courts of that country. In such cases, our liability shall be limited in accordance with any applicable International Conventions. In addition, we have no liability to you in any event for any consequential loss which you may incur in assisting you.

SECTION D - MAKING A COMPLAINT AND OUR LIABILITY TO YOU

21. ACCEPTANCE OF RISK

Some of the activities you might choose to take part in during your Holiday may involve a degree of personal risk. The payment of a fee by you for any such activities is not an indication of our acceptance of that activity by us. Activities involving a degree of risk include any water sports, water sports, skiing, riding, snowboarding, and many activities, such as: windsurfing, water-skiing, snow riding, tobogganing, and snowmobiles are activities with a risk of personal injury or death. If you decide to take part in such activities, you accept the risks and you are responsible for your own actions. Although we or our suppliers may provide instructions and tuition for you as part of the arrangements you book, any activity advice/notice/notice must be obtained which will fit the local conditions. Your booking is accepted by you on the basis that you understand and accept these risks. If at any time you or a member of your party feels uncomfortable or unsure about taking part in an activity during your Holiday, your instructor should be advised immediately. You are under no obligation to take part in or complete activities which form part of your Holiday booking if you don’t feel you want to for any reason. You must ensure you have suitable travel insurance for the activities you plan to take part in.

22. IF YOU HAVE A COMPLAINT

We offer all our customers an enjoyable, carefree holiday but you must remember that you are responsible for your actions and the effect they may have on others. If we or another person in authority believes your actions could upset, annoy or disturb other customers, our suppliers or our or your staff or put them in any risk or danger, we could cause damage to property, or

- you are unfit to travel and/or
- you must end your trip and terminate your contract. You and your travel party will be prevented from using your booked accommodation, transport and any other travel arrangements forming part of your booking and we will not be liable for any refund, compensation or any other costs you have to pay. At the discretion of the supplier, you may be allowed to continue with your Holiday but may have to comply with specific conditions. If your behaviour or the behaviour of any member of your party: (i) is likely to prejudice the safety or convenience of the other passengers and/or the carrier; or (ii) the carrier will hold you and those members jointly and individually liable for all costs incurred as a result of that diversion. We cannot accept liability for the behaviour of other people staying at your accommodation or travelling on your trip. We may not allow you to continue your trip by road if you are drunk or disorderly. We are not responsible and we will have no liability, for accidents or injuries, loss or damage which may have been caused as a result of: (a) your negligent or wilful conduct as a passenger on a coach or transportation to or from your accommodation or any excursion or by your failure (to a reasonable person) to keep left or right; and for your actions rose. We will not be liable to you for any losses or expenses which arise as a result of any action of any third party.

Proprietary Liability

We will not be liable for any loss or damage that you may suffer (or the accommodation owner will hold you and the members of your travelling party jointly and individually liable for all costs incurred as a result of any action you take) for paying for any damage you cause to the accommodation furniture. Fittings or any other items within or around the accommodation. If you fail to pay you will also be liable for any legal costs incurred in pursuance of a claim against you.

SECTION E - HOW WE USE YOUR PERSONAL DATA

26. DATA PROTECTION

This notice is a summary of Thomas Cook UK’s Privacy Policy that can be read in full at www.thomascook.com/privacy. You can contact us by post or email to request access to your personal data. We will also pass your personal data to our sales and marketing agencies and to third parties on the limited grounds that it is necessary in order to arrange for you and the people travelling with you, in the following ways: to enable us to arrange the travel services you have booked, to ensure you comply with your obligations, and in order to enable us to provide our services to you. We will also share your personal data in order to comply with any legal obligation or to enforce any legal rights. If you are given a rep service) or via our contact details as shown on our travel documents. If you’ve booked with us. It is your responsibility to note carefully any conditions of contract contained in any excursion advertisement booklets, ticket or receipt you've been given. For Excursions Booked Separately your excursion supplier will hold you and those members jointly and individually liable for all costs incurred as a result of any actions.

(vi) If you are granted compensation or a price reduction by another party in relation to the same Failure which you were made aware of and you have not received any benefit from your Holiday. Any sums received including if any part of your Holiday is not as described by us in our Holiday contract with you, the maximum we’ll

(vii) You agree to assist us in recovering from any third party any sum which may compensate us for any sums we pay you. If you are made aware of and you have not received any benefit from your Holiday. Any sums received including if any part of your Holiday is not as described by us in our Holiday contract with you, the maximum we’ll

(1) Where a flight ticket is downgraded or a flight cancelled or delayed or boarding is delayed in accordance with our booking terms, we shall pay you compensation. If for any reason you don’t comply with the requirement to claim against the airline and make a claim for compensation against us, you agree that, at the time we pay you any compensation, you’ll make a complete return to us any sums paid by us in connection with your booking. If you are made aware of and you have not received any benefit from your Holiday. Any sums received including if any part of your Holiday is not as described by us in our Holiday contract with you, the maximum we’ll

(vi) If you are granted compensation or a price reduction by another party in relation to the same Failure which you were made aware of and you have not received any benefit from your Holiday. Any sums received including if any part of your Holiday is not as described by us in our Holiday contract with you, the maximum we’ll

We will also share your personal data with other Thomas Cook Group companies (TCCT Retail Ltd, Thomas Cook Retail Limited, Thomas Cook Money Ltd, Thomas Cook Airlines Ltd and Thomas Cook Airlines Scandinavia AB) for marketing purposes. We need to collect information from you for the people travelling with you that is sensitive personal data because it relates to a medical condition or dietary requirement. When you give us this information you agree to allow us to use this data to pass this to our service providers where necessary to make the arrangements you require such as airlines to provide in-flight catering and any other special requirements you have a medical advisory service to check fitness to fly or our travel insurance provider if you purchase insurance from us. The following information on your travel documents or included within the airline’s conditions of carriage. Please note you only have a limited amount of time within which to notify us or the airline and to make a claim. We won’t accept liability for high-value items because you should insure such items for the appropriate amount. You must ensure you have suitable travel insurance for the activities you plan to take part in.

We work with fraud investigators to help us identify fraudulent claims and if any complaint or claim is proved to be fraudulent in any way such as: falsely claiming to be affected by an illness resulting from eating at the hotel or exaggerating the effect a minor illness had on the enjoyment of the holiday we’ll take appropriate legal action to recover any sums that may have been paid out. We reserve the right to refuse to accept any future bookings from the persons or people involved in such a criminal offence to make fraudulent claims therefore we may put the matter into the hands of the Police.
HOLIDAY INFORMATION

Thomas Cook, Airtours, Thomas Cook Flexibletrips, Manos and Signature from Thomas Cook

THE FOLLOWING PAGES CONTAIN IMPORTANT INFORMATION ABOUT OUR HOLIDAYS. TO HELP YOU KNOW WHERE TO FIND PARTICULAR INFORMATION, WE’VE HIGHLIGHTED BELOW SOME OF THE KEY SECTIONS:

A - OUR HOLIDAY PRICES
This section explains what our prices include and what’s extra and what terms and conditions for prices and group bookings are.

B - ADD VALUE & HOLIDAY EXTRAS
This section includes terms and conditions for any promotional offers.

C - BEFORE YOU GO
This section provides important information about Foreign Office (FCO) advice, passport, visa and other entry requirements as you prepare for your holiday.

D - YOUR FLIGHT AND OTHER TRANSPORT
This section includes information about flying with Thomas Cook Airlines and other information about your journey.

E - YOUR RESORT
This section explains what you can expect when you get to your resort and our services overseas and important safety and wellbeing information for your holiday.

F - YOUR ACCOMMODATION
This section provides useful information about your accommodation and what you can expect when you get there.

G - GENERAL INFORMATION
This section tells you about our ABTA membership how ABTA can help if things don’t go to plan.

H - KIDS CLUBS
This section explains the difference between our Kids Clubs and hotel run kids club.

I - VILLA HOLIDAYS
This section provides information about our villa holidays and what to expect.

J - YOUR DESTINATION
This section contains important information about your destination, including any special entry requirements, local charges or fees that might have to be paid when you get there.

K - FLORIDA & LAS VEGAS CAR HIRE
This section contains useful information about car hire in Orlando and Las Vegas, including important information about our insurance and suppliers conditions.

SECTION A - OUR HOLIDAY PRICES

Holiday prices are influenced by many factors. The price includes current taxes (such as air passenger duty), fuel and other associated costs known at the time of booking. Our prices are affected by changes in these costs, along with changes in exchange rates, suppliers costs and economic trends (see Extra Charges within Section A - before booking).

Flight Options and the Effect on Your Holiday Price

The flight you choose will influence the price you pay for your holiday. When you book your holiday you will be quoted the current Adult/Child holiday price which is the basic price inclusive of all applicable compulsory costs for the flight you have chosen with the exception of supplements for extra legroom seats or any other pre-bookable optional services not shown as included.

Our holiday prices will vary depending on where you fly from - our prices are usually based on a selected flight from London Gatwick or Manchester but (depending on the destination) we can often offer a choice of flights from these airports and other airports in the UK.

2 The time of year/seasonality of your holiday - our prices give an indication of the peak and off peak travel periods with higher prices at certain times of the year. Regional variations in the demand for flights from local airports on different dates also influence the holiday price you pay.

3 Day of the week and flight time - our prices are based on the lowest priced flight/hotel combination. Where we can offer flights departing between Monday and Thursday at night time these are usually better value than flights at weekends. During daytime.

Where we do offer a range of flights to a particular destination on different days of the week or times of day, our lowest price will usually be based on a midweek, night-time flight option.

Accommodation Occupancy, Supplements and Restrictions

Prices vary depending on the type of room board basis (e.g. room only self-catering, half board or all inclusive) the length of your holiday stay and if the dates of your holiday are popular. Prices are also based on the full adult occupancy of the room you choose. So if there’s less adults in the room then the price will be adjusted or supplements added. This applies to apartments, villas and studios and the costs vary depending on the date of travel. Infants and Children don’t count towards occupancy levels. Most properties have rooms for people travelling alone, these rooms are available on request by contacting us (see also ‘Simple Supplements’ in the Accommodation section of these pages for more details).

What the price includes

Accommodation - prices are per person for each property. For hotels, the price applies to each of the two adults sharing a room. Apartment, villa and studio prices are based on the maximum number of adults sharing the accommodation and for fewer adults under occupancy supplements usually apply - see ‘Under Occupancy Supplements’ above.

Meals - as described in the accommodation description

Return Flights - from a selected airport. The price of your holiday will be influenced by your flight selection and date of travel. See the Flight Options clause above for full details.

Emergency Helpline providing 24 hour assistance when overseas (all charges may apply). See Section 4 for full details of our In-Resort service.

Taxes and Charges (known at the time of publication)

UK and overseas airport taxes/fees - but excluding taxes/fees paid locally (see Section I in these Holiday Information pages for current applicable charges).

Air Passenger Duty (APD) – prices include current government APD. subject to change and are published on thomascook.co.uk. Our prices may go up or down if APD rates change.

Aviation Fuel Costs (see Extra Charges – before booking within Section A).

Charges for extra security, aircraft insurance, aviation and other associated costs.

ATOL Protection Contribution (APC) – our flight inclusive holiday prices include the amount of currently £25 per person that we pay to the CAA which protects your holiday.

What the price includes – Accommodation Only

Accommodation – prices and the basis on which they are calculated, are shown within the price panel for each property. The room sizes available in a particular property are also shown in the price panels. Minimum/ maximum stay and date restrictions may apply depending on departure dates.

Meals - as described in the accommodation description on the property pages.

Emergency Helpline - providing 24 hour assistance when overseas (all charges may apply). Depending on the holiday you book, you may also be able to use the services of our local agents or our Connected Resort Service (see section F for details).

What about transfers?

Return transport between your destination airport and accommodation in resort is included unless otherwise in the hotel description, pricing information or at the time of booking. The transfer will be on a 1:1 basis for the number of persons unless otherwise specified in the accommodation description, pricing information or in your package price excluding the USA, where transfers are available to most resorts at an extra charge. Transfers may be shared by customers from other tour operators within the Thomas Cook group and could make a number of stops en-route. Transfers depend on the transfer vehicle you are taking sports equipment (including but not limited to: surfboards, windsurf and kite) carriage of sports equipment on transfer coaches is subject to subject to constraints. Any excess charges may apply. Please check the relevant airlines directly.

Direct Transfers: these are available when travelling to selected hotels and other guests pre-booking this service will also share the transport provided. Alternatively you can book a private transfer. This is priced for a round trip service. (standard service). Car rental may be provided with a maximum of four people per taxi. Luggage space may be limited with four people on board which may result in an extra taxi being required when you get to resort – any charge for this will be passed on to you. In many overseas countries, taxis may not have child or baby seats.

What about luggage allowance?

Luggage Allowance

Your accommodation and hold luggage allowances have individual weight restrictions and cannot be combined together. Please refer to Section D – Your Flight for more information regarding hold/luggage.

Hold Luggage: the type of holiday you book and the airline you are flying with will determine your allowance for checking luggage into the aircraft hold. If you’re flying with Thomas Cook Airlines, the standard luggage allowance is 15kg baggage, 20kg long haul flights and 25kg to USA, but some holidays offer additional allowance at no extra cost. Infants travelling on Thomas Cook Airlines flights always receive 15kg hold allowance. For holidays including flights with other airlines, luggage allowances vary so please check carefully at the time of booking.

On many of our holidays, when you book you’ll be offered the opportunity to increase your hold luggage allowance at an additional charge. Additional luggage allowance cannot be added once your travel tickets have been issued. Excess baggage will be charged if you exceed your allowance or if your bag exceeds the maximum size allowed.

Hand Luggage your hand luggage must be within the weight and size restrictions of the airline you’re flying with. Please check the relevant airlines website for details. Thomas Cook Airlines customers can carry a maximum of 5kg hand luggage per person (including infants).

What about inflight meals?

Depending on the type of holiday you select you will determine whether inflight meals are included in the price or paid extra. Check each holiday description carefully for details. A compulsory charge for an inflight meal will apply to selected bookings made within 4 days of departure – please check at the time of booking. Unless specifically requested and recorded separately on your invoice, a child will receive the same meal as an adult in their seat. If you did not include most meals in the package option to book meals during your holiday may cost extra when you make your booking. Dietary requirements can be requested but can’t be guaranteed.

And what’s extra?

Holiday Insurance – you MUST be insured please ask for details. See also ‘Flight supplements’.

Flight supplements - where applicable. See also ‘Flights’.

Meal supplements - depending upon the board basis you choose will be charged at the time of booking. See also ‘Simple Supplements’ in the Accommodation section of these pages.

Local and airport taxes - see ‘Price Changes After booking’ in our booking conditions.

Local taxes and fees - including arrival/departure taxes, entry visas, tourist cards. In addition, tourist/taxi rates/fees might be payable at your accommodation. See also ‘Simple Supplements’ in the Accommodation section of these pages.

Local restaurant charges can be introduced at any time. Departure tax at hotels in the USA ask to take a credit card imprint when you arrive, to cover payment for any extra meals (e.g minbar charges) in some locations. If the credit card is not in your possession the travelling customer can be charged for the expense. Excess baggage on aircraft – if you exceed your allowance you’ll be charged excess baggage fees. If you’re taking sports equipment or have an oversized bag please refer to ‘Section D – Your Flight’ for more information.

Late check-in – an extra charge will be applied for all bookings made within 5 days of departure. You’ll be advised of the applicable fee at the time of booking.

Possible surcharges – see Price Changes after booking in our booking conditions.

Extra Charges - before booking

Prices include an amount to cover current fuel and other charges known at the time our holiday prices are decided. We will have to alter the price to alter charges. If you decide to use the optional extras supplements may be added. These can include, security, taxes or insurance costs change. Please check the total cost including any additional charges, with us or your Travel Advisor before you book.

Child Prices

Child prices are based on reduced travel prices and accommodation discounts where applicable. The number of children in each room can accommodate varies. A reduced child price is usually available for the first child sharing a room with two adults. Sometimes restrictions apply to some rooms and space may be limited, particularly in hotels which are less likely to have rooms large enough.

Child price conditions

Children’s age limit is stated at the time of booking. Minimum stay and date restrictions may apply depending on departure dates.

Infant price information

Infants under two years of age on the day of RETURN pay £39 (short haul), £49 (medium haul) and £59 (long haul) on all flights with Thomas Cook Airlines (subject to change). These charges are for infant only. No additional room space is provided. Charges for infants flying with other airlines vary, ask your travel advisor for latest prices. See also Section D – Your Flight and Section F – Your Accommodation for more information regarding Carriage of Infants and extra services required (e.g. cot).

- ATOL Protection Contribution (APC) – our flight inclusive holiday prices include the amount of currently £25 per person that we pay to the CAA which protects your holiday.

- Air Passenger Duty (APD) – prices include current government APD. subject to change and are published on thomascook.co.uk. Our prices may go up or down if APD rates change.

- Aviation Fuel Costs (see Extra Charges – before booking within Section A).

- Charges for extra security, aircraft insurance, aviation and other associated costs.
Free Kids Places/Kids from £1

There are a limited number of holidays available where the first child is free or £1 (plus any applicable supplements). These are only available on sharing a room with at least two adults, on selected dates on flights with Thomas Cook Airlines. These places are very popular and so make sure you book early. For our first child places available that are free or £1 and when these have sold out we will offer the first child our lowest current child price at the time of your enquiry. Just ask your Travel Advisor; phone us direct or visit our website to check the current child prices.

Promotional Public Offers

Sometimes we may have special offers or discounts on holidays featured in this guide. These special offers may for example be in a series of one-off or promotional publications and what’s included in the holidays may vary from offer to offer. We reserve the right to withdraw such discounts and the special offers may not be available on all holidays; these prices may change on a daily basis and are subject to change without notice. We also reserve the right to withdraw discounts completely.

Long Stays

Longer stays usually require a minimum extended stay of one week if you’re flying on a charter flight whereas scheduled flights may give more flexibility. Just ask your Travel Advisor; phone us direct or visit our website to check that the offer is available on your dates. Please note however that on certain dates an additional flight charge may be applied up to £599 per person. Check your holiday insurance covers the full duration of your stay. For stays of 90 days or more from the date of your holiday, we can offer special deals on this basis; please contact your travel advisor for important information on insurance and associated costs. All advertised prices are subject to availability.

Tours, Self Drive, Cruise Itineraries

These holidays include services from many different suppliers. Due to the demand for these services, it’s not always possible to guarantee particular transport services and/or the hotels featured on a particular itinerary or departure date. We reserve the right to change any of the listed services and even alter the itinerary without prior notice. Where an alteration significantly changes your tour itinerary or tour dates, we’ll make every effort to give you as much notice as possible. Changes may also be necessary once the tour has started for example due to local conditions, and may include the sequence of visits being altered.

SECTION B - ADDED VALUE AND HOLIDAY EXTRAS

24 Hour Hotel Satisfaction Promise: Terms & Conditions

1 This offer applies to Thomas Cook Signature Holidays operated by Thomas Cook Tour Operations Limited with a minimum duration of 7 nights and which have our 24 hour promise logo displayed next to the hotel description.

2 Our definition of the 24-hour Hotel Satisfaction Promise is:
   a) the written description that is included in our guide or on our website when you made your booking plus
   b) Sections E (Your Resort) and F (Your Accommodation) of these Holiday Information pages; and
   c) further information as noted in our guide or web site accommodation description that we issue to you at any time before your arrival.

3 If you are dissatisfied with your accommodation not being as described by us due to circumstances beyond our and the hoteliers control (such as extreme weather, civil unrest, terrorism, industrial dispute), the Promise shall not apply.

4 You need to contact your Resort service within 24 hours of your arrival at the hotel regarding any failure of the accommodation to reflect the description.

5 If we need to provide alternative accommodation to resolve your issue it will be the same or better standard as stated in the description and in the same destination.

6 Provided we can resolve your issue or offer you alternative accommodation of equivalent standard, within 24 hours of contacting your Resort service, we have fulfilled our Promise.

7 If we can’t resolve your issue or provide alternative accommodation and you choose to take an early flight home (and to receive a full refund) you have the right to be returned by the same means of transport to your original departure airport, no booked direct return transport is available. This does not entitle us to make specific transport arrangements for you if it is not feasible. Once we have arranged your early flight you must take it, or pay for the cost of your return transport which will no longer be available.

8 Where the issue that has been raised affects all customers on a booking and cannot be resolved, the refund or discount voucher (as applicable) will be issued to the lead named person on the booking. If the issue doesn’t affect all customers on the booking, the value of the refund/discount voucher will be calculated based on the holiday price paid by each person affected by the issue and will be issued directly to the lead named person on the booking, even if the lead named person has not been affected by the issue.

9 Where we’ve refused to refund the hotel cost under this Promise (subject to point 8) above, such refund will be paid by BAOC while you’re in resort but possible in any event no later than 28 days after your return home. The lead name on the booking must agree to provide their bank details to the lead named person on the booking, even if the lead named person has not been affected by the issue.

10 If you do not wish to use the above credit voucher to resolve your issue, you can request a full refund instead. If you require a full refund, you must advise us of your request in writing by email to the lead name person whilst you’re in resort, where possible but in any event, no later than 28 days after your return home. The lead name on the booking must agree to provide their bank details to the lead named person on the booking, even if the lead named person has not been affected by the issue.

11 The voucher will be valid for 12 months from dates of issue, is non-transferable, and can’t be exchanged for cash.

12 Thomas Cook Signature Holidays/Thomas Cook Package holidays that includes accommodation in one of the hotels to which the 24-hour Hotel Satisfaction Promise applies. The holiday can only be booked at a Thomas Cook Office. The voucher will be paid to the travel agent and is non-transferable and cannot be used to re-book the same holiday at a different time.

13 This Promise does not affect your Statutory rights, which you are free to exercise at any time.

14 This Promise is made by Thomas Cook Tour Operations Limited.

Low deposit offers

If the low deposit offer is available, you’ll be advised at the time of booking. The low deposit will be a sum that is lower than the full deposit that would normally be collected if you take advantage of this offer, you’ll be committing to pay the remainder of the full deposit by the date stated at the time of booking. Should you decide to cancel your booking before the date when the remainder of the full deposit is due, you’ll remain liable to pay us the full deposit as a sum in addition to any applicable penalty fees. Should we be unable to collect the remainder of the full deposit for any reason on the due date, we reserve the right to cancel your booking and you’ll only owe us the full deposit sum as a cancellation charge.
SECTION C – BEFORE YOU GO

Tickets & travel documents
Most airlines no longer issue tickets for travel and all you need to show when you check in is your passport. Please check all details carefully before you travel and retain your travel documents for your records. For further information on how to book online or check in online please visit the airline’s website. You should also check the relevant Embassy of the country you are travelling to. Please note that the UK Border Agency may ask questions to verify your identity. Please have your relevant Embassy of the country you are travelling to. Please note that the UK Border Agency may ask questions to verify your identity. Please have your passport, travel documents and photograph to hand. You will need to check that these details are correct and complete before you travel. Thomas Cook Airlines is able to offer a number of pre-bookable flight services (extras). Please ask your travel advisor for details.

SECTION D – YOUR FLIGHT

Flight Operation and Routing
Flight times, advertised when you book, are provisional for guidance only and are subject to change. The flight route and duration may be changed without notice and the date of a flight may be changed with or without notice. Re-routing, for example, may be necessary if there is a change of aircraft enroute while a non-stop flight will take you directly to your final destination airport without stopping.

Airline Operating ( Carrier) information
Please note that we will not be responsible for the likely carrier(s) that will operate your flights at the time of booking. Where we are only able to let you know the likely carrier(s) at the time of booking, we will tell you this in your brochure or on the telephone at the time of booking. We’ll tell you as soon as possible after your booking has been confirmed if there’s any change to the operating carrier(s). Any change in the identity of the airline to which your flights are related to this contract type will not affect your booking in our normal charges except where specified in our conditions. For safety reasons, some airlines are banned from operating within the EU. you can view the list of banned airlines on the website: europa.eu/transprt/monitor/ airlines.

Pre-bookable flight services with Thomas Cook Airlines
Thomas Cook Airlines is able to offer a number of pre-bookable flight services (extras). Please ask your travel advisor for details.

Prices for extras usually vary according to the length of the flight which will fall into one of the following categories: short, medium or long haul. They may also be subject to the number of hours or minutes you are flying and the position of an extra seat from main Post Offices and from retail outlets in the health-care abroad. Please note that the EHC is in addition to Travel Insurance, not instead of it.

Travellers with reduced mobility, a disability or requiring special assistance
• If you do not have availing, technical or health requirements, you should make sure that these are in place at the final day and any other stop-overs on your journey.
• Make sure that the airline is aware of your requirements at the start of your journey.
• Thomas Cook Airlines is able to offer a number of pre-bookable flight services (extras). Please ask your travel advisor for details.

Passports and Visa checklist
• British Citizens holding a 10-year UK Passport (five years for children) issued in the UK should note that some airlines may require an immigration requirement for a passport to remain valid for a minimum period after the date of entry to that country (usually six months). Non-British Citizen passport holders or British Citizens holding a UK Passport issued abroad or holders of Irish, Scottish or Welsh passports should consult the relevant Embassy of the country you are travelling to. Passport and visa regulations can change – check with your Travel Advisor or the relevant embassy well in advance of travel.

Carriage of infants
Infants must be over two weeks old to travel with Thomas Cook Airlines (other airlines may vary). The infant can sit in a child’s seat back entertainment system, at your request from Cabin crew once you are on board the aircraft. You may not be able to travel and insurance may be invalid if the names on your passport and travel documents do not match. If any member of your party chooses your infant’s name, we must be notified immediately so that we can check booking documentation. Name changes are not possible on scheduled airlines. All customers must make sure they have valid, acceptable passports: any required, visa any other documentation for the country you will be visiting.

Travelling with children or without an adult
Some countries (such as Portugal) require documentary evidence of parental responsibility before allowing lone under-18s to enter the country; in some cases before allowing the children to leave the country. For further information on exactly what will be required at immigration please check the FCO website for.gov.uk or contact the relevant Embassy of the country you are travelling to. Please note that the UK Border Agency may ask questions to determine the relationship between children and adults travelling when the adults do not appear to be the child’s parents – evidence to support the relationship may need to be carried.

Advanced passenger information
Some Tour Operators and Airlines are required to collect biographical information contained in the section of your passport that can be read by machine (such as name, passport number). This is Advanced Passenger Information. Please be assured that this information will be used and be passed on to the e-Borders programme both prior to your departure from a UK Airport to all overseas destinations and on any journey to the UK. For details visit the UK Border Agency website: www.gov.uk/travel-advice. You will need to have this information for your records and in addition you may need to check in online or at the airport for a direct flight (no change of aircraft). A non-direct flight may require a change of aircraft en-route while a non-stop flight will take you directly to your final destination airport without stopping.

Weather hazards
Sun: Make sure you take enough sun lotion with you as it can be hard to find locally. Make sure you use it, and re-apply it every few hours. Make sure you drink enough fluids and take time out for breaks. You may need to use air-conditioning for extended periods. Stay in the shade if the sun is at its strongest. If you develop a rash or sunburn, get medical advice.
Wind and Weather Disasters: As weather advice can frequently change, we recommend you check the latest FCO Travel Advice for your destination. Visit: gov.uk/foreign-travel-advice. When you travel and bad weather and natural disasters can be controlled by (please give us your travel advisor information on your travel documents) for your travel. For further information on how to book online or check in online please visit the airline’s website. You should also check the relevant Embassy of the country you are travelling to. Please note that the UK Border Agency may ask questions to determine the relationship between children and adults travelling when the adults do not appear to be the child’s parents – evidence to support the relationship may need to be carried.

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Wind and Weather Disasters: As weather advice can frequently change, we recommend you check the latest FCO Travel Advice for your destination. Visit: gov.uk/foreign-travel-advice. When you travel and bad weather and natural disasters can be controlled by (please give us your travel advisor information on your travel documents) for your travel. For further information on how to book online or check in online please visit the airline’s website. You should also check the relevant Embassy of the country you are travelling to. Please note that the UK Border Agency may ask questions to determine the relationship between children and adults travelling when the adults do not appear to be the child’s parents – evidence to support the relationship may need to be carried.

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Wind and Weather Disasters: As weather advice can frequently change, we recommend you check the latest FCO Travel Advice for your destination. Visit: gov.uk/foreign-travel-advice. When you travel and bad weather and natural disasters can be controlled by (please give us your travel advisor information on your travel documents) for your travel. For further information on how to book online or check in online please visit the airline’s website. You should also check the relevant Embassy of the country you are travelling to. Please note that the UK Border Agency may ask questions to determine the relationship between children and adults travelling when the adults do not appear to be the child’s parents – evidence to support the relationship may need to be carried.

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Wind and Weather Disasters: As weather advice can frequently change, we recommend you check the latest FCO Travel Advice for your destination. Visit: gov.uk/foreign-travel-advice. When you travel and bad weather and natural disasters can be controlled by (please give us your travel advisor information on your travel documents) for your travel. For further information on how to book online or check in online please visit the airline’s website. You should also check the relevant Embassy of the country you are travelling to. Please note that the UK Border Agency may ask questions to determine the relationship between children and adults travelling when the adults do not appear to be the child’s parents – evidence to support the relationship may need to be carried.
You're given or that is on display too. Your representative or an appropriate member of staff. It's important that you take note of any other information won't be as conscious as you of any potential hazards or risks. We know your top priorities may be fun, sun and

We want you to have an enjoyable and safe holiday, so it's important that you and your party take a few sensible

Smoking restrictions. For example, consuming food in public, drinking alcohol and use of restaurants. Ramadan is expected month each year, is a period of fasting when the pace of life is slower, public areas are busier and there are certain sightings of the moon so we cannot work out when they'll be beforehand. Ramadan, which is observed for one

Local events, religious festivities and public holidays may affect the services and facilities within the hotels and of the travel experience.

Such as speedboats, calls to prayer and customs (for example, festivals and religious celebrations), and is often part might try to share your food though hotels do their best to discourage them. Please don't feed birds or cats or other used to seeing them. If your hotel has an open-air restaurant, it may attract local birds and cats, some of which might wish to share their food. Please don't feed them as it is possible to attract wild animals. Noise. Some resorts are within built-up areas or other places where noise is common. Road traffic or aircraft noise may be heard if you are near a flight path. Noise is often caused by birds and local wildlife, and by local activity such as speedboats, calls to prayer and customs (for example, festivals and religious celebrations), and is often part of the travel experience.

Electricity. Depending on your location, there may be blackouts. Please be patient if this happens.

Resorts

In low season resorts can be quiet with some facilities in limited supply and there may be occasions where hoteliers or providers of services withdraw a facility temporarily or otherwise because of lack of demand. If you would like to visit particular attractions; we recommend that you check their availability in resort as they may have to close at short notice because of the weather or for routine maintenance.

Resort development

There is a possibility that building work may be taking place as resorts and hotels continue to develop. If we believe this is likely to affect your booked accommodation, we'll tell you at the time of booking or if you have already booked, you'll be contacted before departure if there is a problem. Please refer to the Booking Conditions, section 'Circumstances beyond our control for more information.

Conditions in holiday resorts

If you have a specific problem affecting your accommodation, you should report this to the accommodation staff and if necessary to our representative, who will do their best to help sort things out.

Insect repellent and other protection. You may not be aware that your insect repellent contains DEET. They don't mean your accommodation is dirty or unhygienic, but obviously the sight of such creatures can be off-putting if you are not used to seeing them. If your hotel has an open-air restaurant, it can attract local birds and cats. Some of these might wish to share their food. Please don't feed them as it is possible to attract wild animals.

Noise. Some resorts are within built-up areas or other places where noise is common. Road traffic or aircraft noise may be heard if you are near a flight path. Noise is often caused by birds and local wildlife, and by local activity such as speedboats, calls to prayer and customs (for example, festivals and religious celebrations), and is often part of the travel experience.

Alcohol Consumption

Local laws may restrict alcohol sales and consumption to individuals of a minimum age, which may be higher or lower than the UK. Also, there may be local laws specifying a minimum age for access into clubs, bars and pubs.

Smoking

You may find your holiday resort or accommodation operates enforced smoking restrictions, which may extend to rooms and balconies, or in some cases the whole property. To find out more visit the FCO website fco.gov.uk

Your Safety and Wellbeing on holiday

We want you to have an enjoyable and safe holiday. It's important that you and your party take a few sensible precautions in order to keep you safe and well in resort. It is particularly important if you have children with you, as they won't be as conscious as you of any potential hazards or risks. We know your top priorities may be fun, sun and relaxation but you won't be familiar with your accommodation and surroundings - so we recommend you take a little time at the start of your holiday to note things such as fire evacuation procedures, safety rules for use of the swimming pools, slides and other water features, and instructions for using any unfamiliar cooking appliances. If you have any questions, just ask your representative or an appropriate member of staff. It's important that you take note of any other information you're given or that is on display too.

Overseas Safety Standards: You use accommodation and other services during your holiday that are provided by local suppliers who have to comply with the applicable health and safety regulations of the country you're staying in. In the standards they have to follow may not be as high as those we enjoy in the UK. For instance, the design and height of balconies may be different, and there might not be a lifeguard at the swimming pool. Please bear this in mind during your holiday.

Using swimming pools and water features safely. Please always use the pool shower facilities before swimming - this helps to keep the pool clean and helps reduce the risk of any potential infections. Every pool is different so make sure you look at the pool layout, and that you know which are the deep and shallow ends before you or anyone with you uses the pool. Please don't dive in, and take care when walking around the pool as floor areas will be wet and slippery. Children must always be supervised by a responsible adult. Don't use the pool after dark or when the pool is closed, even if the pool has underwater lights. You should never swim or use slides when you've been drinking alcohol. Most hotels don't have lifeguards so it's your responsibility to observe all notices and rules for safe use of the pools, slides and water features, and to take common sense precautions at all times.

Stomach Upsets. Holidays are all about new experiences and this may include enjoying the local cuisine. Different food too much sun, drinking fizzy drinks or more alcohol than you would usually drink at home can sometimes result in stomach upsets and feeling unwell. Here are a few tips on how to prevent illness on holidays:

- Don't stay in the sun for long periods and always wear a hat and sunscreen.
- Keep hydrated by drinking bottled water and use this to brush your teeth.
- Wash your hands before eating and after using the toilet and handling money. It's helpful to carry a hand sanitizer with you.
- Make sure hot foods looks thoroughly cooked and is still hot when served.
- Avoid saulated if it's likely to have been washed in tap water.
- Avoid any uncured food apart from fruit, vegetables or food that can be peeled or shelled.
- If you have a food allergy always ask for information about ingredients before eating and ensure that you make the hotel reception aware of your allergies when you check in.

We are aware that alcohol measures abroad may be larger than in the UK. Please drink alcohol in moderation. Should you become ill it’s important you tell us using the contact details for our resort staff. You will find your documentation and at your hotel and that you arrange to see a doctor whilst in resort. If you think your illness might have been the result of something you ate at the hotel we'll need to look into this with the hotelier so it's important that you can tell us what the local doctor has diagnosed as the cause of your illness. We will need to follow our Complaint process (see our Booking Conditions, Section D) otherwise we won't be able to help you.

Out and About: Due to rough terrain and uneven surfaces, we recommend that you are extra careful when visiting temples, other sites of interest and when crossing roads. Crimes against people and property are a fact of life throughout the world and you have the same responsibility for your own safety and your belongings while you're on holiday as you do at home. It’s best not to approach cats, dogs or other animals as these can carry the rabies disease which can be passed on through bites and scratches. Please be careful when going into the sea as the seabed changes in depth and the sea is capable of springing surprises and we've not inspected the beach or looked for safety. We may include information on different types of activities (such as sports and water sports in resort) transport services (e.g. local bussotaxis) excursions or establishments available in the local area. We don’t own or operate any of these and they're mentioned by way of a guide only; any information, availability and prices we include are at the time of change. If you choose to book a service locally, do check with your tour organizer or travel insurance covers any services you book and take part in and that you get to know the company providing the services and any conditions that apply and documentation you are given.


Carbon Monoxide

Carbon monoxide (CO) is a poisonous gas, which we can't see, smell or taste. It's produced by the incomplete burning of fuels, including coal, wood, charcoal, oil, kerosene, propane and natural gas. Gas Appliances

Our policy is not to use accommodation with internal gas water heaters. If you have concerns that there may be a gas water heater within your sleeping accommodation please contact our reservations department. If the problems with your accommodation continue or you have any concerns you should report this to the accommodation staff, and if necessary to our representative (or local supplier, or emergency helpline), will do their best to solve the problem as soon as reasonably possible and minimise any inconvenience. There may be times when they're unable to solve a particular problem immediately. While appreciating that this may be upsetting for you, we do expect our customers to behave in a reasonable manner. Consequently, should any customer act in a threatening or intimidating manner towards our staff or appointed agents, we won't hesitate to take appropriate legal measures.

Local Events and Religious Festivities

Local events, religious festivities and public holidays may affect the services and facilities within the hotels and of the resort. At certain times, in Muslim countries, dates of religious festivities and festivals are fixed by local sightings of the moon so we cannot work out when they'll be beforehand. Ramadan, which is observed for one month each year, is a period of fasting when the pace of life is slower, public areas are busier and there are certain restrictions. For example, consuming food in public, drinking alcohol and use of restaurants. Ramadan is expected to run for a month from approximately 23 April 2020. Also the Muslim New Year is different to the Christian one and during this period many shops and restaurants may be closed.

Alcohol Consumption

Local laws may restrict alcohol sales and consumption to individuals of a minimum age, which may be higher or lower than the UK. Also, there may be local laws specifying a minimum age for access into clubs, bars and pubs.

Smoking

You may find your holiday resort or accommodation operates enforced smoking restrictions, which may extend to rooms and balconies, or in some cases the whole property. To find out more visit the FCO website fco.gov.uk

Your Safety and Wellbeing on holiday

We want you to have an enjoyable and safe holiday. It's important that you and your party take a few sensible precautions in order to keep you safe and well in resort. It is particularly important if you have children with you, as they won't be as conscious as you of any potential hazards or risks. We know your top priorities may be fun, sun and relaxation but you won't be familiar with your accommodation and surroundings - so we recommend you take a little time at the start of your holiday to note things such as fire evacuation procedures, safety rules for use of the swimming pools, slides and other water features, and instructions for using any unfamiliar cooking appliances. If you have any questions, just ask your representative or an appropriate member of staff. It's important that you take note of any other information you're given or that is on display too.
**SECTION F - YOUR ACCOMMODATION**

**Official Ratings & Our Ratings**

The rating shown is the tour operator's own rating or the rating provided to us by our 3rd party suppliers. It's intended to give you an indication of the overall standard of the accommodation. These ratings are usually based on the views taken from customer feedback and of senior managers in both the UK and overseas. When applicable, official ratings are given by the authorities in the country and do tend to give a fair indication of the standard of the accommodation. However they do have different standards, so don't assume that a 3-star hotel in one country is equivalent to a 3-star hotel in another.

**What we know**

It's also important for you to consider what other people think of the hotels we feature. That's why we Tripadvisor ratings which take into account traveller ratings for a variety of categories such as quality, service and value in order to give you an idea of the overall standard. Customer Satisfaction Questionnaires to see how customers have rated their Holiday / Overall and Accommodation.

**Travellee Awards**

The hotel awards featured on selected property pages. Travellee awards are given for efforts in environmental improvement. Find out more about hotels featuring the Bronze, Silver and Gold Travellee Awards at: 4travel.com.

**Adult Exclusive/Adult Only accommodation**

At some hotels you may be able to stay in rooms only chosen with adults in mind. Most hotels therefore have a minimum age limit of either 16 or 18 years. Generally hotels enforce age restrictions strictly, although there may be exceptions depending on the country. In each accommodation description we state the minimum age limit at the time of your stay.

**Change the style of food and may, during periods of low occupancy, close restaurants at different times of the year.**

**Dining**

Please note that some hotels do operate corporate conference facilities and there may be occasions where business meetings are taking place during the times that you would normally be having meals or other services. It's not unusual in some countries (especially those in the Mediterranean) to have beds with concrete bases.

**Rooms sleeping up to four people:**

- Single Rooms: A ‘Single’ or ‘Small’ suite is usually a room with one double bed or one double and a single bed. A ‘Small’ suite may be only suitable for a child, but in other hotels there may be a reduction available if four shares the room. The room for up to four people may not be any larger than standard twin or double rooms so space is likely to be limited. At some hotels there may be more than one room and at the time of your stay the apartment will contain the maximum number of people in your own party. If you haven't paid any room supplement under occupancy charges, the hotel is entitled to charge the guests occupying more than two people or rooms may consist of any combination of double, twin, camp, sofa or foldaway beds.

**Room information**

- Twin and Double Rooms: A ‘Twin’ is a room with two single beds and a ‘Double’ is a room with a double bed. A ‘Twin’ suite is usually a room with two single beds.
- Single Rooms: A ‘Single’ or ‘Twin’ suite is usually a room with one or two single beds.
- Rooms sleeping up to four people: Some hotels have rooms that sleep up to four people. In some hotels 3rd and 4th beds may be available for a child but in other hotels there may be a reduced rate available if four shares the room. For rooms up to four people may not be any larger than standard twin or double rooms so space is likely to be limited. At some hotels there may be more than one room and at the time of your stay the apartment will contain the maximum number of people in your own party. If you haven't paid any room supplement under occupancy charges, the hotel is entitled to charge the guests occupying more than two people or rooms may consist of any combination of double, twin, camp, sofa or foldaway beds.

**Infants (children under 2 years of age)**

- Single Rooms: A ‘Single’ room is a room with one, usually with bed only and may be suitable for a baby, but in other hotels there may be a reduction available in price if a baby shares the room. Apart from the number of adults in the room, in some hotels there are also maximum numbers of children in a room. The maximum number of children in a room is dependent on the maximum number of people in your own party. Beds in the living area may be of the folding type or sofa beds.

**Rooms from balcony/terrace**

When referring to rooms from your balcony/terrace please note that, especially in the Mediterranean, to have beds with concrete bases.

**Dining**

Please note that some hotels do operate corporate conference facilities and there may be occasions where business meetings are taking place during the times that you would normally be having meals or other services. It's not unusual in some countries (especially those in the Mediterranean) to have beds with concrete bases.

**Swimming Pools and Slides**

Swimming pools come in various shapes and sizes and may not always be clearly captured by our photography. Some pools feature slides and water features which may be restricted during cold or wet weather. Some pools feature slides and water features which may be restricted during cold or wet weather. Some pools feature slides and water features which may be restricted during cold or wet weather. Some pools feature slides and water features which may be restricted during cold or wet weather. 

**Choice of restaurant:** Wherever more than one restaurant is advertised, meals for Bed & Breakfast, Half Board, Full Board and Fusion Inclusive guests will be available at one restaurant. Where meals can be taken at alternative restaurants, a reservation is usually required. Restrictions on the number of covers available and additional charges may be in operation and a cover charge may apply. Hotels may apply child age restrictions for a à la carte restaurants.

**What is a Half Board / Full Board Plus holiday?**

Most hotels include certain beverages and meals in their package rate. However, there may be times when younger children are accepted and may be seen in certain areas of the hotel (for example, play areas).

**What is Sunwing/Sunprime Inclusive?**

Sunwing and Sunprime branded hotels offer an inclusive ‘board package’ (sometimes known as ‘Club Board’). This Board includes a minimum of two meals (however, plans can vary depending on general management circumstances) and some drinks included at certain times of the day. Meals are usually taken at alternative restaurants, a reservation is usually required. Restrictions on the number of tables available and additional charges may be in operation during the times that you would normally be having meals or other services. It's not unusual in some countries (especially those in the Mediterranean) to have beds with concrete bases.
Villa amenities

Each of our featured properties is equipped with a kitchen or kitchenette with a gas or electric cooker or mini-fridge and sometimes a refrigerator; a microwave often a microwave and all necessary cooking utensils; an iron and ironing board; shower rooms or bathrooms as described in the villa details; all with washbasin and WC. Multi-room features include a full or half sized whirlpool or jacuzzi (not attachment or hand-held shower) and a swimming pool with dimensions as detailed; most accessed by Roman steps or ladder. Some of our Algarve villas are fitted with a security alarm.

Swimming pools

Swimming pools and gardens are maintained by employees or the contract staff of the accommodation management and as such require access to properties to keep pools and gardens in excellent condition. Outdoor swimming pool dimensions (at least 7m x 3m) are detailed in the individual villa descriptions. Our resort accommodation has an infinity pool should it be noted that this style of pool may have an open drop from the pool edge so extra care should be taken especially with children. Swimming pools or properties at any charges. Pools may be rectangular, free form or lagoon style and the size of the pool may not always be clearly captured by our guide photography. Pools may be freshwater or saltwater and vary in depth. Please refer to the Safety and hygiene section for important safety advice about swimming pools.

Roof terraces

Roof terraces, where advertised should be accessed with caution and are not recommended for unsupervised children in any cases. Some terraces may be gated as they are unsuitable for use.

Barbecues

Portable or built-in barbecues are offered at many properties and are generally detailed within the accommodation description if available. In some resort areas barbecues are not available under any circumstances due to local fire regulations.

Extra charges

Unless otherwise stated you should expect to pay for the use of air conditioning setting deposit boxes; all sports facilities; table tennis, pool and billiard tables; mini golf; watersports; tennis; squash; use of gymnasiums; saunas, steam baths; etc. and entrance to nightclubs or discos. Some properties make a charge for sunbeds; pool (if available) and parasols.

Building and road works

Holiday accommodation needs constant maintenance and occasional refurbishment and as the demand for new accommodation increases extensions to existing properties or brand new properties are constructed. Building or road works may start early in the day and can occur throughout the season. Although the majority is carried out during low season. We are in no way responsible for building or road works, nor can we control the extent or duration of this type of work. However, we will try to keep track of any planned or on-going construction in our own resorts and will, wherever possible advise you of any such activity which might significantly affect your holiday.

Water and energy

In certain instances, particularly those of a rural and mountainous nature, electricity and water supplies may occasionally be erratic. Solar power is a common source of energy which; although providing adequate hot water in the afternoon can result in tepid water at other times of day and when the weather is cloudy.

Photography

Some of the atmospheric photography shown in conjunction with particular accommodation and resorts (e.g. kids playing on a beach at close-up in a pool) was shot on location and not at the accommodation or resort concerned.

3rd party websites and advertising

We are not responsible for the content or accuracy of any advertisements placed by third parties, such as hotels or cruise operators, nor for the content of any of their websites. The inclusion of such an advert or of a third party’s website is not indicative of an endorsement or approval by ABTA of the information or services provided to third parties, such as car rental companies.

ABTA - The Travel Association

Thomas Cook is a member of ABTA with membership number V6896. ABTA and ABTA members 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 arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street London SE1 9EQ Tel: 020 3117 0500 or look at the website: www.abta.com

Telephone calls

In most cases an excellent customer service is consistently delivered. Telephone calls to UK offices are recorded. Calls from 0871 costs 15.00 per minute at all times and 0844 cost 19 per minute at all times, plus your phone company access charge.

SECTION I - VILLA HOLIDAY INFORMATION

Villa holidays

Please note that for villa holidays we provide up to two booking references or more, but we cannot guarantee that the villa will be situated together and therefore we do not recommend sharing a vehicle.

Your Villa Accommodation

Accommodation descriptions on the website specify general details of the property. Please take time to study the following key points with regard to your chosen holiday accommodation. Most of our villas can be found in rural, mountainous or coastal locations and often reflect their individual style, whilst maintaining the highest standards of furnishings and fittings. Villas may be detached, single or two storey properties and most have a private driveway.

Location

Access to many of our villas may be an unmade track or an unclassified country lane. so we advise a 4x4 vehicle.

Mobile telephones

Given the rural location of some of our villas and the fact that many properties do not have telephones, we also recommend taking with you a mobile telephone with appropriate overseas validity.

Bed

The extra beds in some of our villas are sofa beds or folding beds

Equipment

A reasonable supply of cooking utensils, cutlery and crockery appropriate to the maximum occupancy of the villa will be provided. If the property has a washing machine it is advisable to have a supply of washing powder. There is usually an iron and ironing board available in all our private villas and can often be requested from reception (where applicable) in villa complexes. Where a washing machine is advertised for use by owners with the housekeeper, a small charge may be levied to cover the cost of the ironing service. The housekeeper’s malfunction of electrical equipment requiring the services of a specialist engineer. Our resort staff will endeavour to minimise any inconvenience, but should it arise we suggest that engineers have specific call-out patterns and it may take up to 5 hours to arrive. Please note that cleaning products are not usually supplied. Bed linen and bathroom towels are provided on arrival for the first night. Bed linen and bathroom towels are provided on arrival for the first night. Given the rural location of some of our villas and the fact that many properties do not have telephones, we also recommend taking with you a mobile telephone with appropriate overseas validity.

SECTION H – GENERAL INFORMATION

Swimming pools

Swimming pools are subject to change depending on local conditions and ad hoc events taking place. Suitable dress code applies to all visits to the swimming pools or children’s clubs. To those wishing to visit a swimming pool at a property there is a charge of around €10/15 per child per session. Programme is subject to change.

SECTION G - FAMILY HOTELS AND KIDS’ CLUBS

Hotel-run Kids’ Club (Including childcare)

The level of service, staff qualifications, ratios and facilities at hotel-run kids’ club/children vary. These clubs should operate to the standard of the accommodation but those standards may be lower than the UK. We are not responsible for providing or giving any guarantee for the standard of the facilities and qualifications of personnel at hotel-run Kids’ Club/Children’s Club. You may need to confirm that you are completely satisfied with the facilities and staff providing this service before you enrol your child or children into the club and into the clubs care. Some hotel kids’ clubs that are open during the day (pre-school children) may require parents/guardians to stay with their children during the kids sessions.

Thomas Cook Group Kids’ Clubs and Kids’ Activities

Lotto, in some cases a part of the Teen Club. These Clubs include varied activity programmes, tailored to different age groups. Most sessions are free and a small charge applies to others. Ricers are limited so admission will be on a first come first served basis and subject to your agreement with our policies/procedures available from our website.

Maintenance and repairs

Our resort staff also carry out regular quality control checks throughout the season and we expect. Our resort staff also carry out regular quality control checks throughout the season and we expect. Our resort staff also carry out regular quality control checks throughout the season and we expect. Our resort staff also carry out regular quality control checks throughout the season and we expect. Our resort staff also carry out regular quality control checks throughout the season and we expect. Our resort staff also carry out regular quality control checks throughout the season and we expect. Our resort staff also carry out regular quality control checks throughout the season and we expect.
CUBA
Currency and Money
The Cuban Peso (CUC) is the only recognised currency in Cuba. This is a closed currency and cannot be taken in or out of Cuba. It is recommended to take cash or a Cash Passport or Prepaid Card in UK Sterling (euros accepted) which can be exchanged in Cuba for the convertible Peso. Please note that Scottish bank notes are not accepted. Customers are advised not to take US Dollars as a 10% surcharge will apply to conversion. Credit cards, debit cards and travellers cheques that have been issued in the US or by a bank affiliated to the US in any way for example: MBNA, Capital One and many others are not accepted. Switch and Maestro cards are not accepted in Cuba. Guests are advised to check with their bank before travelling. All credit card transactions are subject to two charges: a charge for use of a credit card and another charge for converting the price from CUC to GB£. All card transactions in Cuba will show on your statements/bills as GB£.

Food and Drink
Imports to Cuba are restricted. Therefore on occasion the hotels may not be able to source certain food and drink items, which can affect the dishes available during your stay.

EGYPT
Twin centre holidays

<table>
<thead>
<tr>
<th>Airport</th>
<th>1st Week</th>
<th>2nd Week</th>
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<tr>
<td>HRG</td>
<td>MS Semiramis</td>
<td>Any Hurghada, Makadi Bay, Sahl Hashashin, Abu Soma or Soma Bay hotel in this guide</td>
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</tbody>
</table>

How to book: Please ask your Travel Advisor for details or call 08444 29 49 59
Please note - your first night is spent at the Sunrise Garden Beach in Hurghada before being transferred to Luxor the following morning to start your cruise. This due to restrictions on travelling through the desert after dusk.

Travel Advisor note – these cannot be booked on line, please contact reservations to book.

Greece
Check-in
Hotels reserve a photocopy of your passport in order to speed-up the check-in procedure. Please note it will be mandatory for hotels in Greece to submit photocopies of all residents to the local authorities.
Therefore to avoid the possibility of a delay whilst checking in your hotel, it is advisable that passengers carry with them an extra passport photo.

Local Elections/Alcohol Restrictions:
● Local elections are organised normally once a year on a date announced by the government. The voting hours can be less than a month before they are to be held. During election days the public sale or consumption of alcoholic drinks is prohibited hotel included and in addition prior to this period there may be days that licensing hours are reduced in line with local legislation.

Twin centre holidays

We offer a variety of twin centre combinations as shown in the table below:

<table>
<thead>
<tr>
<th>Airport</th>
<th>1st Week</th>
<th>2nd Week</th>
<th>Admin &amp; Transfer fee</th>
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<tbody>
<tr>
<td>HRG</td>
<td>Ios</td>
<td>Santorine</td>
<td>from £69</td>
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<tr>
<td>HRG</td>
<td>Skiathos</td>
<td>Skiatos</td>
<td>from £80</td>
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<td>HRG</td>
<td>Paros</td>
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</tr>
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</table>

How to book: Please ask your Travel Advisor for details or call 08444 29 49 59
Please note - the flights/transfers are usually by taxi or minibus and due to the complicated nature of twin centre holidays. delays may occur.

Twin centre option Skopelos 7 nights/Skiathos 7 nights: Flights to and from Skopelos. Transfers between islands is by ferry on Day 8 of your holiday.

ITALY
Pre-bookable day trips
● All day trips are subject to minimum numbers
● Entrance fees are not included unless specified
● We reserve the right to suspend the trip if the weather does not permit.
● Itinerary described may be subject to change depending on local conditions and ad hoc events taking place.
● Suitable dress code applies to all visits to sacred places.
● No refund will be offered in the event of any no-show unless a doctor’s report or medical certificate can be produced.

Italian Resort Tax
All visitors to Italy (including Sicily, Sardinia and Ischia Island) will have to pay a tax charged at between €1.00 and €3.50 per person per night depending on the official rating of the accommodation. The amount is payable in cash directly to the hotel. Children under 16 won’t have to pay. Tax is only payable for the first 7 nights of any holiday.

Twin centre holidays

We offer a variety of twin centre combinations as shown in the table below:

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Please note - the flights/transfers are usually by taxi or minibus and due to the complicated nature of twin centre holidays. delays may occur.

Twin centre option Skopelos 7 nights/Skiathos 7 nights: Flights to and from Skopelos. Transfers between islands is by ferry on Day 8 of your holiday.

MALAYSIA
Currency and Money
The Malaysian Ringgit (MYR) is the only recognised currency in Malaysia. This is a closed currency and cannot be taken in or out of Malaysia. It is recommended to take cash or a Cash Passport or Prepaid Card in UK Sterling (euros accepted) which can be exchanged in Malaysia for the convertible Ringgit. Please note that Scottish bank notes are not accepted. Customers are advised not to take US Dollars as a 10% surcharge will apply to conversion. Credit cards, debit cards and travellers cheques that have been issued in the US or by a bank affiliated to the US in any way for example: MBNA, Capital One and many others are not accepted. Switch and Maestro cards are not accepted in Malaysia. Guests are advised to check with their bank before travelling. All credit card transactions are subject to two charges: a charge for use of a credit card and another charge for converting the price from MYR to GB£. All card transactions in Malaysia will show on your statements/bills as GB£.

Food and Drink
Imports to Malaysia are restricted. Therefore on occasion the hotels may not be able to source certain food and drink items, which can affect the dishes available during your stay.

MALTA
Environmental Tax
If you’re staying in the Maltese Islands you’ll need to pay an Environmental Contribution Tax to help with environmental and tourism improvements.

Travel Advisors note: Children under 18 won’t have to pay. This tax is to be paid directly by tourists either upon check-in or check-out of their booked accommodation in Malta, Gozo or Comino.

MEXICO
Mexico Eco Tax
A new Environmental Eco Tax of approx. 34.12 Mexican Pesos or $12.50 USD per room per night is payable locally (usually at check-in) at the majority of hotels in Cancun, Playa Mujeres and resorts along the Rivera Maya

Currency & Money
Customers may use US$ cash in Mexico for goods/services in most hotels or resorts but due to restrictions Mexican Pesos are recommended.

Local Elections/Alcoholic Restrictions
During elections, which run for 3 days, the local Government decides usually the day before, whether alcohol can be served in hotels or not.

SPAIN – COSTA DOURADA & COSTA BRAVA
Catalonian Tourist Tax
All visitors to the Catalonian Region will have to pay a tax charged at between €0.50 per person per night and €2.50 per person per night, depending on the official rating of the accommodation. The amount is payable in cash directly to the hotel. Children under 16 won’t have to pay. Tax is only payable for the first 7 nights of any holiday.

SOUTH AFRICA
Traveling with children (under 18)
Parents travelling with children (under 18) will be asked to show the child’s full unabridged birth certificate. The full unabridged birth certificate which only lists the child’s particulars won’t be accepted.

The South African Department of Home Affairs are not accepting uncertified copies of birth certificates or copies of the parents/guardians identification.

Tunisian Tourist Tax
The Ministry of Tourism in Tunisia has confirmed a local tax will apply for stays in Tunisia starting from 01/11/2018 and is charged per person per night. The amount for the tax will be 2 Tunisian Dinars per night for a 3 star hotels and 3 Tunisian Dinars per night for 4 and 5 star hotels, payable at reception directly. The maximum days of tax to be paid is 7 nights. and children under 12 won’t be charged.

TURKEY
It is an obligation to carry an ID with you in Turkey at all times.

Food and Drink
Some of the hotels serve a typical traditional Turkish breakfast. This consists of cheese, bread, butter, olives, turkey, cucumbers, tomato, pepper, kebab meat, egg & spinach, salads and meze dishes.

Conference/Events
Please be aware that in the winter months, some of the hotels featured are used for conferences, meetings and events (eg sports tournaments).

UNITED ARAB EMIRATES
Accommodation
All hotel guests staying in any type of hotel establishment in Dubai need to pay a Tourism Tax which has been introduced by the Government of Dubai. The fee is to be levied per room night and guests will need to pay this upon check in. Municipality charge and service charge will not be applied to this charge. The fees will be a maximum of 20 AED per person per night.

Electronic cigarettes are illegal in the UAE and are likely to be confiscated at the border.

USA
Accommodation
Please note for accommodation in most of the USA, there must be at least one person aged 21 years old or above travelling on the booking and present when checking in. Please check requirements before booking.

Resort Fees
Please note that many hotels have resort fees. These fees cover items such as bottled water, newspapers and internet access. The fees and inclusions vary from property to property. These fees are usually compulsory and must be paid locally directly to the hotel in Las Vegas. The fees currently vary between approx. $5.00 per person per night to $50.00 per person per night. This information is correct at the time of the guide going to print, but is subject to change. Please check at the time of booking for the most up to date information.

Alcohol Restrictions
To purchase or consume alcohol in the USA you must be aged 21 years or over. Generally, if you do look under 21 years old when purchasing alcohol, you will be asked for ID so you should always carry photo identification with you that details your date of birth.

Car Hire
Florida – Car Rental is available for all holidays to Orlando. (Please see Alamo Car Hire page at the back of this guide for more details). Please note for home/townhouse bookings made up of two booking references or more we cannot guarantee that the home/townhouse will be situated together and therefore we do not recommend sharing a vehicle.

Las Vegas & New York – If you require car hire this can be arranged at the time of booking your holiday at an additional charge.

For both Florida and Las Vegas – If you would rather have a standard transfer than car rental, this is available to pre-book at an additional cost. Transfers must be taken by everyone on the booking, and can be pre-booked.

Florida Homes and Apartments
Air conditioning - All our featured homes are fully air conditioned, as are all bars, restaurants, shopping malls, indoor entertainment venues and cars. Indeed so effective is the air conditioning that a sweater is often

SPECIAL ASSISTANCE SERVICES
Customers with special needs who require advice or assistance should contact our special team on 0800 107 3409.
advisable in the evening. Remember that air conditioning is only effective if you keep doors and windows closed. Not only will this keep you cool, but you will also save energy.

Breakage charge: At some apartments there is a breakage/security deposit to pay. The amount of deposit required per property is approximately $300 in the Orlando area.

Breakage insurance: At all Florida locations a breakage insurance is included in the price of your holiday for accidental damage up to the value of $500.

Pets: All of our homes have their own pets, all of which are screened to help keep the pool clean. Most homes have heatable pools, either via solar panels, sometimes with a backup facility using gas or electricity. Others only have gas or electric pool heating.

Pool heating is at an extra charge. Pools can only be heated up to a maximum temperature of 85ºF and the final water temperature is determined by the atmospheric temperature. If pool heating is required you must advise us at the time of your reservation. We are unable to guarantee a specific mode of heating.

Smoking - All Florida homes are non-smoking.

Essential Information: If you are new to Thomas Cook Airlines. It is essential on arrival you pick up your welcome pack for driving instructions and information on key collection at the Thomas Cook desk on the ground floor.

Additional drivers with third-party liability protection with a combined single limit per accident equal to the difference as outlined in the applicable motor vehicle financial responsibility laws of the state where the vehicle is registered.

Opt-out - Alamo offer a flexible policy on optional extras. If you opt for discretionary extras on arrival then before you leave we will remove the charge and you won’t have to pay a price for changing your mind (first 24 hours are non-refundable).

INSURANCE TYPES & PRICING

The Table opposite is a quick reference guide to the insurance options for your car hire. Please read the definitions and additional information section to find out more. The price of your car hire with Fully Inclusive or Alamo Gold insurance varies depending on the type of car you book and duration of rental.

It is important to have adequate cover to protect yourself against severe financial risk in the event of total loss of the vehicle or accidents with a third party. As a guide, UK and US drivers carry little or no insurance. We offer car hire with Fully Inclusive or Alamo Gold insurance - we recommend upgrading to Alamo Gold insurance for a free tank of fuel and up to three additional drivers if you choose to upgrade in resort. This may be more expensive so we recommend you pre-book the insurance package to suit your needs. Pre-booking your car hire and insurance also allows you to budget well in advance and gives you valuable peace of mind knowing you won’t be met with numerous additional charges when you arrive.

SECTION K: FLORIDA CAR HIRE

Alamo car hire with Fully Inclusive or Alamo Gold insurance is recommended and is available as an additional extra. Car hire needs to be booked to suit your parties requirements - the details on this page will help you understand the insurance package that is right for you. All cars are car hired with unlimited mileage, automatic transmission and radio as standard.

Insurance included with Fully Inclusive or Alamo Gold insurance:

- $20-$40 (depending on type of car)
- Free tank of fuel
- Toll roads
- Toll roads – there is a charge of $8 per day for each additional driver payable locally subject to availability. This can be pre-booked.
- Child seats – there are a charge of $7 per day for each additional driver payable locally subject to availability. This can be pre-booked.
- Child seats – seats are compulsory for under 6 years, and under 60 months of age. If you are a child of 60 months or over you will be charged for adults. If you opt for discretionary extras on arrival then before you leave we will remove the charge and you won’t have to pay a price for changing your mind (first 24 hours are non-refundable).

Additional driver fees

- Extended protection (EP) – 3rd party liability cover up to $300,000.
- Collision damage waiver (CDW) – up to $1million.
- Airport user fee
- Florida state surcharge/local taxes
- Additional driver fees (minimum age 25) from $25 per day.
- Sat-Navi/ GPS from $8 per day.
- Additional driver fees (minimum age 21) from $20 per day.
- Child seats – $6.99 per day.
- Toll roads – from $3.95 per day.

*Prices are subject to change. Based on car hire from Orlando International Airport.

TIPS WHEN DRIVING IN FLORIDA

A car gives you total freedom to come and go as you please. Even if you’re not planning to explore a car is useful for getting around and it means you can be hanging around for public transport. Finding your way around by car is relatively simple as the roads are straight and all the attractions are well signposted. Here are a few more tips to help you when driving:

- Don’t forget to drive on the right.
- Carry your driving licence with you at all times in case you’re stopped.
- There are no road roundabouts, but plenty of traffic lights at intersections. Unless signposted you can turn right at a red light (after stopping and checking there is no traffic coming from your left). On a flashing red light you can still turn right with caution.
- You can be overtaken on the inside and outside – so check your mirrors. Never overtake a vehicle in the outside lane (depending on type of car).
- Seat belts are compulsory in the front seats. Children up to age 6 years must be strapped into an approved car seat.
- You drive on the right side of the road.
- You must carry alcohol: make sure it is in the trunk (boot).
- Some of the major attractions have rather large car parks, so remember to write down the exact location.
- Most rental cars look alike after a long day of sightseeing.
- These features are based on the available times between the two locations stated. Please allow extra driving times during congestion/busy periods.

- Please check with Alamo before leaving the depot, to see if there are any driving restrictions on your route.

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