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 your and our contractual commitments to each other. These conditions apply when you book, on this website, either a Package Holiday, a Flight + Hotel, a City Break, a Flight only, or a Hotel only. For any other type of booking, please refer to the Booking Conditions of the supplier displayed on the payment page.

Booking Conditions - See Below

Holiday Information
Section A: Holiday Prices
Section B: Added Value & Holiday Extras
Section C: Before You Go
Section D: Your Flight & Other Transportation
Section E: Your Resort
Section F: Your Accommodation
Section G: General Information

Following the information listed above, please can you also read the additional information included dependant on the holiday type or destination your have booked.
Section H: Our Family Hotels and Our Kids Clubs
Section I: Villa Holidays Information
Section J: Your Destination - Additional Information
Section K: Florida & Las Vegas Car Hire

BOOKING CONDITIONS

Thomas Cook, Airtours, Club 18-30, Club Xtra, Thomas Cook Flexibletrips, Cresta & Signature from Thomas Cook and Thomas Cook City Escapes

WHEN YOU BOOK ONE OF OUR HOLIDAYS, YOU'RE ENTERING INTO A CONTRACT WITH THOMAS COOK TOUR OPERATIONS LIMITED. THESE ARE THE TERMS AND CONDITIONS OF THAT CONTRACT, SO PLEASE READ THEM CAREFULLY.

Our company details: We are Thomas Cook Tour Operations Limited, an English company registered under company number 3772199 with our registered office address 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 subject to English law. If you want to take legal action against us, 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 (as defined by the Package Travel, Package Holidays and Package Tours Regulations 1992), 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 Single Components) below, the terms and conditions for Single Components are different to those for Holidays. In some destinations we sell excursions locally, these are sold by us as an agent for local suppliers and these "Resort Booked 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 term 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, 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.

We've split our booking conditions into the following sections:
SECTION A- YOUR BOOKING WITH US
Section B- BEFORE YOU TRAVEL
Section C- TRAVELLING AND ON HOLIDAY
Section D- MAKING A COMPLAINT AND OUR LIABILITY TO YOU
Section E- HOW WE USE YOUR PERSONAL DATA

SECTION A - YOUR BOOKING WITH US

1 - ACCURACY OF INFORMATION & ADVERTISED PRICES
2 - PRICE CHANGES AFTER BOOKING
3 - MAKING A BOOKING AND PAYING
4 - CONFIRMING YOUR CONTRACT WITH US
5 - AGE POLICY
6 - FINANCIAL PROTECTION
BACK TO BOOKING CONDITIONS SECTION LIST

1. ACCURACY OF INFORMATION & ADVERTISED PRICES

Brochure and Web Site Descriptions: We have to prepare our brochures a long time before they're printed. This means information can sometimes have changed by the time the brochures are issued. Changes can also occur after brochures are issued (or after website content is published) – for example, hotels might withdraw facilities due to maintenance or bad weather, building work might start, or some services/activities might not be available at the start or end of the holiday season. If we're made aware of any significant changes, we include updates on our website and booking system so you'll receive the latest information when you book. If, after you've booked, we're told about significant building work or other noise likely to affect your enjoyment, or the withdrawal of any significant facility at your accommodation, we'll tell you 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.
Advertised Prices: All prices can change (up or down) at any time before a booking is made. Prices on our web site and on our booking system (used by travel agents) 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, air conditioning, resort fees, city taxes, etc. See our Holiday Information pages.

BACK TO SECTION A - YOUR BOOKING WITH US

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 30 days of your scheduled UK departure date, but we can increase the price of your Holiday at any time up to 30 days before the departure date if we need to do so because there's been a change in the cost of providing your Holiday that's outside of our control, such as the cost of fuel, airport/port taxes or fees, or exchange rates. We'll absorb the first 2% of any necessary price increase, but if the increase in your Holiday price (excluding any insurance premiums and amendment charges you've paid for) is more than 2%, you'll have to pay the amount that exceeds 2% plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means you'll have to pay an amount that's more than 10% of your Holiday price, you'll have two choices, either: 1) you can accept a change to a different Holiday that we offer you. If the holiday we offer is of equivalent or higher quality you won't have to pay more, and if it's of lower quality we'll refund the difference in price; or 2) 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 (except for any amendment charges you've paid). You need to decide on option 1) or 2) within 14 days of the date we notify you of the price increase. We may be able to refund any insurance premium you've paid if you can show that you can't transfer or re-use your travel insurance policy. Should the cost to us of providing your Holiday go down due to any of the changes mentioned above, resulting in your Holiday price decreasing by more than 2%, then we'll refund the amount of the decrease that exceeds the 2%.
Single Components: Price increases may occur any time prior to your UK departure date and you'll have to pay any such increases in full.

BACK TO SECTION A - YOUR BOOKING WITH US

3. MAKING A BOOKING AND PAYING

Our brochures and website provide all the information you should need to choose the holiday that's right for you. However, if you need any extra help or information, you should speak to your travel agent or contact our online customer help team.
On Request Bookings: A Holiday or Single Component booking isn't confirmed until we issue a confirmation invoice. Some travel and accommodation arrangements are only available on an 'on request' basis and we can't confirm these until we receive confirmation from our supplier. Any arrangements that are provisionally booked 'on request' are not confirmed or guaranteed and are subject to change (including price) until we receive confirmation from our supplier. This particularly applies when booking Holidays with flights on a scheduled airline a long time before departure, when seats haven't yet been loaded onto reservations systems by the airline. It also applies to bookings attempted online which are not immediately confirmed by us by email confirmation.
The Lead Name & Their Responsibilities: The person who instructs us to make the booking, who signs the booking form (if booking with a travel agent) or who completes the booking online or by telephone is the 'Lead Name'. He or she must be 18 years of age or over at the time of booking (or 21 years in some cases as required by the supplier of services - you will be advised if this applies at the time of booking). Please note that any booking for someone under 18 (or 21 if applicable) is expressly subject to our 'Age Policy' (see paragraph 5).
The Lead Name is the person who is entering into the contract with us. By making a booking, the Lead Name is agreeing to these booking conditions (which include the information in the Holiday Information pages). The Lead Name is the person responsible for paying the total booking price, including any insurance premiums and subsequent cancellation or amendment charges that may be payable – even if any of the other people travelling on the booking fail to pay their share of the price. The Lead Name agrees to provide all those who are named as passengers on the booking with accurate and full information regarding the travel arrangements booked, including any changes made to those arrangements by us or the Lead Name, and confirms that all those named passengers, including any that may be added at a later date, agree to be named on the booking and agree to be bound by these booking conditions.
When a booking has been confirmed by us, only the Lead Name can cancel or amend the booking. However, in the case of the death or serious illness of the Lead Name we'll accept a written instruction to cancel or amend signed by another person named on the booking.
Paying For Your Booking:
At the time of booking your Holiday or Single Component you agree to pay us either:
- a non-refundable deposit as required by us and/or the supplier of the travel services (you will be advised of the amount of deposit that must be paid);
- or
  the full cost if (a) it is required by the supplier of the travel arrangements; or (b) if you are booking a Holiday 12 weeks or less before your travel date.

If you're only asked to pay a deposit at the time of booking, the remaining balance of the cost must be paid no later than the balance due date advised by your travel agent (which may be more than 12 weeks before departure date), or the date stated on your booking confirmation (if you booked by phone or online). At the very latest, full payment must reach us by 12 weeks before your travel date.

PLEASE NOTE: IF YOU DO NOT PAY ON TIME, WE HAVE THE RIGHT TO CANCEL YOUR BOOKING AND TO RETAIN OR MAKE A CANCELLATION CHARGE IN ACCORDANCE WITH THESE BOOKING CONDITIONS.

Special Requests: If you have a special request for something that is not automatically part of your booking (e.g. quiet room, low floor room, vegan meal on the flight, etc), please make the request at the time of booking. We will pass your request on to the relevant supplier to ask if they can provide what you want. Special requests are not guaranteed to be met - even if we've made a note of your request on your invoice. That just means we've received the request and have passed it on to the supplier. We will not pay compensation for failing to meet a special request unless we've confirmed separately in writing to you that the request will be met.

BACK TO SECTION A - YOUR BOOKING WITH US

4. CONFIRMING YOUR CONTRACT WITH US

Once you've booked we'll issue a confirmation invoice setting out the travel details and price. A contract will exist between you and us when we issue the confirmation invoice. Please check the details on your confirmation invoice carefully. **If you have any questions, or anything does not appear to be right, you must contact our reservations staff or your travel agent, immediately.** As mentioned above, pay particular attention to the date your final payment is due as we may cancel your Holiday / Single Component if you don't make your final payment on time. If we do this we'll keep your deposit. If we agree to extend the deadline for you to pay the final payment at your request, and you still fail to pay by the agreed new deadline, we'll cancel the booking and you'll be liable to pay cancellation charges in accordance with the scale set out in paragraph 10 'If You Want To Cancel Your Booking'.

BACK TO SECTION A - YOUR BOOKING WITH US

5. AGE POLICY

If you are under 18 (or 21 in some cases) at the time of booking and wish to travel without an adult accompanying you, we'll only allow you to travel if you meet the following conditions in addition to any other specific conditions/restrictions advised at the time of booking or shown on your confirmation invoice:
- You will only be allowed to travel/stay in the accommodation if you can satisfy our supplier's age policy (note, some suppliers refuse to accept groups of under 18's and/or passengers aged below 21), and, when applicable, you've provided accurate ages for each child (based on their age on the date of return from the holiday).
- Some of our Holidays and/or suppliers have a minimum/maximum age range (e.g. Club 18-30 holidays have an age range of 17-35, except for all inclusive holidays (see below). Some holidays are for adults only and the minimum accepted age will vary).
- In some accommodation, under 18's travelling without an adult are not allowed to stay on an all-inclusive board basis.
- We do not permit anyone under 16 to travel without an adult.
- If you want to travel without being accompanied by an adult (aged 18 or over) and meet the above conditions, you must still provide written authority from your parent or legal guardian. Your parent/legal guardian must sign the booking form in the presence of a travel agent (telephone and online bookings cannot be made if you are under 18). The travel agent may ask your parent/guardian to produce a copy of their passport showing their name and signature. Written permission from a parent/guardian cannot be accepted unless their signature can be checked. By signing the booking form, your parent/guardian will become the Lead Name (as described in paragraph 3) even though they won't be travelling, and will be the person who enters into the contract with us.

Where we allow you to travel without being accompanied by an adult (aged 18 or over), you must take written authority from your parent/legal guardian with you as this may need to be given to the accommodation supplier. Failure to comply with the above conditions may result in your booking being cancelled at any point before or after your departure. If this happens, you will be liable for any costs incurred in finding/paying for alternative accommodation and/or transport home.

BACK TO SECTION A - YOUR BOOKING WITH US

6. FINANCIAL PROTECTION

Package Holidays: The flight inclusive Package Holidays provided by us are financially protected by the ATOL scheme, since we hold an ATOL granted by the CAA. Our ATOL number is 1179. When you buy a flight inclusive Package Holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.
We, or the suppliers identified on your ATOL Certificate, will provide you with the travel services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances, the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it may not be possible for the CAA to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL Scheme (or against your credit card issuer, where applicable). Where you book with us via an agent, payments you make to that agent will be held by the agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pass on such payments to us for so long as we do not fail. In the unlikely event of our failure, any of your payments held at that time by the agent or any payment subsequently accepted from you by the agent, is and continues to be held by the agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.
If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.
When you book a Package Holiday with us that does not include a flight, financial protection is provided by the bond we hold with ABTA.
Single Components: Please note, with the exception of flight only or Flight-Plus bookings in the unlikely event of our collapse/insolvency, any money you have paid is not protected by a scheme of financial protection. If this is important to you, we recommend you book a Package Holiday with us or obtain suitable travel insurance.

BACK TO SECTION A - YOUR BOOKING WITH US.

SECTION B - BEFORE YOU TRAVEL

7 - TRAVEL INSURANCE
8 - TRAVEL DOCUMENTS AND HEALTH ADVICE
9 - ADVANCE PASSENGER INFORMATION
10 - IF YOU WANT TO CANCEL YOUR BOOKING
11 - CHANGES YOU MAKE BEFORE TRAVEL
12 - CHANGES MADE BY US BEFORE YOU TRAVEL
13 - CANCELLATION BY US
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7. TRAVEL INSURANCE

Each person travelling on your booking must have adequate travel insurance cover suitable for the type of trip you've booked. In particular, you need cover for any emergencies such as illness or injury that might arise while you're away and, for your own peace of mind, you should have cover in case you have to cancel your booking before travel. We cannot be responsible for any costs you incur as a result of failing to take out adequate travel insurance. If you haven't already purchased travel insurance, please visit www.thomascook.com or ask your travel agent for a quote.

BACK TO SECTION B - BEFORE YOU TRAVEL

8. TRAVEL DOCUMENTS AND HEALTH ADVICE

It's your responsibility to make sure everyone travelling has valid travel documents (e.g. Passport, Visa) and has followed health advice. For up to date UK Government health & travel advice please visit www.fco.gov.uk, www.hpa.org.uk and www.nathnac.org and 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 we or your carrier are fined because anyone on your booking didn't have the correct documents/vaccinations, etc., you'll have to reimburse us.

BACK TO SECTION B - BEFORE YOU TRAVEL

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), could mean you can't travel or, if the airline allows you to submit the information at the airport, you may be charged for this.

BACK TO SECTION B - BEFORE YOU TRAVEL

10. IF YOU WANT TO CANCEL YOUR BOOKING

Only the Lead Name on the booking can ask us to cancel it or to remove 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 correspondence address as stated on our confirmation invoice. The cancellation charges shown below apply from the date we receive your cancellation instruction at our offices or from your Travel Agent.

Days before departure date when we receive your notice to cancel	Cancellation charge for Holidays and Single Components
More than 84 days	Loss of deposit
84-64 days	30% (or loss of deposit if greater)
63-50 days	50% (or loss of deposit if greater)
49-29 days	70% (or loss of deposit if greater)
28-15 days	90% (or loss of deposit if greater)
14 days of fewer	100% cost of holiday

In order to cover our expected losses from the cancellation there's a set scale of charges which must be paid by you if you or anyone travelling with you cancels or you cancel any services or arrangements that form part of your booking with us. The charges are a percentage of the cost of the arrangements being cancelled.
Note: The above cancellation charges apply to all bookings, except where a booking includes items or services for which our supplier's own cancellation charges are more than the ones shown above. In that case, any additional cancellation charges will be advised at the time of booking, or a higher (non-refundable) deposit or full payment will be payable at the time of booking to cover the potential cancellation charge.
If any member of the booking cancels and you can't fill that person's place, you may have to pay extra for your accommodation. For example, you may have to pay single or under-occupancy supplements. If you cancel, you must still pay any insurance premiums and amendment charges which arose before the cancellation, and any deposits paid for any pre-booked items or services.
Please ensure you understand what charges you'll have to pay if you cancel your booking or cancel someone off it, and ask us before you book.
Optional Extras: 'Optional Extras', means anything you choose to add to your booking that's not already included in the price (such as flight extras, flight upgrades, car hire, weddings, park tickets, tours, excursions). If you cancel any Optional Extras for which there's a cost, we'll retain any deposit paid for the Optional Extra or we'll apply cancellation charges (as set out in the table below) if you cancel the Optional Extra after your full Holiday cost has been paid. If you cancel any travel insurance you bought through us your premium will not be refunded, as cover under the policy will have begun when it was first taken out.

BACK TO SECTION B - BEFORE YOU TRAVEL

11. CHANGES YOU MAKE BEFORE TRAVEL

If you want to change your travel arrangements before you travel, we'll try to help but we can't guarantee it will always be possible, because changes are subject to availability at the time and to the supplier's terms and conditions. If we can make the change you ask for, you'll have to pay for any additional services, facilities, or other items you request at the price which applies on the day the change is made. We'll also apply an amendment charge for each person on the booking and for each item you want to change as shown in the table below. Any booking discount you may have received at the time the original booking was made may be altered or reduced whenever changes are made. If the number of people in your accommodation changes, you may have to pay extra and may lose any free or reduced infant and child places or any free group places. Any change to your departure date, airport, transport, destination, accommodation, or length of holiday must apply to everyone on your booking.

	Notice given more than 84 days	Notice given 84-29 days	Notice given 28 days or less
	All costs shown are our own fees and per person per change. These don't include any supplier charges - see below.		
Destination Airport change (see Note 1 below)	No amendment fee if new holiday cost is higher. Otherwise £50 per person per change	£150 per person up to maximum of £500 per booking in any one day	Cancellation charges see paragraph 10
Flight/Transport change (e.g. time change within same day , UK airport change, carrier change) (see Note 1 below)	£50 per person per change		
Date of Travel (see Note 1 and Note 2 below)	No amendment fee if new holiday cost is higher. Otherwise £50 per person per change.	£150 per person up to a maximum of £500 per booking in any one day	Cancellation charges see paragraph 10
Accommodation change (see Note 3 below)	No amendment fee if new holiday cost is higher. Otherwise £50 per person per change	No amendment fee if new holiday cost is higher. Otherwise £50 per person per change	Cancellation charges see paragraph 10
Accommodation Room Type/ Category or Board Basis change	No amendment fee if new holiday cost is higher. Otherwise £50 per person per change.		
Customer Name change (see Note 4 below)	£50 per name change		

***We'll charge amendment fees (where stated) each time you request us to make a change to your booking, but these won't be more than £150 per person or £500 per booking for each individual request made at any one time unless cancellation charges apply.**
Note 1: Flights not operated by Thomas Cook Airlines. If your booking includes a flight operated by an airline that's not Thomas Cook Airlines (or includes another form of transport, e.g. Eurostar), or if you've booked a Flexibletrips branded Holiday, you may not be allowed to make changes to it. If the relevant supplier does allow changes you'll have to pay the amendment charges imposed by the supplier. Please also note that destination and date changes can be treated by some suppliers as a cancellation and rebooking, regardless of the period of notice you give to us. Suppliers may charge up to 100% of the transport element of your booking and you must also pay the amendment charge listed in the table above.
Note 2: If your booking includes a flight with Thomas Cook Airlines, you can change your departure date to another date within 6 months of your original travel date (assuming seats are available) without incurring cancellation charges, unless the change is made less than 28 days before departure. A change of travel date when travelling with any other airline/transport provider will incur cancellation charges imposed by the supplier which could be up to 100% of the transport element of your booking.
Note 3: If the accommodation supplier allows changes, they will usually make an amendment charge. In some instances, the supplier's charge may be up to 100% of the cost of the accommodation element of your booking – even if you're cancelling. You'll be told at the time of booking if a 100% charge applies. Any charge imposed by the supplier must be paid in addition to our applicable amendment charge as shown in the table above. Please also note that destination and date changes can be treated by some suppliers as a cancellation and rebooking, regardless of the period of notice you give to us.
Note 4: You can't change all the names on your booking and at least one person (over 18) on the original booking must remain, unless you're prevented from travelling for reasons beyond your control and not simply from a change of mind. You may have to pay additional administration charges if you make a name change on the day of departure (where permitted). Name changes (including changes to initials), on flight bookings with an airline other than Thomas Cook Airlines may be treated as a cancellation and re-booking and you'll be asked to pay any costs we incur from the airline, plus the applicable amendment charge set out in the table above.

BACK TO SECTION B - BEFORE YOU TRAVEL.

12. CHANGES MADE BY US BEFORE YOU TRAVEL

Sometimes we'll have to make changes to your booking arrangements.
Significant Changes: If any change will have a significant effect on your Holiday, we'll tell you about it before you travel (if there is time). The sort of significant changes we'll tell you about include:
- A change of UK departure airport (although a change between London airports including Gatwick, Heathrow, Stansted and Luton will not usually be considered significant).
- A change to your destination.
- A change of more than 12 hours to the time you leave the UK or your destination.
- If we downgrade your accommodation by one full 'Tour Operator' rating, or,
- If the swimming pool will not be available for an extended period during your Holiday and no alternative pool is available either at the property or nearby.

If you don't want to accept a significant change that we tell you about before you depart, we will, if we're able to do so, offer you an alternative Holiday of equivalent or closely similar standard and price at no extra cost, or a less expensive Holiday, in which case we will refund the difference in price. If you don't wish to take the alternative Holiday we offer you, you can choose another one of our Holidays and pay, or receive a refund of, any price difference. Alternatively, if you prefer, you can cancel your booking and receive a full refund of any money you've paid to us, except for any amendment charges which arose before cancellation. We'll consider an appropriate refund of insurance premiums paid if you can show that you're unable to transfer or reuse your policy.
Unless the change is as a result of circumstances listed in the paragraph below headed 'Changes Due To Circumstances Beyond our Control', we'll pay you compensation as shown in the table below. If you accept the significant change or amend to a different Holiday offered for sale by us you'll receive compensation in Option 1 of the table below. If you reject the significant change and cancel your booking you'll receive compensation in Option 2. The amounts in the table are by way of guideline only and may, in appropriate circumstances, be increased. Any children not paying the full adult price will receive 50% of these amounts. There are no compensation payments payable to those travelling on 'free child places', 'free group places' or for infants

Period of notice we give you or your travel agent before departing	Compensation for each full price customer	
	Option 1	Option 2
More than 84 days	£0	£0
84-43 days	£10	£5
42-29 days	£20	£10
28-11 days	£30	£15
10-0 days	£40	£25

Other Changes: Any change which is not deemed to be significant, as outlined above, will be classed as a minor change. We'll try to tell you about a minor change before you travel but we won't pay any compensation for a minor change.
Aircraft Changes: The flights we offer are operated by a range of scheduled or charter airlines, using a range of aircraft. It may not be possible at the time of booking to specify the airline or type of aircraft. Two airlines may share the same services, so a flight may not be operated by the airline whose designated code is shown on your itinerary and travel documents. We're required to inform you of the identity of the airline operating your flight. Any changes to the operating airline will be notified to you in all cases at check in or at the boarding gate. We reserve the right to change airlines or aircraft types at any time and any changes of this type are not a significant change.
Changes Due To Circumstances Beyond Our Control: Except where we say differently elsewhere in these booking conditions, we cannot pay any compensation, reimburse expenses, or cover losses for any amount or otherwise accept responsibility if, as a result of circumstances beyond our control, we have to change your Holiday or Single Component after booking, or we, or our suppliers, cannot supply your Holiday / Single Component, as we, or they, had agreed. When we refer to circumstances beyond our control we mean any event that we, or the supplier in question, could not foresee or avoid, even after taking all reasonable care. Such circumstances will usually include, but are not limited to, war, threat of war, airport closures, epidemic, natural or nuclear disaster, terrorist activity, civil unrest, industrial dispute, bad weather (actual or threatened), Foreign Office advising against travel to a particular destination and significant building work taking place outside of your accommodation (such as resort development).

BACK TO SECTION B - BEFORE YOU TRAVEL

13. CANCELLATION BY US

On rare occasions, we may need to cancel your Holiday and have the right to do so – for example, if there is insufficient demand for your particular Holiday. If we have to cancel your Holiday we'll tell you as soon as reasonably possible. If we can do so, we'll offer you an alternative Holiday of equivalent or closely similar standard and price at no extra cost to you, or a less expensive Holiday, in which case we'll refund the difference in price. If you don't wish to take the alternative we offer you, you can choose another one of our Holidays and pay, or receive a full refund of, any price difference. Alternatively, if we can't offer an alternative Holiday that you're happy to accept, you can have a full refund of any money you've paid to us, except for any amendment charges which arose before cancellation. We'll consider an appropriate refund of insurance premiums paid if you can show that you're unable to transfer or reuse your policy. We won't cancel your Holiday within 12 weeks of departure except if we're forced to do so because of unusual circumstances we could not have foreseen and which we couldn't have avoided even after taking all reasonable care. (See paragraph 12 'Changes Due To Circumstances Beyond Our Control') No compensation will be payable in these circumstances, whenever they happen, and we'll only have to offer you the above choices. We can also cancel your booking if you fail to make payment on time.
Please note that where an outward flight isn't used we have the right to cancel any other arrangements you've booked with us and you won't be able to use your return flight ticket. In these circumstances, no refund can be provided for any unused arrangements.

SECTION C - TRAVELLING AND ON HOLIDAY

14 - CHANGES MADE BY US AFTER YOU TRAVEL
15 - 24-HOUR HOTEL SATISFACTION PROMISE
16 - FLIGHT DELAYS
17 - AIRLINE COLLAPSE
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14. CHANGES MADE BY US AFTER YOU TRAVEL

If, after you go on holiday, we find we can't provide a significant part of your Holiday arrangements, you'll be offered a suitable alternative if possible and where we consider it appropriate, reasonable compensation, unless the reason for the change is due to circumstances beyond our control (see paragraph 12 - 'Changes Due To Circumstances Beyond Our Control'). If it's not possible to offer you a suitable alternative or, for good reasons, you don't accept the alternative arrangements, you'll have the right to cancel your booking and to be returned by the same means of transport to your original departure point at no extra cost (provided that transport is available). This doesn't impose an obligation on us to make specific transport arrangements for you if none are available.

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15. 24-HOUR HOTEL SATISFACTION PROMISE

Where your holiday includes accommodation at a hotel which is part of our 24-hour promise (indicated by the 'Added Benefits' logo next to the hotel description), the terms and conditions of the Promise will apply instead of the terms and conditions in paragraph 14 provided you have contacted us within 24 hours of your arrival at the accommodation to report a problem. Please see Section B in the Holiday Information pages for more details of the terms and conditions of our Promise.

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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 ourselves though, because it will normally be the responsibility of the airline to do this. If you've purchased our recommended travel insurance, or a comparable policy, you should be covered if there's a long delay.

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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 on which you were due to travel, you must contact us as soon as possible. We'll help you by finding an alternative return flight for you (so you may have to spend extra time in your destination until it can be arranged and this may mean you have to incur extra cost). In finding an alternative flight we'll take the approach of 'like for like'. If the flight you booked was an economy seat we'll arrange an alternative return flight in economy. If your flight seat was business or first class, we'll try to find an alternative return flight in business or first class. Our priority is to get you home as soon as possible in the same class of travel as you'd booked, so if we can only find an alternative in a lower class of travel, we'll offer you that flight, and having done so, we'll have fulfilled our obligation to you. We won't be liable for any costs you incur if you reject the alternative flight we offer and decide to make your own arrangements, or if you haven't given us the opportunity to arrange an alternative flight home for you.

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18. EXCURSIONS

Excursions include any sightseeing trips, events, tours, or similar, which you choose to go on in resort and which you pay extra for. Excursions can either be booked and/or paid for in resort ("Resort Booked Excursions") or pre-booked and paid for when you book your Holiday or Single Component ("Pre-booked Excursions"). All excursions are arranged by third party suppliers and are subject to the paragraph "Suppliers' Conditions" at the start of these Booking Conditions and the paragraph "Our Liability to You For Your Holiday". Subject to these paragraphs, we accept responsibility for Pre-booked Excursions. However, Resort Booked Excursions do not form part of your Holiday and are not governed by the Package Travel, Package Holiday and Package Tours Regulations 1992. We do not have any responsibility or liability whatsoever for anything which may go wrong on a Resort Booked Excursion. We, our representatives, employees or agents are acting as booking agents only for the relevant supplier of the Resort Booked Excursion. The contract for any Resort Booked Excursion you book is between you and the supplier of that excursion. It's your responsibility to note carefully any conditions of contract contained in any excursion advertisement, booklets, ticket or receipt you're given. For Resort Booked Excursions your excursion contract may be subject to the laws of the country in which you take the excursion and if you have a complaint about it, you may be required to bring any claim before the Courts of that country, rather than in the UK.

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19. LOSS OF OR DAMAGE TO LUGGAGE

The amount of compensation we'll pay for any loss of or damage to luggage is limited in accordance with the conventions listed in paragraph 23 (vi) below. For claims for missing or damaged baggage you must follow the rules 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.

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20. CUSTOMER BEHAVIOUR

We want all our customers to have 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, believe:
- your actions could upset, annoy or disturb other customers, our suppliers or our own staff, or put them in any risk or danger, or could cause damage to property; or
- you are unfit to travel;

we may end your Holiday and terminate your contract. You and your travelling 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. Alternatively at our discretion, 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 members of your travelling party causes any aircraft (or other transport) to be diverted we and/or 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 flight, or for any facilities/services being withdrawn as a result of their actions. We're not responsible, and we'll have no liability, for accidents or injuries, loss or damage which may have been caused as a result of; (a) your inappropriate or irresponsible behaviour; (b) any broken glass/china or the like which you've broken and/or left in a way from which injury can result, or; (c), your judgment being impaired by alcohol.
Property Damage: If you or any member of your party causes any damage or breaks anything at your accommodation, you must report it promptly to a member of our staff or to the staff at the accommodation. We and/or the accommodation owner will hold you and the members of your travelling party jointly and individually liable for paying for any damage you cause to the accommodation, furniture, fixtures, 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 pursuing a claim against you.

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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 natural environment can, at times, be hazardous and many activities, such as watersports, waterslides, sleigh 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 these risks and you are responsible for your own actions. Although we or our suppliers may provide instructions and tuition to you as part of the arrangements you book, any safety information/notices must be observed which will minimise these risks. Your booking is accepted by us on the basis that you understand and accept the risks involved in such activities. If at any time you or a member of your party feels uncomfortable or unsure about taking part in an activity during your Holiday, an instructor should be advised immediately. You're 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

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SECTION D - MAKING A COMPLAINT AND OUR LIABILITY TO YOU

22 - IF YOU HAVE A COMPLAINT
23 - OUR LIABILITY TO YOU FOR YOUR HOLIDAY
24 - OUR LIABILITY TO YOU FOR SINGLE COMPONENTS
25 - FRAUDULENT COMPLAINTS OR CLAIMS
BACK TO BOOKING CONDITIONS SECTION LIST

22. IF YOU HAVE A COMPLAINT

We want all our customers to have an enjoyable time. However, if you're not satisfied please complain as soon as possible to the relevant person (for example, the accommodation management or transport supplier). If they can't help, you must tell us or our local agents, using any of the contact options we've given to you on your arrival or as shown on your travel documentation. We'll do everything reasonably possible to resolve your complaint whilst you're on holiday. If you're still not satisfied, ask your Representative for a complaint case reference number. If you don't have the services of a Representative or our Local Agent, or they're not available, you must contact our Emergency Helpline (on the number shown on your travel documentation) straight away for them to help resolve the problem. When you get back home, if you're not satisfied please contact our Customer Relations team within 28 days of returning home (quoting your case reference number if you have one). Please visit www.thomascook.com/customer-relations to submit your complaint via webform (email or letter) or phone us on 01733 224814. Alternatively, you can write to us at Customer Relations Department, Westpoint, Peterborough Business Park, Lynch Wood, Peterborough, PE2 6FZ. For complaints that relate to travel on a scheduled airline or to a Resort Booked Excursion, we'll act as a liaison between you and the supplier, to try to assist in resolving the complaint. If we can't help and you want to take matters further, you must contact the supplier directly.
It's difficult and sometimes impossible to properly investigate a complaint if we're not told about it during the Holiday or once it's over. Failure to follow the above procedures during your Holiday, and/or failure to complain within 28 days of your return, may reduce or extinguish any rights you have to claim compensation from us, or from any relevant supplier. Any such rights will be reduced or extinguished if, had you followed the above procedures during your Holiday, you or we could have taken steps to reduce any loss or damage suffered or could have entirely prevented it from being suffered. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the ABTA Code of Conduct and ABTA's assistance in resolving disputes can be found on www.abta.com.

BACK TO SECTION D - MAKING A COMPLAINT AND OUR LIABILITY TO YOU

23. OUR LIABILITY TO YOU FOR YOUR HOLIDAY

(i) We have a legal duty to use reasonable skill and care in providing the services and facilities that form any part of your Holiday arrangements, or in arranging for third party suppliers to provide those services and facilities. In addition, we're also liable to you under the Package Travel, Package Holidays and Package Tours Regulations 1992 for any failure by us or any of the suppliers we use to perform a service or provide a facility which forms part of our contract with you for a Holiday. If we comply with any applicable regulatory or legal requirements (such as, for example, those of the Civil Aviation Authority) that will mean we and our suppliers have properly performed

our obligations to you under our contract with you. Taking reasonable skill and care doesn't necessarily mean we have to comply with each and every local law and regulation particularly where these impose absolute obligations. You must show that reasonable skill and care hasn't been used by us or our supplier if you wish to make any claim against us.
(ii) For claims which do not involve death or personal injury, if any part of your Holiday is not as described by us in our Holiday contract with you, we accept liability and we will pay you reasonable compensation, in each case subject to all the exclusions and limitations set out within this paragraph 23 but the maximum we'll pay you in any circumstances is twice the price of the Holiday. This maximum will only be payable when every aspect of your Holiday has gone wrong and you have not received any benefit from your Holiday. Any sums received by you from suppliers will be deducted from any sum we pay to you as compensation.
(iii) Where a flight ticket is downgraded or a flight cancelled or delayed, or boarding is denied by any airline in circumstances that entitle you to compensation under the Denied Boarding Regulations 2004, then you must make your claim under those Regulations directly against the airline. Any sum you're paid by the airline in this respect constitutes the full amount of your entitlement to compensation for all matters flowing from the airline's actions and which fall within the scope of the Denied Boarding Regulations. 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 assignment to us of the rights you have against the airline in relation to your claim.
(iv) For claims which involve death or personal injury resulting from an activity forming part of your Holiday (excluding Resort Booked Excursions - see paragraph entitled 'Excursions'), we have liability and we will pay you reasonable compensation, in each case subject to all the exclusions and limitations set out within this paragraph 23.
(v) We do not accept liability for any claim, even if it relates to death or personal injury, where that claim arises from any cause that is not due to any fault on our part or that of our agents, subcontractors or suppliers because it is due to your fault, or it is due to the fault of someone not connected with the performance of the Holiday contract and is unforeseeable or unavoidable; or because the claim arises from unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or the claim arises out of an event which neither we, nor our agents, subcontractors or suppliers could have foreseen or prevented.
(vi) If any international convention applies to or governs any of the services or facilities included in your Holiday and you make a claim against us of any nature arising out of death, injury, loss or damage suffered during or as a result of the provision of those services or facilities, our liability to pay you compensation and/or the amount (if any) of compensation payable to you by us will be limited in accordance with and/or in an identical manner to that provided for by the relevant international convention (in each case including in respect of the conditions of liability, the time for bringing any claim and the type and amount of any damages that can be awarded). International Conventions which may apply include: the Warsaw Convention 1929 (including as amended by the Hague Protocol of 1955 and by any of the additional Montreal Protocol of 1975) or the Montreal Convention 1999 (these relate to travel by air); the COTIF Convention concerning International Carriage by Rail 1980 (as amended); the Athens Convention 1974 (relating to travel by sea); the Geneva Convention 1973 (relating to travel by road); and the Paris Convention 1962 (relating to hotel stays). You can ask us for a copy of the relevant convention. For the avoidance of doubt, this means that we're to be regarded as having all the benefit of any limitations of compensation contained in any of these conventions or any other international conventions applicable to your Holiday.
(vii) You agree to assist us in recovering from any third party any sum which may compensate us for any sums we pay you. In particular, you're obliged to assign to us any rights that you may have against any other person whose acts or omissions have caused or contributed to our legal liability to pay you compensation. You must also provide us with all assistance we may reasonably require to obtain reimbursement from any third party.
(viii) HOLIDAY ILLNESS: Should you become ill while on Holiday, you must consult a local doctor and, in addition, report your illness to oShould you become ill while on Holiday, you must consult a local doctor and, in addition, report your illness to our representative (if we provide a rep service) or via our contact details as shown on our travel documentation.
Our staff in resort can put you in touch with a local doctor and if you have questions or concerns about this you can talk to them. It's important you see a doctor and have the appropriate tests and to make sure you get the right diagnosis and treatment. You should also consult your GP upon your return to the UK. Holiday illness can be caused by many different factors, including a change of food, drinking un-treated water, too much time in the sun or dehydration etc. If you think your illness was caused by something you ate at your hotel, and should you wish to make a claim against us as a result of that illness, you'll need evidence to support this from the doctor you see in resort.
You must provide us with full details of both the local doctor you saw and your GP, together with written authority for us to obtain medical records and all tests/sample analysis from both those doctors. Failure to provide us with access to the records prepared at the time you were ill in resort and immediately on your return to the UK, and/or failure to follow our complaints procedure as set out in the paragraph titled "If you have a complaint", may reduce or extinguish any rights you have to claim compensation from us, or from any relevant supplier.
(ix) If, during your Holiday, you or any member of your party suffers any difficulty through misadventure as a result of any activity which doesn't form part of your contracted Holiday arrangements, we'll offer you prompt assistance. This assistance may include our making a contribution towards your initial legal costs in taking action against the person(s) responsible but only if you request this within 90 days of the incident in question. All assistance (financial or otherwise) is subject to our reasonable discretion and a maximum total cost to ourselves of £1000 per booking. If you're entitled to have any costs and expenses arising from such an incident met by any insurance policy or if you obtain a costs order against anyone in relation to the incident, you must repay to us the costs and expenses we incur in assisting you.
(x) Other than as set out above, and as is detailed elsewhere in these booking conditions, we shall have no legal liability whatsoever to you for any loss, damage, personal injury or death which you suffer arising directly or indirectly from any aspect of your Holiday.
(xi) If you want to make a claim against us, you must follow the procedure set out in the paragraph above entitled "If You Have A Complaint".

BACK TO SECTION D - MAKING A COMPLAINT AND OUR LIABILITY TO YOU

24. OUR LIABILITY TO YOU FOR SINGLE COMPONENTS

Our responsibility is to make arrangements for the provision of the components you book by relevant suppliers (such as flight seats only, hotel only, car hire only, etc.), but we do not have any responsibility for the operation of the component itself.
We have no liability to you for any dissatisfaction, loss of enjoyment, loss, injury or damage which results from your use of the Single Component unless we have negligently failed to select a normally competent supplier of the relevant component. In addition, we have no liability to you in any event for any consequential loss which you may suffer in relation to any arrangements which you book to coincide with the Single Component you've booked with us. In the event that we have any liability to you, our liability shall be limited in accordance with any applicable international convention.

25. FRAUDULENT COMPLAINTS OR CLAIMS

We accept that there are times when we need to compensate if things go wrong on one of our holidays, but we are aware that some holidaymakers are being encouraged to make fraudulent claims for compensation. We're committed to the prevention and detection of fraud to protect our customers and to try to keep the cost of our holidays as low as possible. 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 person or people involved. It's a criminal offence to make fraudulent claims therefore we may also put the matter into the hands of the Police.

BACK TO SECTION D - MAKING A COMPLAINT AND OUR LIABILITY TO YOU

SECTION E - HOW WE USE YOUR PERSONAL DATA

26 - DATA PROTECTION
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26. DATA PROTECTION

By making a booking with us, you agree we may use and disclose the personal information you provide about you and the other people travelling with you for the following purposes: to enable us to process your booking (which will include passing your information to third party suppliers, such as hoteliers and airlines, and may involve sending your information to countries that don't have an equal level of privacy legislation to that in the UK); for our own market research and analysis purposes; for improving customer service; for the detection and prevention of fraud or other crime (which may include providing your information to organisations such as Banks and credit card companies); for compliance with legal requirements (which will include passing your information to public authorities such as customs and immigration) and for marketing contact by means of email, post, SMS and/or telephone to provide you with offers and information on similar products and services to those you have purchased (unless you have opted out of such marketing at the time of booking). Unless you tell us not to do so, we will share your contact details with other Thomas Cook UK companies (TCCT Retail Ltd, Thomas Cook Retail Ltd, Hotels4u.com Ltd and Thomas Cook Airlines Ltd) for marketing purposes. If you purchase travel insurance from us, or require medical treatment or clearance to travel, we may need to pass your personal data (including sensitive personal data and personal/sensitive data relating to other members of your travelling party) to the insurance company and/or our medical advisory service provider. Telephone calls to us may be recorded for training and quality purposes and for preventing/ detecting crime. If you've booked with us via our website, or if you've chosen for us to contact you by email, we'll use the email address you've provided to send you your travel documentation. We're entitled to assume that the email address you've provided is correct and that you understand and accept the risks associated with using this form of communication. Please note that you may still need to contact us by post or via our call centre as required by our booking conditions. If you wish to make a data subject access request for a copy of any personal data we hold on you, please write to: The Compliance Manager, UK Legal Department, Westpoint, Peterborough Business Park, Lynch Wood, Peterborough, PE2 6FZ.
A charge of £10 per company applies.

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HOLIDAY INFORMATION

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 choose. (This is with the exception of supplements for extra legroom seats or any other pre-bookable optional services not shown as being included).

Our holiday prices will vary:

1. Due to 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 regional airports at higher holiday prices.
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 will vary depending on, for example, peak periods, weekend/midweek stays, local holidays, special events and the room type you select. Hoteliers may also require a minimum length of stay at certain times of the year. We reserve the right to change prices, price can go up or down. If a room type is occupied by fewer adults than the maximum occupancy allowed, under occupancy supplements apply. These "under occupancy" supplements are payable per person per night (unless stated otherwise), and may vary depending on date of travel. Infants and children do not count towards occupancy levels. Rooms for the single traveller are available at most properties on request. Contact your booking agent for further information and supplements where applicable (see also 'Single Supplements' in Section F - Your Accommodation 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.
- Emergency Helpline - providing 24 hour assistance when overseas (call charges may apply). See section E for full details of our In-Resort Service
- 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.
- Taxes and Charges
- UK airport taxes/fees - but excluding taxes/fees paid locally (see table in section C for current applicable charges)
- Air Passenger Duty (APD) - prices include current government APD. Destinations are categorised into geographical bands based on distance from London. The rates are subject to change and are published on www.hmrc.gov.uk.
- Aviation Fuel Costs known at time of booking (see Extra Charges within Section A - before booking).
- Charges for extra security, aircraft insurance, aviation and other associated costs.
- ATOL Protection Contribution (APC) - our prices include the amount of currently £2.50 per person as part of the ATOL Protection Contribution ( ) we pay to the CAA who provides financial protection for your holiday. The amount you have paid will be shown on your confirmation invoice.

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 (call 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 E for details). Many hotels also include visits by our holiday reps.

What about transfers?

Depending on the type of holiday you select will determine whether transfers or car hire are included in the price or payable extra. Check each holiday description carefully for details. Where included, this will be in the form of a mini-bus or coach transfer unless otherwise specified in the accommodation/resort description or confirmed on your invoice. You may find that your transfer is shared by customers from other tour operators within the Thomas Cook group and could make a number of stops on route.

If you make a 'Late Holiday booking' a transfer is not included (unless stated otherwise) but can be added at an extra charge at the time of booking.

Sports Equipment on Transfers: If you are taking sports equipment (this includes and is not limited to golf clubs, scuba diving equipment, surfboards, windsurfs and bikes), we recommend you pre-book car hire as carriage of sports equipment on transfer coaches is subject to space and extra charges may apply. Although public transport/taxis will probably be available from all of our recommended accommodation, these arrangements may be costly and/or time consuming.

Direct Transfers: For certain properties you can opt to book a direct transfer to take you from the airport to your hotel. This is priced per person for a return journey, per taxi (standard saloon-size car or mini-bus 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, please note that taxis may not have child or baby seats.

What about luggage allowance?

Your hand luggage and hold luggage allowances are independent of each other and cannot be combined together. Please refer to Section D – Your Flight for more information regarding hold/hand luggage.

- Hold Allowance: depending on the type of holiday you select will determine whether luggage allowance is included in the price or payable extra. Check each holiday description carefully for details. When you book you will be offered the opportunity to increase your hold luggage allowance for an additional charge - this will apply to all customers on your booking. Additional luggage allowance cannot be added once travel tickets have been issued. Infants travelling on Thomas Cook Airlines flights receive 10kg hold allowance, please refer to Section D - Your Flight, for more information regarding 'Carriage of infants'.
  Excess baggage charges will apply if you exceed your allowance or if your bag exceeds the maximum allowance size.
- Hand Allowance: you are permitted to carry onboard a maximum of 6kg hand luggage per person (excluding infants) on Thomas Cook Airlines flights which cannot exceed a specific size/dimension as stated in Section D - Your Flight (and on the Airlines website). Allowance for other airlines may vary.

What about inflight meals?

Depending on the type of holiday you select will determine whether inflight meals are included in the price or payable extra. Check each holiday description carefully for details. For all bookings made within four days of departure, a compulsory charge for an inflight meal will apply. Unless specifically requested and recorded separately on your invoice, a child will receive the same meal as an adult. For most airlines you will have the option to book and pay for an inflight meal when you make your booking, although some airlines do not offer pre-bookable catering.

And what's extra?

- Holiday Insurance - you MUST be insured, please ask for details.
- Meal supplements - where applicable are shown in the costing breakdown.
- Under-occupancy supplements – see section on 'Under Occupancy Supplements' above.
- Optional excursions.
- Charges made by accommodation – see Section F – Your Accommodation for more information regarding 'Local Charges'.
- Locally collected taxes & resort fees - including arrival/departure taxes, entry visas, tourist cards. In addition, tourist taxes might be payable at your accommodation, this will be the case in the Balearics, Costa Dorada, Italy and Malta. In Las Vegas and other parts of the US, you'll need to pay resort fees to cover basic amenities. Other cities may have similar charges. See Section J for more details. Taxes/charges can change or be introduced at any time.
- Accommodation Deposits - in some cases on arrival at self-catering accommodation you may be asked for a deposit. This is refundable, less the cost of any damage or loss. When you register, many hotels will ask you for an imprint of your credit card to cover any personal extras. If you do not have a credit card, they may ask for a large cash deposit.
- Excess baggage on aircraft - excess baggage charges will apply if you exceed your allowance and/or you take sports equipment or have an oversized bag as determined by your airline. Please refer to Section D – Your Flight for more information regarding 'Carriage of Sports Equipment'.
- Late Booking Fee - an extra charge per person will apply for all bookings made within 15 days of departure. You will be advised of the applicable fee at the time of booking, which will be included in your costing breakdown.
- Credit card charges - prices advertised apply to payment by debit card. A charge will apply to payment by credit card.
- Possible surcharges - see 'Price Changes After Booking' in our booking conditions.

Extra Charges - before booking

Our prices include an amount to cover our current fuel and other associated charges known at the time our holiday prices are produced. We reserve the right to alter prices, for example we may introduce fuel supplements or add supplements if aviation, security, taxes or insurance costs change. Please therefore check carefully the total costing, including any additional charges, before you book.

Child Prices

Our family value means that we offer excellent low child prices. Occasionally we make available child price offers (such as Free Kids or Kids from a £1). Where applicable places are very limited, may be available only at selected properties and in selected room types and departure dates may be restricted.

Child price conditions

1. Children paying a child price, must share a room (see Section F – Your Accommodation for 'Accommodation and Room Types' definitions) with at least two persons paying the full adult price.
2. Third and subsequent children pay the 2nd child price applicable at the time of booking with the exception of longhaul destinations (unless specified otherwise). On Signature from Thomas Cook holidays, please ask you Travel Advisor for details of child price offers/discounts.
3. All children must pay any applicable holiday supplements in full (such as optional meal arrangements, flight extras, superior room supplements). These child price conditions should be read in conjunction with the 'And What's Extra' section and 'Extra Charges' above before booking.
4. Children DO NOT count toward apartment/villa/suite/ studio occupancy levels for the purpose of determining any applicable under occupancy charges/supplements.
5. Infants under two years of age on the day of RETURN pay £39 (shorthaul), £49 (medium haul) and £59 (longhaul) on all flights with Thomas Cook Airlines (subject to change). These charges are for an infant sitting on an adults lap. Charges for infants flying with other airlines may vary, ask your travel advisor for latest prices. See also Section D – Your Flight for more information regarding Carriage of Infants. Extra services required, cots, etc., must be paid to the apartment/hotel locally. See section on Section F – Your Accommodation for more information regarding infants .
6. The full adult deposit must be paid for all children except infants. If the child price is less than the deposit amount the difference between the deposit and child price will be deducted from the final holiday balance.
7. Child ages must not exceed the age limit stated in the accommodation description (usually 12 years unless stated otherwise). Child prices within the child price age range stated can vary by the age of children, especially when travelling on scheduled flights. Airlines and hotels may apply different age limits for their respective child fares and rates, which will be reflected in the child prices we can offer. Ages must be applicable to the relevant date of return. If a child is subsequently older on the date of return than originally specified at the time of booking, this may mean they no longer qualify for a child price and you will have to pay the full adult fare, plus any admin fees before the party can travel. Please check carefully before booking.
8. There may be restrictions on room types and board basis that child prices are available for so please check carefully the details of the offer when you book.
9. Certain hotels, resorts, tours and excursions may not be suitable for children or infants. You should read the brochure description carefully to make sure that they meet your needs. In many cities in the USA, people under 21 years of age must be accompanied by an adult. Please ask your Travel Advisor if you are still unsure.

Section B - Added Value and Holiday Extras

24 Hour Hotel Satisfaction Promise: Terms & Conditions

1. This Promise applies to those pre-packaged holidays operated by Thomas Cook Tour Operations Limited with a minimum duration of 7 nights and which have our Added Benefits logo displayed next to the hotel description.
2. Our description of the accommodation is:

a) the written description that is included 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) any updated information/changes to our brochure or web site accommodation description that we issue to you at any time before you travel.

3. If the cause of the accommodation not being as described by us is due to circumstances beyond our and the hoteliers control, (such as extreme weather, civil unrest, terrorist activity, industrial dispute), the Promise shall not apply, but your statutory rights remain unaffected.
4. You will need to contact our Rep service within 24 hours of your arrival at the hotel regarding any failure of the accommodation to reflect our description.
5. If we need to provide alternative accommodation to resolve your issue, it will be of the same tour operator rating as the accommodation you booked and in the same destination.
6. Provided we can resolve your issue, or offer you alternative accommodation of equivalent standard, within 24 hours of you contacting our Representative service, we will have fulfilled our Promise.
7. If we cannot resolve your issue or provide alternative accommodation, and you have chosen to take an early flight home (and to receive a full refund), you will have the right to be returned by the same means of transport to your original departure point at no extra cost provided that transport is available. This does not impose an obligation on us to make specific transport arrangements for you if none are available. Once we have arranged your early flight you must take that flight and your original return flight 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. If the issue does not affect all customers on the booking, the value of the applicable 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 are due to refund the holiday cost under this Promise (subject to point 8. above), such refund will be paid (by BACS) whilst you're in resort where possible, but in any event no later than 28 days after return home. The lead name on the booking must agree to provide their bank account details to the resort Rep for this purpose, otherwise a payment whilst in resort will not be possible.
10. If you choose the option of a discount voucher, subject to point 8. above, the voucher will be for 25% of the holiday cost per affected person (including the basic flight and accommodation cost, plus cost of resort transfers and cost of room upgrades where these have been purchased by you, but excluding the cost of any other optional extras you have paid for e.g. car hire, parking, flight extras, extra luggage allowance, etc.). The voucher will be issued by email to the email address provided by the lead named 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 email address for this purpose, otherwise it will not be possible to provide a voucher.

11. The voucher will be valid for 12 months from date of issue, is not transferable, and cannot be exchanged for cash. It can be used in payment (or part payment) for a Thomas Cook package holiday that includes accommodation at one of the hotels to which the 24-hour Hotel Satisfaction Promise applies. The holiday can only be booked at a Thomas Cook or The Co-operative Travel store. The voucher will be subject to the further terms and conditions of use specified on it.
12. This Promise does not affect your statutory rights, which you are free to invoke at any time.
13. This Promise is made by Thomas Cook Tour Operations Limited.

Low Deposit Offer
If the low deposit offer is available, this will be shown on the payment screen at the time of making your 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 will be committing to pay the remainder of the full deposit by the date stated at the time of booking. You authorise us to collect payment of the remainder of the full deposit by debiting your card on the due date, without further notice to you. Should you decide to cancel your booking prior to the date when the remainder of the full deposit is due, you will remain liable to pay us the full deposit sum as a cancellation charge. 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 will then owe us the full deposit sum as a cancellation charge.

Make It Extra Special - our offers
We have special offers on many hotels and details are shown with the property, please ask if you're unsure. Some offers must be booked at the time you make your reservation. Others are subject to availability on your arrival at the hotel but must be requested when you book the holiday. Unless otherwise stated, offers are only valid at certain times of the year and generally apply to completed stays within the date banding but this may vary according to the individual hotel. All offers are subject to availability and can be withdrawn or changed at any time without notice. Please note that some of the offers can not be combined. To gain the best from the offers featured please read the conditions carefully or ask your travel agent at the time of booking.

Weddings
Unless stated otherwise all weddings are civil ceremonies, carried out by an authorised officer and have the same legal status as those carried out in the UK. We strongly recommend that you obtain a copy of our Weddings brochure before booking, which details any additional costs such as legal fees and the legal requirements and documents required for each destination. We reserve the right to pass on any increases in applicable duties, levies or local government taxes. You must book at least 12 weeks in advance to allow for the necessary arrangements to be made. A non-refundable deposit of £200 per couple or £50 per couple if choosing a complimentary wedding (to cover administration costs) is payable at time of booking. Please note, a higher deposit may be required depending on the venue/supplier of the wedding services in question This deposit is in addition to the holiday deposit. For further information on weddings and renewal of vows please see our dedicated Weddings brochure.

Complimentary Room Upgrades
Where applicable and unless otherwise stated, offers of free room upgrades will be determined by availability when you travel and your room will be allocated on arrival at the accommodation. If your room is upgraded, please note that this will not necessarily be to the next highest category featured as we do not sell all room types at all hotels.

Honeymoons, Anniversaries & Birthdays
Many hotels offer honeymooners and guests celebrating anniversaries and birthdays special treats such as fruit, wine, flowers, candle-lit dinners, or free room upgrades (see also 'complimentary room upgrades' above). Where available, please note that the hotel may ask you to produce a marriage certificate in order to benefit from the honeymoon/anniversary offers. Please make sure you advise us at the time of booking if you are celebrating a honeymoon, birthday or anniversary during your holiday.

Group Bookings
To help make travelling in a large group more affordable, we offer free places on selected 7 and 14 night holidays for groups with as few as 10 people. Call your booking agent for more details as these offers are not available to book online.

Late Check-outs
At selected properties we offer the chance to book a late check-out room for a small charge when on a night flight. The room may not be the same room you stayed in during your holiday but will have a private bath or shower. There is only a limited number of rooms available.

Airport Fast-Track service
Selected holidays which include Thomas Cook Airlines flights may include airport fast track service. Look out for details on the website or invoice. Where applicable Fast-track service through airport security applies to UK outbound departures only. This service is available only at the following airports; Manchester, Birmingham, Newcastle, East Midlands, Glasgow, Stansted, and Bristol. Fast-track security lane is not available at all times on all flights, and opening times are at the discretion of each individual airport. Where services may be withdrawn or unavailable no refund will be payable.

Offers on Inflight Extras
Offers on inflight extras shown on our website are available on selected flights and can be charged or withdrawn without notice. The children's half price inflight meals and Choose Your Seat offers when offered, are applicable to children aged 11 years and under on their return date when flying on Thomas Cook Airlines or Condor flights. Please note, that unless specifically requested and recorded separately on your invoice, a child will receive the same meal as an adult.
The 3 for 2 Flight Essentials Offer when offered, is available on Thomas Cook Airlines or Condor flights to short and medium haul destinations. This offer includes Choose Your Seat, inflight meals and an additional 5kg of hold luggage, the lowest priced item is the free element.

Flexible Booking
Flexi Book is only available on selected charter package holidays, booked directly through Thomas Cook Group websites, call centres or high street stores (including The Co-operative Travel), and can only be booked outside of 56 days before departure and at time of booking or the following day. The usual price is £20 per adult and £10 per child (under 12), but promotional offers may be applicable.
- It is only valid if taken by all customers on a booking, including any customers subsequently added to a booking and can be used against a single amendment per passenger.
- It is not transferable between customers on a booking and is non-refundable and is additional to the holiday deposit and cannot be used to re-book the same holiday at a different price.
- If a holiday is changed under this offer, the current system price for the new holiday arrangements will apply, with the exception of a name change which does not alter the holiday price.
- The difference in price between the amended and original holiday would need to be paid for
- Destination changes to Long Haul bookings made between 29-84 days will receive no price reduction if the new holiday is cheaper
- All changes made 8-28 days before departure will receive no price reduction if the new holiday is cheaper.
- Changes to departure date made within 8-28 days before departure, can only be to holidays that depart earlier or within the same departure week, if you want to move to a later date then the bookings would be treated under our standard amendment or cancellation policy
- If the new holiday arrangements are booked as a 'Late Holiday', then the 'Late Holidays' Terms and Conditions would then apply to the booking.

This offer can be changed or withdrawn without notice and is not available on all holidays – please enquire at the time of booking.

Holiday Change	More than 84 days before departure	29-84 days before departure	8-28 days before departure	7 days or less
Destination	Yes	Yes No price reduction on Long Haul	Yes No price reduction	No
Date of departure	Yes up to 6 months later	Yes up to 6 months later	Yes No price reduction No later departure week	No
Accommodation	Yes	Yes	Yes No price reduction	No
Flight & duration	Yes	Yes	Yes No price reduction	No
Passenger name	Yes	Yes	Yes	No

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 note carefully any instructions on your travel documents for completing advanced passenger information and/or online check-in directly with the airline or transport provider. The airline locator/reference shown on your documentation will be needed for this, We'd recommend you take your travel documents on holiday with you.
A printed version isn't necessary if you have a copy that you can access on your mobile/tablet device. These do contain important information such as our contact details. You may be asked to show proof of your booking when checking in at your accommodation.

Currency and Money
We recommend you buy a Cash Passport for most of your holiday money, with a small amount of local currency. Major credit cards are also widely accepted in most of the destinations we feature. In some cases local currencies may have to be purchased after arrival or there may be restrictions on the amount you are permitted to buy in advance.

Health Precautions
You should take health advice about your specific needs as early as possible. Visit the NHS Travel Health website for useful information: www.nhs.uk/Livewell/TravelHealth. Other sources of information include the following websites: www.fco.gov.uk, www.hpa.org.uk and www.nathnac.org your General Practitioner or a specialist clinic. Customers travelling to worldwide destinations are recommended to seek advice from the sources mentioned above and, where recommended, obtain vaccinations or tablets for protection. In some cases, treatments for Malaria should begin well in advance of travel. Also check any medication you are taking/prescribed is permitted in the country you are visiting. If you are visiting a European Union (EU) country you should obtain a European Health Insurance Card (EHIC) and take it with you when you travel. The EHIC can be obtained free of charge by completing an application form available from the main Post Offices and from www.dh.gov.uk/travellers. Please note, the EHIC is in addition to Travel Insurance, not instead of it.

Travel Advice
The Foreign and Commonwealth Travel Advice Unit issues and frequently updates advice for those travelling outside the UK. You are advised to check this information before you go by accessing the latest Travel Advice on www.gov.uk/f oreign-travel-advice.

Travellers with Reduced Mobility or a Disability
- Overseas Accommodation and Overseas Transport Arrangements
The majority of overseas accommodation, overseas transport (including transfers) and other holiday services provided overseas are not designed to meet the needs of many disabled holidaymakers. It is therefore important, if you have any disability, that the appropriate enquiries are made about the suitability of particular accommodation, resorts, transport and services, and that you are confident you have made the right choice before you book and confirm your holiday.
Please note: if special arrangements need to be made for you an extra charge may have to be made, this may be the case either before you go or when you arrive in resort. We cannot be held responsible if you fail to tell us about special needs/requirements that will affect your holiday experience and this means we will not compensate you.
- At the Airport and Onboard Your Flight
If you have a disability, reduced mobility or special need that you require assistance with, either at the airport or onboard the aircraft please let us know as soon as possible. We would like to know if you have a pre-existing medical condition or recent injury, so that we can answer any questions and make sure there are no concerns about your fitness to fly. If you do not request this in advance the airlines and airports cannot guarantee that this service will be available, as there is a limit on the number of customers with reduced mobility and the number of wheelchairs the airline is able to help on the day with no pre-notification. We recommend you contact us at the earliest opportunity, we need information regarding your need for assistance no later than 48 hours before departure, so we can inform the responsible Managing Body at the airport(s) and your airline. If your booking is made later, the airport/airline will make all reasonable efforts to provide the service required but cannot guarantee that this can be done successfully. Please let us know if you need any assistance at the airport or onboard the flight, such as, if you use a wheelchair, if you are visually impaired or require use of oxygen. Also, please note that if you are not self-reliant (capable of taking care of all your physical needs independently in flight), a carer must travel with any customer who does not meet the DFT (Department for Transport) code of practice definition of self-reliance. The carer must purchase a ticket at the same time. You can find more information about travelling with a disability or reduced mobility on the website. If you are flying with Thomas Cook Airlines you can also refer to www.thomascookairlines.com.
Contacting the Special Assistance Team: For customers who require support or advice prior to booking, please contact the Special Assistance Team who will contact the suppliers for further information. Simply call the Special Assistance Team on 0800 107 3409. (This is a dedicated number for special assistance enquiries; staff are unable to transfer calls to other departments).

Passports and Visa Checklist
- British Citizens holding a 10-year UK passport (five years for children), issued in the UK should note that some overseas countries (outside the EU) have an immigration requirement for a passport to remain valid for a minimum period after the date of entry to that country (typically six months).
- Non-British Citizen passport holders or British Citizens holding a UK Passport issued abroad or holders of British Subject Passports should contact the appropriate consulate or embassy for advice.
- Passport and visa regulations can change - check with the relevant embassy well in advance of travel.
- Apply early. If you need to apply for a passport or renew an expired passport, you should do so well in advance of travel and at least four weeks before. If you are 16 or over and have never had a passport in your own name, you should apply for one at least six weeks before your holiday. The UK passport service confirms your identity before issuing your first passport and will ask you to attend an interview in order to protect your identity.
- If a visa is required, don't leave it until the last minute – allow plenty of time. Your passport should have at least one blank visa page. (The number of blank pages required may vary by destination, check with the FCO).
- You may not be able to travel and insurance may be invalid if the names on your passport and travel documents don't match. If any member of your party changes their name, we must be notified immediately so that we can change booking documentation.
- All customers must make sure they have valid, acceptable passports, any required visa, any other documentation for both the final destination and any stop-off points en-route.
- Make sure advanced passenger information is submitted in advance of travel for all destinations via www.thomascookairlines.com/manage-my-booking
- If you don't hold the correct documentation or submit incorrect details with advanced passenger information or visa applications may result in refusal of carriage or entry to a country. Neither we, nor the airline will accept liability if this happens.

- You may be liable to pay fines, surcharges, other financial penalty, costs (including the cost of an immediate return flight) and any other sums of any description, which are incurred or imposed by the airline or incurred by us.

How to contact the Passport Office: General passport enquiries should be directed to the Passport Office. Visit: www.direct.gov.uk/passports or telephone 0300 222 0000.

How to find out about visa requirements: The Foreign and Commonwealth Travel Advice Unit provides information about visa requirements and also provides contact details for relevant Embassys. Visit: www.gov.uk/foreign-travel-advice. Please also refer to section J for any current visa requirements for your destination.

Travelling with children or without an adult

Children travelling without both parents (subject to the 'Age Policy' in our Booking Conditions), should be aware that some countries (such as Portugal, Dominican Republic and Mexico) require documentary evidence of parental responsibility before allowing lone parents to enter the country or, in some cases, before permitting the children to leave the country. For further information on exactly what will be required at immigration please check the FCO website www.fco.gov.uk or contact the relevant Embassy of the country you are travelling to. Please also note 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

Under the UK Government 'e-Borders' scheme, 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).We refer to this as your advance passenger information and will pass this 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. We are legally required to collect your advance passenger information – for details visit the UK Border Agency website: www.ukba.homeoffice.gov.uk . You must provide this information before you travel. Please visit the website – www.thomascookairlines.com/manage-my-booking - and check your E-Ticket for more information, including details of when your API must be submitted by. Failure to provide the required data may result in carriage being denied.

Weather and Natural Disasters

Sun

Make sure you take enough sun lotion with you - it can be hard to find locally - and use it, and go easy on the sunbathing particularly in the first few days. Watch out for signs of burning, heat exhaustion or sunstroke (reddening skin, sleepiness, dizziness, headaches) and make sure you drink lots of non-alcoholic fluids to avoid dehydration. Visit the NHS Travel Health website for useful information www.nhs.uk/Livewell/TravelHealth.

Weather and Natural Disasters

Destinations we feature may be affected by weather patterns such as tropical storms, monsoons, hurricanes, cyclones, typhoons, flooding and also seismic activity causing earthquakes and tidal waves. An example of which is the 'hurricane 'season, which affects the Atlantic, Caribbean Sea and Gulf of Mexico and is generally considered to be between June and November. As weather advice can frequently change, we recommend you check the latest FCO Travel Advice for your destination. Visit www.fco.gov.uk/travel. When a storm or natural disaster occurs, travel and accommodation arrangements may be significantly disrupted. It is extremely difficult to accurately predict the actual path, duration or effect severe weather patterns and seismic activity may have. The effects of actual or threatened bad weather and natural disasters are beyond our control (please refer to our booking conditions, section 'Circumstances Beyond Our Control' for details of our responsibility to you in these circumstances). If a storm or natural disaster is forecast to affect one of our destinations, we work with local and international authorities, our Health and Safety/resort teams and local agents to try to minimise disruption and keep you well informed. It may be that an evacuation of your resort, or a delay or cancellation of your flight to or from the resort may be necessary. In the event of changes to your holiday due to actual or threatened bad weather, we are not able to offer any compensation.

Section D - Your Flight and Other Transportation

Flight Operation and Routing

Flight timings advertised when you book are provisional, given for guidance only and are subject to change. The right is reserved to substitute alternative airlines and/or aircraft at any time. A direct flight may touch down en-route for re-fuelling, or to pick up and/or drop off passengers. You're not normally required to disembark and the flight is still considered to be a direct flight. 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.

Airline (Operating Carrier) Information

We'll let you know the operating carrier(s) (or, if not known the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to let you know the likely carrier(s) at the time of booking, we'll tell you the operating carrier(s) as soon as we become aware of this. 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, flight timings and/or aircraft type will not entitle you to cancel or change to other flight arrangements without paying 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 at http://ec.europa.eu/transport/modes/air/safety/

Charter and Scheduled Flights

As well as flights with Thomas Cook Airlines, for some routes/destinations, we may offer charter, scheduled or low cost carriers. Charter flights are regular but generally not daily flights and are organised by tour operators, whereas scheduled & low cost flights are based on pre-determined schedules set by airlines. Charter flights usually operate directly from the departure location to the destination without any stops, so can be the quickest and cheapest way to reach your destination. A scheduled flight may have stops or require connecting flights and some scheduled airlines work in partnership with other airlines to give more choice and better onward connections.

Pre-bookable Flight Services with Thomas Cook Airlines

Thomas Cook Airlines are able to offer a number of pre-bookable flight services. Please ask your travel advisor or visit thomascookairlines.com and select 'Manage My Booking' for the latest prices that apply.

Prices for extras usually vary according to the length of the flight which will fall into one of the following categories; short haul (around 3 hours or less), medium haul (around 4-7 hours); long haul (over 7 hours).

We recommend you book flight services at least seven days before departure as after this time not all services will be available and different cut-off times apply by destination to different services. For example, if you've completed online check-in, it may not be possible to make changes to flight extras.

Thomas Cook Airlines 'Choose Your Seat'

Seat numbers are subject to availability at the time of selection and also can't be guaranteed. Please visit thomascookairlines.com for more information. Not all seats are available to reserve & restrictions may apply on which seats can be selected. sometimes the airline has to reallocate seats (due to operational, safety or security reasons)

Inflight Meal with Thomas Cook Airlines

Depending on the type of holiday you choose an inflight meal may be included in the price of your holiday. Please refer to "Section A – Holiday Prices 'What about inflight meals'" for more information.

Dietary Requirements: If you are entitled to a meal or have paid for a meal, Thomas Cook Airlines can offer a range of meal options, including children's, vegetarian, vegan, diabetic and gluten-free.

Thomas Cook Airlines On-line check-in

On selected routes you can check-in online in when departing from the UK. This service is available to use for a limited period prior to departure. Visit: thomascookairlines.com or check your booking documents for details.

Inflight Entertainment with Thomas Cook Airlines (Long Haul Only)

On most of our long-haul flights we offer a seat back on demand entertainment system. Visit thomascookairlines.com for more information. The entertainment available includes varied content intended for younger children and older children/adults. A parental lock can be activated on your child's seat back entertainment system, at your request from Cabin crew once you are on board the aircraft.

Non-Thomas Cook Airline Flight Extras

If you're not travelling with Thomas Cook Airlines (or are travelling with Thomas Cook Airlines on one leg of the journey), the flight related services/extras shown in this brochure may vary between airlines, and services are not guaranteed. Please check with your Travel Advisor for details of the services available on other flights. You can reserve seats together on selected other charter airline flights at the time of booking. Please ask your travel advisor about seating options with scheduled and low cost airlines.

Carriage of Infants (0-23 months)

Infants must be over two weeks old to travel with Thomas Cook Airlines (other airlines may vary). The infant must either sit on an adult's lap or occupy a car seat (infants must be at least six months to occupy a car seat). If choosing to sit the infant on an adult's lap, please see Child Price Conditions (Section A – Holiday Prices) for Infant prices. If you choose to use a car seat, we recommend you contact the relevant airline for regulations for the car seat And you'll need to book a flight seat for the infant. The price of a seat for an infant will usually be the adult seat only price (but there may be discounts available). Ask your travel advisor for the current seat only price. It's an airline regulation that children aged two or over must occupy a seat. Children aged two or over on the return flight must pay the appropriate child price of the holiday.

Pregnancy: Regulations vary from airline to airline, but some will refuse to carry women who will be 28 weeks or more pregnant on the date of return travel. Please check with the airline concerned. We recommend that you also consult your own midwife or doctor.

Fitness to Fly: You may need permission to fly from your doctor if you suffer from certain medical conditions, which may mean you also require assistance from the airline. Should you have any concerns about your fitness to fly and you are flying with Thomas Cook Airlines please contact 0800 1073409.

Baggage

For baggage weight and size restrictions, for advice packing valuables and taking medical equipment please check with your airline.

You're also advised to check the latest government advice at www.gov.uk/hand-luggage-restrictions

Infants' Baggage Allowance: On Thomas Cook Airlines an allowance of 10kg is available for infants – baggage must contain specific infant necessities such as nappies, bottles and baby accessories and this may be packed as part of adult baggage/luggage or can be packed separately. Infant baggage allowance may be different with other airlines.

Carriage of Sports Equipment: Thomas Cook Airlines charge for the carriage of sports equipment (this includes and is not limited to golf clubs, scuba diving equipment, surfboards, windsurfs and bikes). This equipment is not included as part of your baggage allowance. Charges by other airlines may also apply for the carriage of sporting equipment, this may be payable either at the time of booking or at the airport prior to departure. If you're planning to take sports equipment, please ask your Travel Advisor to contact the relevant airline at the time of booking to get prices. If sports equipment isn't pre-booked, excess baggage charges will apply. We recommend that all your sports equipment be insured specifically or separately, since more valuable or fragile items may not automatically be covered by your insurance. Please refer to Section A – Holiday Prices for information regarding 'Sports Equipment on Transfer'.

At the Airport

Check-In: If you don't check in on time, the airline is entitled to refuse to allow you to board the flight. We cannot accept responsibility if this happens and, whilst we try to help in making alternative travel arrangements to your resort, any cost or loss incurred as a result will be your responsibility. If you don't check in at all for your flight from the UK, we retain the right to cancel any other arrangements you have booked with us and you'll be unable to use your return flight to the UK.

If travelling in a group, please make sure all members of your party are at the desk.

Important Notice: We recommend that you arrive at least two hours before and advise all customers to check in at least 90 minutes prior to the scheduled flight departure time. All check-in desks close 60 minutes before the scheduled departure. You'll then need to make sure that you're at the departure gate no later than 45 minutes before your departure time. Customers that are refused travel will be responsible for arranging alternative transportation at their own expense.

Inflight Safety

The safety and welfare of customers is really important and we'll deny boarding or impose additional conditions of carriage on any customer who:

- is intoxicated and/or disruptive.
- is found to be smoking on board our aircraft.
- makes an inappropriate remark. Inappropriate remarks are considered as any comment or statement, which indicates they may be carrying a bomb (or other such explosive device), a firearm or weapon regardless of that person's intent or reason for making the comment or statement. Customers that are refused travel will be responsible for arranging alternative transportation at their own expense.

Airlines only allow alcohol purchased from the on-board bar to be consumed on board.

Your Journey – Care in the Air:

Larger customers, due to their size, may find that the aircraft seat width is insufficient for their comfort and safety and that of other passengers. If you do require additional space, then subject to availability, you can purchase an extra seat, located side by side or a wider seat in an upgraded class (where applicable). You'll have to pay the full cost of all seats required by you, plus any upgrade supplement per seat. If you wish to purchase extra seats, please contact your Travel Advisor or our Special Assistance Team on 0800 107 3409.

The NHS has produced a 'Travel Health' guide to air travel which can be found on its website at www.nhs.uk. This provides guidance on flying with different medical conditions. You'll find helpful advice on how to prepare for the cabin air pressure and preventing dehydration. You'll also find advice about Deep Vein Thrombosis (DVT), including measures that can be taken to prevent blood clots: such as wearing loose, baggy clothing and elastic compression stockings during your flight, drinking plenty of water and doing simple exercises regularly from your seat.

Eurostar

To ensure you leave enough time to go through security, you should aim to arrive at least 45 minutes before your departure time. Please allow 60 minutes if you are travelling on the Avignon service or if you need any special assistance.

Eurotunnel and Ferries

You must check in at least one hour prior to departure but we do recommend you arrive at the port two hours prior to travel as traffic can be difficult.

Section E - Your Resort

In-Resort Service

Our in-resort service will vary depending on the type of holiday you book, please ask your Travel Advisor, see our website or check your booking documentation for further details.

On your arrival

On arrival at your destination, our representatives or local agents will be there to meet you and provide you with information about your transfer or car hire arrangements. A representative will not be present on all our transfer coaches but we've made all the necessary arrangements to ensure your transfer runs smoothly. If your holiday doesn't include resort service, you'll be provided with appropriate contact details for local suppliers before you go (together with an emergency contact number if you experience any difficulties).

At your accommodation

We offer two types of services, depending on the holiday you book:

Connected Resort Service - contact us when you need us and at times that are flexible to your needs. Contact with our team will be by either phone, email, SMS, WhatsApp, Skype, FaceTime or Web Chat (services available vary by resort). Data roaming and call charges may apply unless connected to a Wi-Fi network. As a minimum, all our customers will be provided with an emergency helpline number so you can rest assured that there will be someone to contact 24/7. Don't forget, our suppliers (such as accommodation or transport providers) will be contactable and you will be provided appropriate contact details for them before you go.

Representatives - In addition to our Connected Service, many of our hotels include visits from our representatives, and provide a welcome meeting at (or nearby) the hotel. For details of properties our reps visit, please see our hotel descriptions or refer to the documentation you receive after you have booked. Please note that the timing and frequency of visits is subject to change.

Complaints

In the unlikely event you need our help resolving an issue or complaint our representatives (or local agent, supplier or emergency helpline), will do their best to solve the problem as soon as reasonably possible and minimise any inconvenience. This will also help us to improve the holiday experience for all our customers. There may be times when they are 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.

Resorts
In low season, resorts can be quiet with some facilities in limited supply, whilst in high season the resort is sure to be full, with facilities in full swing. However, there may be occasions where hoteliers or providers of services withdraw a facility temporarily or otherwise because of lack of demand, especially at the start and end of season.
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
Some of the destinations featured are still being developed and even in more established resorts there is often a possibility of building work taking place. If we believe this is likely to affect your booked accommodation, we will tell you at the time of booking or, if you have already booked, you will be contacted before departure if there is time. Please refer to the Booking Conditions, section 'Circumstances beyond our control' for more information.

Conditions in holiday resorts
If there is 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.
Insects – ants, mosquitoes and cockroaches for example are common in hot countries. They are usually harmless, and they do not 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 may attract local birds and cats, some of which might try to share your food though hotels do their best to discourage them. Though frustrating, this is a normal part of local life, and please don't encourage birds or cats by feeding them. Please also refrain from feeding any other wildlife.
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 also 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 luck and location, there may be blackouts. Please be patient if this happens.

Local Events and Religious Festivities
Local events, religious festivities and public holidays may affect the provision of services and facilities within the hotels and around holiday resorts at certain times. In Muslim countries, dates of religious feasts and festivals are fixed by local sightings of the moon so we cannot work out when they will 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 6 June 2016. 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 in the country may restrict alcohol sale and consumption to individuals of a minimum age, which be higher or lower than the UK. In addition, there may be local laws specifying a minimum age for access into clubs, bars and pubs.

Smoking
Laws banning smoking in public places are becoming more common. 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 www.fco.gov.uk

Your Safety and Wellbeing on Holiday
We want you to have an enjoyable and safe holiday, so it's important that you and your party take a few sensible precautions to stay safe and well while in resort. It's 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'd 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 pool area(s) and instructions for using any unfamiliar cooking appliances. If you've 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'll 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. 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 prevent 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 round 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 holiday:
- 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 food looks thoroughly cooked and is still hot when served.
- Avoid salad if it's likely to have been washed in tap water
- Avoid any uncooked food apart from fruits, 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
- Be 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'll find on 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 let us know what the local doctor has diagnosed as the cause of your illness. We'll need you 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 and other animals as these may 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 seabed for its safety. Our brochure may include information on different types of activities (such as sports and water sports in resort), transport services (e.g. local buses/taxis), excursions or establishments available in the local area. We don't own or operate any of these and they are mentioned by way of a guide only; any information, availability and prices we include in our brochure are subject to change. If you choose to book services locally, we recommend you check your 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.
You can find lots more helpful holiday safety tips at www.thomascook.com/travel-advice-and-safety/health-and-safety-abroad/

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 us immediately.
Signs of Carbon Monoxide
The examples below could be a sign of leaking carbon monoxide due to a faulty heater:
- A weak or 'lazy' yellow or orange flame on a hob or gas boiler - it should be a bright crisp, blue flame
- Dark stains or black marks on or around the heater
- A pilot light that regularly goes out
- A large amount of condensation in the room and on the windows

Symptoms
As carbon monoxide is invisible to the human senses, we may not know that we're being exposed to it. The initial symptoms of poisoning are similar to the flu but without fever. They include: headache, fatigue, shortness of breath, nausea, dizziness. High level poisoning results in more severe symptoms, including: vomiting, confusion, loss of muscular coordination, loss of consciousness. The severity of these symptoms depends on both the carbon monoxide level and the amount of time exposed to it. If the exposure is at a low level over a period of time, it can be mistaken for the flu, and if nothing is done, it can result in avoidable and tragic consequences. Exposure to high levels of carbon monoxide can cause the person to quickly become confused and they can lose muscle control without having first experienced milder symptoms.
If you are experiencing symptoms of Carbon Monoxide poisoning
If you ever think you're experiencing any of the symptoms of carbon monoxide poisoning, go outside to fresh air immediately and contact a doctor straight away for a proper diagnosis. Prompt medical attention is essential. Tell the doctor that you suspect carbon monoxide poisoning to be the cause. As well as seeking medical help, please ensure no-one remains in the sleeping accommodation and that you immediately report the matter to reception or another appropriate person at the accommodation. If tests confirm that you have suffered from carbon monoxide poisoning, please contact us immediately either through your in destination representative or the Thomas Cook 24 hour helpline number in your travel documentation.

Golf
Golf Etiquette
Golfers are required to wear collared shirts and long trousers or tailored shorts. T-shirts, jeans or swim shorts are not allowed on any golf course. Most courses only allow soft spikes. Most courses require handicap certificates (generally 36 for ladies and 28 for men).
Carriage of Golf Clubs
Please speak to a Travel Advisor to add golf carriage under the 'Special Requests'. This needs to be added separately for both flights and in resort transfers. Your golf clubs should be insured and secured in their bag. For full information regarding carriage of golf clubs, please see page Section D - Your Flight.
Discounted Green Fees
Selected hotels within our brochure offer discounted green fees to their guests. Please see the individual hotel descriptions for further details. Generally these are available, bookable and payable via the hotel. Please note: play may be restricted due to local weather conditions, course maintenance or competitions. Please make enquiries with the course directly.

Section F - Your Accommodation
Accommodation can, at times, have a lively atmosphere, and facilities and entertainment may vary according to the mix and ages of guests in residence. Many hotels we feature do operate corporate conference facilities and there may be occasions where business meetings are taking place during your stay.

Official Ratings and Our Ratings
Ratings systems are an attempt to give a guide to the overall quality of properties. The official ratings are given by the authorities in the country, and do tend to give a fair impression of relative standards within that country. However, different countries have different standards; so don't assume that a 3-star hotel in one country is equivalent to a 3-star hotel in another. Our universal ratings system is based on the views taken from Customer Satisfaction Questionnaires and of senior managers in both the UK and overseas.

Your Reviews
As part of our ongoing commitment to listening to our customers, we ask everybody who travels with us to complete a Customer Satisfaction Questionnaire. You'll find the scores under the property so you can see how it's been rated by our customers.

Trip Advisor
We know that is also important for you to consider what other travellers think of the hotels we feature, That's why we show the TripAdvisor Travel Rating, which takes into account a variety of categories such as quality, service and value.

Adult Exclusive
All of the hotels featured as Adult Exclusive have been carefully chosen with adults in mind. Most hotels therefore have a minimum age limit of either 16 or 18 years. (Check each individual hotel for details). Generally hotels enforce age restrictions strictly, although there may be times when younger children are accepted and may be seen in certain areas of the hotel (for example, during private functions, wedding receptions etc). Where age restrictions apply or if hotels accept children but have a designated 'adult exclusive area' within the hotel complex, current details known by us will be shown in the description but hotels' policies are subject to change.

Accommodation and Room types
When we mention room types, in most cases you can expect to receive a room similar to that described below. Please note however that whilst room categories in different hotels may have the same or similar names, the criteria for their classification is likely to differ, as these are the names the hotels use and they do not have standard definitions. We do not always sell all room types at all hotels. When you make a booking we will pass on the details of the room type you have selected to the hotelier, but it may not always be possible for them to provide a room type/configuration exactly as booked. In all types of accommodation described below, if there are less than the maximum number of persons in your own party, and if you haven't paid any applicable room supplements/under occupancy charges, the room type may contain less than the maximum number of beds indicated. Rooms occupying more than two people may consist of any combination of double, twin, camp, sofa or rollaway beds.

Hotels and Hotel Rooms
The term 'hotel' is used to describe various types of accommodation and does not necessarily distinguish between local classifications such as 'aparthotel', 'holiday village', 'holiday complex'.
Hotel/Motel chains: sometimes hotels change the name of the chain through which they are marketed (e.g. Hilton). If such a change occurs at your hotel you will only be advised if we believe it involves a significant change in facilities or standards.

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 double bed may be two single beds with double bedding.
- **Single Rooms:** a 'Single' or 'Twin for sole use' is 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 only suitable for a child, but in other hotels there may be a reduction available if four adults share the room. Rooms for up to four persons may not be any larger than standard twin or double rooms so space is likely to be limited and the room may be cramped. Where rooms do accept extra beds, some hotels may require an additional local charge to be paid which can vary by destination, please ask for details when you book. In most cases extra beds for children are only suitable for children aged 12 and under. Though we will do our best to help, please note that we cannot guarantee the room configuration or type of beds that you will be provided with.
- **Suites/Junior Suites/Villas:** a Suite and Junior Suite usually contain a lounge/living area. A Suite is likely to contain a separate sleeping area whereas in a Junior Suite the sleeping area may not be completely separate. Room layouts can vary by destination. Our descriptions of Suites/Junior Suites and Villas usually state the

number of persons who can occupy the room type (e.g. two-four people). Children paying less than the full cost do not count towards occupancy of the suites/junior suites or villas.

Studios and Apartments

It's not unusual in some countries (especially those in the Mediterranean) to have beds with concrete base. Although initially supplied, it is usual in some Greek studios and apartments for toilet rolls not to be re-supplied.
Studios: a 'studio' is one room living-come-sleeping accommodation, usually with divan/sofa beds, basic kitchen facilities (usually two cooking rings and a fridge) and a shower room.
Apartments: an apartment is self-contained with one or more bedrooms with twin/double beds, basic kitchen facilities (usually two cooking rings and fridge) and shower room. One bedroom apartments usually have a separate living area, though in Greece multi-bedroom apartments may not have a separate living area. Apartment descriptions indicate the number of adults who can occupy an apartment (e.g. two-four people). This will not always mean that at the time of your stay the apartment will contain the maximum number of beds, if there is less than the maximum number of people in your own party. Beds in the living area may be of the folding type or sofa beds.

Infants

See also Section D - Your Flight for information regarding 'Carriage of infants' on a flight.
Please note In the interest of health and safety, every infant travelling must be accompanied by an adult, ie two infants travelling must be accompanied by two adults. There may be a charge locally for infants for use of services or facilities in the accommodation. In each accommodation description we state the maximum number of occupants a room or apartment can accommodate; this number can include ONE infant unless otherwise stated. If you need to book more than one infant into a room, please contact us before booking, as we will need to check with the hotel/apartment manager. For any bookings made which exceed this stated maximum and which we are told cannot be accommodated, we reserve the right to pass on the cost of any additional/different rooms/apartments required to accommodate the booking.

Accommodation Layout

Moorish style and traditional hotels or large hotel/apartment complexes may have low rise wings or a number of accommodation blocks spread across large areas. These may be separate from and a few minutes walk to the main reception and restaurant areas.

Views from a balcony / terrace

Rooms described as having a pool or sea view may not have a full pool or full sea view because of plants or buildings blocking the view.

How many nights are spent in your accommodation?

Your accommodation is usually reserved for you from between 12pm and 4pm on the day of your departure from the UK. However, at some larger hotels, delays may occur with check-in whilst your room is prepared for you. For night flights departing between 0001 and 0400 hours, the day of departure is deemed to be the previous day. In some cases, depending on your flight times, you may arrive in the early hours or during the course of the morning. Your accommodation should be immediately available to you, and in this case this is classed as the first night of your holiday. Rooms are normally vacated at the internationally recognised time of 12pm on the last day of the holiday. However, there are some areas where a 10am vacating time is common. Sometimes there may be several hours to wait before the departure of your flight home. When this happens a room may be made available for changing and storing luggage. Sometimes hotels will let you keep your room but they are entitled to make a charge. This is not normally possible with apartments. If you are on Half Board, Full Board or All Inclusive it is possible that you may lose a meal owing to your own particular flight times.

Meals

Providing meals from a self-service buffet is popular in hotels. We include the most up-to-date information we have about meal service in our accommodation descriptions, but occasionally arrangements will change. Breakfast will be of the 'continental' type unless stated otherwise. In certain properties, extended or 'English' type breakfasts are available and may be at an extra charge. Many properties are not necessarily used to catering for special diets and therefore if you have particular or specific requirements, you may find that the choice is limited. Please note hotels occasionally change the style of food and may, during periods of low occupancy, close restaurants at different times of the year. Some hotels operate meal sittings, which means meals must be taken at set times.
Dress Code: Property owners may require diners to wear long trousers whilst dining in their restaurants. Swimwear may not be permitted. If this is a concern then please telephone to check for your individual property's details.
Choice of restaurant: Wherever more than one restaurant is advertised, meals for Bed & Breakfast, Half Board, Full Board and All Inclusive guests will be taken at the main restaurant (usually buffet-style), unless otherwise stated. Where meals can be taken at alternative restaurants, a reservation is usually required. Restrictions on the number of visits per stay may be in operation and a cover charge may apply. Hotels may apply child age restrictions for à la carte restaurants.

What is a Half Board Plus holiday?

Half Board Plus hotels include continental breakfast and dinner as standard, but also include drinks with meals. These vary by property and can comprise both alcoholic and non-alcoholic drinks.

What is a Full Board Plus holiday?

Full Board Plus hotels include continental breakfast, lunch and dinner as standard. The additional extras do vary and may include the following: drinks at selected times during the day or drinks with meals, snacks, afternoon tea and biscuits, entertainment, sports and leisure.

What is Sunwing/Sunprime Inclusive?

Sunwing and Sunprime branded hotels offer an 'inclusive' board basis (sometimes known as 'Club Board'). This includes buffet breakfast every day plus lunch & dinner buffet 5 days a week (based on a 7 night stay). Selected drinks are included at meal times only. For Sunprime hotels, there's a maximum of one drink per person.
For more information check out the hotel's description on our website.

24HR All Inclusive

This refers to hotels offering one or more elements of their All Inclusive package for up to 24hrs. For example, 24hr drinks or 24hr snacks or another element as specified. Hotels operating 24hr drinks may have some restrictions, for example, there may be periods of up to an hour or more daily when drinks (particularly alcoholic drinks) may be unavailable in between opening and closing time of on-site drinks outlets. Depending on the operation of your individual hotel, room service may be available during this time and/or hotels reserve the right to serve soft drinks for selected periods during this operation.

What to expect on your All Inclusive/Full Board Plus holiday (including Beaches/ Sandals Luxury Included and AM Resorts Luxury Umlimited/Unlimited Fun).

What is an All Inclusive holiday?
Our All Inclusive holidays include:
- All your meals provided with a minimum of buffet breakfast, lunch and dinner every day
- Local alcoholic and soft drinks available for a minimum of 12 hours per day

Most hotels also include snacks, activities, entertainment and other benefits. Our descriptions are based on information from the hotel management, please allow for some facilities or activities to be altered or substituted, as hotels regularly review and update what they offer as All Inclusive, especially in low season. All Inclusive/Full Board Plus holidays offer every opportunity for relaxing, taking part in sports and games and generally enjoying yourself. However, as with everything in life there are some simple rules, which will help you in achieving this aim.
- **Identification:** when you arrive at your hotel you are likely to be provided with some form of identification (it may be a card, necklace, bracelet etc), which will have to be shown when ordering drinks, meals and other included facilities. Make sure you take care of this, as a penalty charge is likely to be imposed if lost.
- **Behaviour:** both ourselves and each of the hotels reserve the right to withdraw the identification facility of any guest(s) whose behaviour, or whose child/children's behaviour is such that it is, in the opinion of the management, detrimental to the enjoyment of the other guests.
- **Alcohol:** having drinks freely available throughout the day can be a temptation to over-indulge. Please therefore consider your fellow guests (and your own health!) while bearing in mind that hotel managements have every right to refuse service to guests they believe to be intoxicated or under age (in accordance with local law).
- **Bottled mineral water:** whilst we try to provide locally produced bottled mineral water as part of the 'unlimited soft drinks service' at our All Inclusive properties, this service cannot be guaranteed.
- **Locally sourced drinks/snacks:** the included facilities and services are clearly stated in the 'All Inclusive/Full Board Plus' section. Drinks included are generally only locally produced brands. Cocktails, international drinks (imported from other countries but not necessarily recognised in the UK), international brands (recognised in the UK market), premium brands and fruit juices are not available unless stated. The type and variety of snacks served (between meal times) will vary between hotels and resorts, and may be of a more traditional/ local variety.
- **Restaurants:** Please refer to the earlier section on 'Meals' for information about meal arrangements.
- **Sports, leisure and entertainment facilities:** Not every All Inclusive hotel provides sports and leisure facilities or entertainment and the quality of those that do may vary. These can differ from hotel to hotel, so please read the descriptions carefully. Please see 'Entertainment and sports facilities at your accommodation' paragraph below for more information.
- **What's Not Included:** anything we highlight as payable locally you'll have to pay for. Please note, if you choose a hotel that offers a choice of different board basis (e.g. Bed & Breakfast, Half Board and All Inclusive), our description of activities/facilities may include services that are not included in the All Inclusive package. For example, some bars/restaurants may not be free of charge
- **Coming home:** most hotels remove access to All Inclusive facilities, including food and drink at the time of check-out, which is generally 12pm on the day of departure.

Entertainment and sports facilities at your accommodation

A charge may be made locally for entertainment and the use of some hotel facilities where these are not included as part of an All inclusive/Full Board plus package. Not all hotels provide entertainment, and the quality at those that do will vary. Outdoor sports and facilities are subject to weather conditions permitting (e.g. watersports, outdoor bars etc). All sports and leisure activities are subject to availability. The hotel may have a system restricting the number of times and hours of use of certain facilities to ensure all customers can enjoy them. You may be required to pay a deposit for some sports or leisure facilities, which will be refunded upon the return of the undamaged equipment. Some hotels may have additional conditions before refunding the deposit (e.g. not to exceed the time limit of usage). If applicable, guests will be informed on arrival. For safety reasons guests could be denied the use of sporting equipment if the hotel's sporting instructor feels they are not competent. In most cases relevant instruction is available but may incur a cost. Age and height restrictions may be applied by the hotel for certain activities and facilities. These are applied locally for the wellbeing of all customers and full details will be supplied when you arrive at your accommodation. For safety reasons some sports are not available to younger children or children without adult supervision You should make sure watersports and other similar sporting activities you wish to take part in are covered by your own holiday insurance. Some activities/ watersports may be considered to be hazardous pursuits by some insurance companies

Local Charges

Unless our accommodation description says that a service or facility is part of an 'all inclusive' package, you may be asked to pay a charge locally. Here are a few examples of what you might expect to pay for locally, but always check first as there may be others.
- Property owners in Florida may charge you for pool heating.
- Daily car parking charge at some hotels/apartments.
- Entertainment and activities away from your accommodation.
- Highchairs, cots, hotel-run Kids' Clubs and meals for infants.
- Meals and beverages from certain restaurants and bars at your accommodation.
- Certain premium drink brands or à la carte meal options and the use of certain eateries and bars at all-inclusive hotels.
- Safety deposit facilities, room service, mini-bar, television/satellite television, telephone calls, Wi-Fi, air conditioning and sea views.
- Facilities and equipment such as pool towels, sunloungers, parasols, cabanas, whirlpools, indoor pools, sauna, table tennis, billiards, bowling alley, darts and other sporting equipment.
- Local taxes or resort fees payable on check-in.

Single Supplements

If a single person occupies a double room they will usually be asked to pay extra (a single supplement). Hotels price their rooms as doubles and they do not reduce the rates if they are occupied by a single person. The costs to the hotel of providing the room are the same regardless of how many people occupy that room.
Single rooms may have different facilities to standard rooms. Single rooms are often smaller, may not have a balcony and may not be of the same general standard as normal twin rooms. While there is normally a supplement for these rooms the overall cost will usually be less than when a single person occupies a double room.

Air Conditioning

Unless otherwise stated air conditioning will be centrally controlled. This means it is operated at the discretion of the management, both in bedrooms and public areas. Air conditioning may be restricted to particular times of the day and to the hottest months of the summer. There may be a local charge for air conditioning in some rooms.

Internet Access and Wi-Fi Areas

Access to the internet may be through terminals in the reception area, a dedicated room/internet café or available more widely through hotels using wireless networks. In all cases we cannot guarantee an uninterrupted service, connection may be restricted at certain times of the day and technical issues may mean it isn't available. Wi-Fi networks may be subject to usage/download limits, restrictions may apply to the number of devices that can be used per room and connectivity/strength may vary throughout the property. Access to the internet/Wi-Fi is subject to local charges.

Television Channels

As many hotels we feature have satellite televisions shown in rooms, we recommend that you use the same care and supervision with children watching television, as you would at home. Some channels may be of an adult nature. We cannot guarantee the availability of English language channels.

Cleaning

The standard and frequency of cleaning and linen change can vary from resort to resort and property to property depending on general standards in resort and the rating of your accommodation. For instance, cleaning and changing of linen in Greece and mainland Spain will be of an acceptable standard, but it may not be as often as other resorts.

Accommodation Maintenance

From time to time it will be necessary for certain facilities to be withdrawn for general maintenance purposes. Water and electricity suppliers may be interrupted whilst this essential maintenance is undertaken.

Swimming Pools and Slides

Swimming pools at properties come in various shapes and sizes and may not always be clearly captured by our brochure photography. Pools may be freshwater or saltwater and vary in depth. Sometimes hoteliers welcome local people not residing at the accommodation to use the swimming pool and facilities which can lead to the pool areas becoming busy at times. Some pools feature a range of slides and water features. Opening times of these may be restricted during the day, usually to a minimum of one hour 30 minutes in the morning/afternoon and are also dependent on weather conditions and hotel operating policies. Facilities may not be available throughout the season. It is vital that safety recommendations are followed. Please refer to Section E – Your Resort for more information regarding 'Safety and Wellbeing on Holiday' when using swimming pools and slides.

Pool Closures

Pools and slides may be closed at certain times due to bad weather, low temperatures or maintenance. If we are told in advance of a planned closure for an extended period we will inform you. Please see our Booking Conditions ('Changes Made By Us Before Travel') for more information on availability of advertised swimming pools/slides.

Section G - General Information

Photography

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

ABTA - The Travel Association

Thomas Cook Tour Operations Ltd is a member of ABTA with membership number V6896. ABTA and ABTA members

help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street London SE1 9EQ Tel: 0203 117 0500 or look at the website: www.abta.com

Telephone calls

To ensure excellent customer service is consistently delivered, telephone calls to UK offices are recorded. Calls to 0871 costs 10.3p per minute at all times and 0844 cost 5.2p per minute at all times, plus your phone company access charge.

Section H – Family Hotels and Kids' Clubs

Hotel-run kids clubs (including childcare)

The level of service, staff qualifications, ratios and facilities at hotel-run kids' clubs/childcare will vary. These clubs should operate to local standards applicable in the destination, but those standards may be lower than the UK. We are unable to accept responsibility for or give any guarantee for the standard of the facilities and qualifications of personnel at hotel run clubs. You must ensure 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 to younger (pre-school) children, may require parents/guardians to stay with their children) during the kids club sessions.

Thomas Cook Group Kids' Clubs and Kids' Activities

Lollo & Bernie Kids' Clubs, Junior Club and Teen Club: These clubs include varied activity programmes, tailored to different age groups. Most sessions are free and a small charge applies to others. Places are limited so admission will be on a first come first served basis and is subject to your agreement with our policies/ procedures available from our representatives. This includes a parent/guardian signing each child into the club, and out of the club, when our staff feel it's safe to do so. Our Clubs for 3-7 and 8-11 years are open six days a week, for a mix of morning, afternoon and evening sessions. Our Teen Clubs operate July and August only.
At certain times we may open the club to all the family so children under 3 are welcome to attend. These are facilitated activity sessions where a parent or guardian must be present at all times and is responsible for the child. We operate a strict adult to child ratio so that our kids clubs operate to similar standards of childcare facilities in the UK. Please see specific brochure pages for opening dates for all our clubs. Programme is subject to change.
Sunwing Mini-land (featuring Lollo & Bernie) & Teen Lounge: At Sunwing hotels advertising a Mini-land (for 3-7 yrs) and a Teen Lounge (for 8-15 yrs), activities include an 'open house' (for Mini-land) and 'chill out' (for Teen Lounge), during which your child can use the child/teen facilities provided you (the parent or guardian) are present all the time. However, there'll also be Adventure Game sessions (usually 4 times a week for 3-7yrs) and Evening Happenings (a minimum of once per week for 8+yrs). Each session lasts around 1 hours, activities will be supervised by Sunwing staff and there is a charge of around EUROS 7 per child, per session. Programme is subject to change.
Entertainment: The Airtours/Thomas Cook entertainment programme (run by the Thomas Cook Group team), is due to commence for arrivals on/or after 1st May 2017.
For up to date information about our different kids clubs, activities and family programmes, download the latest edition brochure from our brochure website: www.brochure-store.co.uk Our range of families brochures contain much more information on what's included in our clubs and activities, when they operate and what you can expect. You can search either by tour operator and brochure type, or simply type in the name of the accommodation to find out more.

Section I - Villa Holidays Information

Villa holidays

Please note that for villa bookings made up of two booking references or more 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 featured villas can be found within residential communities and are individually owned and decorated to reflect their owners' personal taste, 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 along an unmade track or an unlit country lane, so we advise bringing a torch.

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 compatibility.

Beds

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 property can be expected. If this amount is insufficient, it should be reported to our resort staff. Please note that cleaning products are not usually provided. Bed linen and bathroom towels are provided on arrival for the relevant number of occupants. An iron and ironing board are 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 arrangement with the housekeeper, a small charge may be levied to cover washing powder and/or the housekeeper's time. In the unusual event of a malfunction of electrical equipment requiring the services of a specialist engineer, our resort staff will endeavour to minimise any inconvenience, but it should be noted that engineers have specific call-out patterns and it may take up to seven days before repairs can be made.

Maid service

Accommodation is fully serviced prior to your arrival. In Florida a spare set of linen is provided for your use. Maids are not responsible for laundry or washing up. During a one week holiday towels will be changed once. During a two week stay towels will be changed twice and bed linen will be changed once.
Housekeeping services may not be declined by guests under any circumstances and we ask that both accommodation and housekeeping personnel are treated with respect.

Maintenance and repairs

Maintenance and routine repairs have to be carried out on occasion to maintain the standards of service you and we expect. Our resort staff also carry out regular quality control checks throughout the season and we appreciate your cooperation in this respect. It is your responsibility to report any defects, damages or breakages immediately to an appropriate person in the interests of your safety and the safety of future holidaymakers.

Television

Television if provided, will show local channels, some of which may or may not feature English-speaking programmes. Satellite and/or cable television, where advertised, does not include access to subscription channels such as Sky Movies or entertainment channels and Sky Sports. News channels and Eurosport are usually provided, but as satellite and cable television service providers may alter transmission and reception facilities, we do not guarantee the provision of any specific satellite channels. We can't guarantee the availability of English-speaking channels.

Air conditioning

Where a property is described as having air conditioning, this usually means it will also have heating supplied from the same unit.

Villa amenities

Each of our featured properties is equipped with a kitchen or kitchenette with a gas or electric cooker or mini-oven (unless otherwise stated), a refrigerator, often a microwave oven 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 (bathrooms feature a full or half-sized bath, many with shower 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 widest point) are detailed in the individual villa descriptions. If your accommodation has an infinity pool it should 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 at properties come in various shapes and sizes. Pools may be rectangular, free form or lagoon style and the size of the pool may not always be clearly captured by our brochure 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 some cases, roof 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 safety deposit boxes, all sports facilities including table tennis, pool and billiard tables, minigolf, watersports, tennis, squash, use of gymnasiums, saunas, steambaths etc. and entrance to nightclubs or discos. Some properties make a charge for sunbeds, pool towels (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 buildings 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 noise levels of such work. However, we try to keep track of any planned or on-going construction in our featured resorts and will, wherever possible, advise you of any such activity which might significantly affect your holiday.

Water and energy

In certain areas, 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.

Section J - Your Destination - Additional Information

For up to date information about our different twin centre holidays, pre-bookable day trips and pre-bookable activities including golf, diving and surfing, download the latest edition brochure from our brochure website: www.brochure-store.co.uk Our range of brochures contain much more information on what's included , when they operate and what you can expect.
Entry/Exit requirements and tax rates can change without notice, we reserve the right to pass on any increases in local taxes which occur (see also Section A - Holiday Prices)

ANTIGUA

Visa/Tourist Card and Tax Requirements
Tax is included in the Holiday price.

BAHAMAS

Visa/Tourist Card and Tax Requirements
A tax of US$15 or B$$15 is payable on departure.

BALEARIC ISLANDS (MAJORCA, MENORCA, IBIZA)

Balearics Sustainable Tourism Tax:
A tax of between €1-2 per person, per night (plus 10% VAT) is payable when you get to your accommodation. Children under 16 won't have to pay. Guests staying for more than nine nights will receive a reduction. For further information please visit: https://www.thomascook.com/holidays/spain/balearic-islands/

BALI, INDONESIA

Visa/Tourist Card and Tax Requirements
A visa is required on arrival US$25 for stays of up to 30 days. Tax is included in the Holiday price.

BARBADOS

Visa/Tourist Card and Tax Requirements
Tax is included in the Holiday price.

BERMUDA

Visa/Tourist Card and Tax Requirements
A visa is not required for stays of up 21 days. Tax is included in the Holiday price.

BULGARIA

Currency and Money
A Cash Passport can only be cashed at banks therefore it is advisable to take a small amount of sterling/dollars to cash at hotels.
Visa/Tourist Card and Tax Requirements
You may enter Bulgaria as a tourist without a visa for up to 90 days in any 6 month period. For longer stays, check with embassy.

CANADA

Visa/Tourist Card and Tax Requirements
For travel from March 2016 ESTA needs to be applied for online
From 15 March 2016 any visitor travelling to Canada (including those who don't need a visa) will have to get an electronic travel authorisation (eTA) to enter Canada current cost $7 CAD. For more information visit http://www.cic.gc.ca/english/visit/

CAPE VERDE

Visa/Tourist Card and Tax Requirements
Visas are arranged by Thomas Cook & included in your holiday price (except for bookings made within 7 days of departure where the visa is payable extra on arrival). Full API information must be submitted to the airline at least 7 full days before scheduled departure time for a visa to be arranged by us. This can be done at www.thomascookairlines.com/tcibe/tcauk/en/mybooking/login. Failure to provide this information or if information submitted is incorrect will result in the need to arrange a visa upon arrival at a cost of €25 cash per person. A tourist tax of €2 per person (aged 16yrs and over) per night up to 10 nights is payable directly to the hotel upon arrival.

COSTA DORADA, SPANISH MAINLAND

Local Tax Requirements
All visitors to the Catalonia Region will have to pay tax are 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 years of age won't have to pay. Tax is only payable for the first 7 nights of any holiday.

CROATIA
Visa/Tourist Card and Tax Requirements
Tax is included in the Holiday price.
Ferry Transfers
Transfers to hotels on Brac Island include a ferry or hydrofoil crossing from the harbour in Split.

CUBA
Visa/Tourist Card and Tax Requirements
Tourist Card required, available from Thomas Cook. Tourist Cards must be completed in one colour ink (either blue or black, not a combination of both). Incorrectly completed cards will be invalid and a new card must be purchased. Tax is Included in holiday price.
Currency and Money
The convertible 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 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, Citi Bank etc. are not accepted. Switch and Maestro cards will not work in Cuba. Thomas Cook Credit Cards are generally accepted in Cuba. Guests are advised to check with their bank before travelling. All credit card transactions are subject to two charges: a 3% charge for use of a credit card and another 8% charge for converting the price from CUC to $US. All card transactions in Cuba will show on your statements/bills as US Dollars.
Food and drink
Imports to Cuba are restricted, therefore food and drink has to be produced locally, which can affect the dishes available during your stay.

DOMINICAN REPUBLIC
Visa/Tourist Card and Tax Requirements
Tourist Card $10 on arrival or £12 prior to departure from UK – valid for 15 days. For longer stays extra tourist card required. Buy online at: www.dominicanembassy.org.uk. If children enter and leave Dom Rep with different adults, check Embassy for extra requirements.
Tax is included in the Holiday price.

EGYPT
Visa/Tourist Card and Tax Requirements
Visa on arrival costs $25-$30 (or £15-£20 Sterling) valid for up to 30 days. For longer stays apply for visa at Egyptian Consulate in UK.

GAMBIA
Visa/Tourist Card and Tax Requirements
No visa is required except for stays over 90 days where permission is needed from the Gambian Immigration Department at Banjul, fees may apply. An airport development fee of 20 Euros is included in your holiday price

GOA
Visa/Tourist Card and Tax Requirements
You will need a Visa for your holiday to India. You can get this before you go by applying for an E-Tourist Visa (E-TV) through https://indianvisaonline.gov.in/visa/tvoa.html no later than 4 days before travel and for a single trip not staying longer than 30 days. If you choose this service, you must take a full printed copy of the completed E-TV with you when checking-in at your UK airport. For full Visa information, please visit http://www.vfsglobal.com/India/UK/ or for help with your application call the Travel Visa Company on 01270 250 590 (fees apply). When you arrive in Goa, you'll be given a disembarkation form to complete and you should keep the return section of this form safe as it must be handed in when you check-in for your flight home. Passports must be machine readable, have 2 blank pages and be valid for 180 days after the date of entry.
Check-in
Hoteliers require a photocopy of your passport in order to speed up the check-in procedure.
Please note it will be mandatory for hotels in Goa to submit photographs of all residents to the local authorities. Therefore to avoid the possibility of a delay whilst 'checking in' to your hotel, it is advisable that passengers carry with them an extra passport photo.
Local Elections/Alcohol Restrictions:
India - Local elections are organised normally once a year, on a date announced by the government, which 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.

GRENADINES & ST.VINCENT
Visa/Tourist Card and Tax Requirements
A tax of EC $40 or US$16 is payable on departure.

GRENADA
Visa/Tourist Card and Tax Requirements
Tax is included in the Holiday price.

HONG KONG
Visa/Tourist Card and Tax Requirements
Tax is included in the Holiday price.

ITALY
Visa/Tourist Card and Tax Requirements
All visitors to Italy will have to pay a tax charged at between $1.00 and $3.00 per person per night, depending on the area and the official rating of the accommodation. The amount is payable in cash directly to the hotel. Children under 18yrs won't have to pay.

JAMAICA
Visa/Tourist Card and Tax Requirements
Tax is included in the Holiday price.

KENYA
Visa/Tourist Card and Tax Requirements
Single entry visa $50 per person, can be arranged prior to departure or on arrival.

MALAYSIA
Visa/Tourist Card and Tax Requirements
Tax is included in the Holiday price.

MALDIVES
Visa/Tourist Card and Tax Requirements
Tax is included in the Holiday price.
Seaplane, Speedboat & Domestic Flight Transfers
Seaplane, speedboat and domestic flight transfers are offered to some resorts in the Maldives (see hotel information for information on the applicable transfer to your resort). Seaplanes only operate in daylight hours between around 6am and 4pm and do not operate in bad weather. If your international flights are scheduled to arrive/depart at times where your transfer by seaplane is not possible, you will need to overnight as in Male. Similarly, if your flight is delayed and you miss your onward seaplane, or domestic flight connection, you may also need to overnight in Male and hotel accommodation will be charged if required. Domestic flights operate until 2300hrs and flights landing before 11pm can be transferred on a Domestic flight, subject to the time they clear customs. After 11pm customers will need to overnight in a Male hotel. Speedboat transfers are also subject to weather conditions and operate during night-time hours on a reduced schedule. Please check luggage allowance for seaplane, speedboat and domestic flight transfers with your travel agent.
Infant bed tax
If you are travelling to the Maldives with an infant (under 2 years old), you will be required to pay a government imposed 'Bed Tax'. The charge is currently $10US per infant per day and must be paid directly to the hotelier.

MALTA
Environment 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. The tax will be €0.50 per person, per night, capped at €5.00 per continuous stay. 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.

MAURITIUS
Visa/Tourist Card and Tax Requirements
Tax is included in the Holiday price.

MEXICO
Visa/Tourist Card and Tax Requirements
A tourist card must be obtained on arrival. Departure tax is included in the Holiday price.
In Cancun and resorts along the Riviera Maya, an environmental tax is payable locally during checkout of 20 Mexican Pesos (approximately $1 US Dollar) per room per night.
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/Alcohol 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.

OMAN
Visa/Tourist Card and Tax Requirements
A visa can be obtained on arrival which is OMR20 and is valid for up to 30 days.

QATAR
Visa/Tourist Card and Tax Requirements
British citizens can obtain a 30 day visa on arrival. A single entry visa costs approx. US$69 per person. Tax is included in the Holiday price.

SINGAPORE
Visa/Tourist Card and Tax Requirements
A visa is not required for stays of up to 30 days. Tax is included in the Holiday price.

SPAIN - COSTA DORADA
Visa/Tourist Card and Tax Requirements
All visitors to the Catalonia Region will have to pay a tax charged at between $0.50 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 16yrs won't have to pay. Tax is only payable for the first 7 nights of any holiday.

SRI LANKA
Visa/Tourist Card and Tax Requirements
You can apply for a 30 day tourist visa by going to http://www.eta.gov.lk/slvisa/. A single entry visa costs approx,. US$35 per person. Tax is included in the Holiday price.

ST.LUCIA
Visa/Tourist Card and Tax Requirements
Tax is included in the Holiday price.

TANZANIA
Visa/Tourist Card and Tax Requirements
British citizens need to obtain a visa from the Tanzanian High Commission prior to arrival. Approx. cost of US$50 per person. Tax is included in the Holiday price.

TENERIFE & GRAN CANARIA
Bookings with unaccompanied minors are not accepted, at least one passenger on the booking must be 18yrs or older.

THAILAND
Visa/Tourist Card and Tax Requirements
A visa is not required for stays of up to 30 days. Tax is included in the Holiday price.

TOBAGO
Visa/Tourist Card and Tax Requirements
A tax of US$30 is payable on departure.

TUNISIA
Visa/Tourist Card and Tax Requirements
A tax of 30 Tunisian Dinars per person (including infants) is payable on departure.

TURKEY
Visa/Tourist Card and Tax Requirements
Visa required. This must be obtained in advance of travel from the official Turkish Government website www.evisa.gov.tr. Cost is currently $20.
Food and Drink
Some of the hotels serve a typical traditional Turkish breakfast. This consists of cheese, bread, butter, olives, eggs, tomatoes, cucumber, jam, honey and Turkish tea. As Turkey is a Muslim country pork is generally not served, this includes bacon at breakfast. Some hotels offer typical Turkish options at lunch and/or dinner. These can consist of dishes such as meat and/or vegetables/pulses in sauces (casserole-style) served with rice; stuffed peppers, kebab meat, egg & spinach, salads and meze dishes.

UNITED ARAB EMIRATES
Visa/Tourist Card and Tax Requirements
British citizens can obtain a 30 day visa on arrival. A single entry visa costs approx. US$90 per person. Tax is included in the Holiday price.

USA
Entry Requirements Checklist for all passengers
USA - Passports: British passport holders travelling to the USA (or via the USA) are required to have either individual machine-readable passports or biometric passports. (If you need to check your passport, or if you hold a non-UK Passport, we recommend you contact the UK Passport Office or your Embassy).
USA - Visa Waiver Programme (VWP): You may be able to qualify for travel (of up to 90 days) without a visa, under the Visa Waiver Programme (VWP), provided no one in your party has ever been arrested (even if not convicted), or if suffering from a serious communicable disease, or visited Iran, Iraq, Syria, Sudan, Libya, Somalia or Yemen since 01 March 2011 (visit: www.usembassy.org.uk for details of all restrictions).
USA - Advanced Passenger Information: We are required to transmit details of the full address of your destination, accommodation and country of residence and your passport details to the US authorities prior to the departure of flights. You must provide the required security information on the website: www.flythomascook.com/manage-my-booking, (This includes customers flying with other charter airlines as well as Thomas Cook Airlines). We recommend the lead passenger on your booking takes responsibility for completing the information on behalf of all other passengers on your booking). It is important the information collected by Tour Operators and Airlines as part of US Advanced Passenger Information is the same as the information you have submitted under ESTA as any differences may delay or prevent your entry to the USA.

USA - Travel Authorisation (ESTA): US Customs & Border Control use an Electronic System for Travel Authorisation (ESTA). The system is web based only and requires all passengers (including infants) travelling via or to the USA to apply for authority to travel a minimum of 72 hours prior to travel. You may be denied boarding or refused entry to the US if you have not registered and obtained authorisation. To apply visit the official website: https://esta.cbp.dhs.gov. A charge of $14 per person (subject to change). For additional information on travel to the US visit http://www.usembassy.org.uk/

Accommodation

Please note, for accommodation in some parts of the USA, especially Las Vegas, there must be at least one person aged 21 years old or above traveling on the booking and present when checking in. Please check requirements before booking

Resort Fees

Please note that many hotels, especially in Las Vegas, have resort fees. These fees covers 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 direct to the hotel. In Las Vegas the fees currently vary between approx. $5.00 per room per night to $40.00 per room per night (prices are 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 30 years old 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 included in all holidays to Florida. (Please see Section K below - Florida & Las Vegas Car Hire for more details). Please note: for villa/townhouse bookings made up of two booking references or more we cannot guarantee that the villa/townhouses will be situated together and therefore we do not recommend sharing a vehicle.

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

Florida Kids Eat FREE Information

- Kids Eat FREE cards must be collected from the welcome meeting in Orlando.
- One card per eligible child, each accompanied by a full-paying adult.
- Each card is valid for one free meal per child when an adult main course is purchased.
- Kids Eat FREE cards are not valid in conjunction with Kids from £1 places.

For a full list of participating restaurants please visit www.kidseatfreecard.com

Florida Villas and Apartments

Air conditioning - All our featured villas 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 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 between $300 in the Orlando area, depending on the quality of the home and the furnishings. The deposit will be collected by your representative at the airport or by the management company for your chosen property. This is done by presenting your credit card. For Accommodation Only bookings you will be required to provide your credit card details for the breakage/security deposit prior to your departure from the U.K. No transaction will take place on your card unless any damage is reported by the property management company or agent.

Breakage insurance: At all Florida Homes & Villas a breakage insurance is included in the price of your holiday for accidental damage up the value of $1000.

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

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

Smoking - All Florida villas/homes are non-smoking.

Section K: Florida & Las Vegas Car Hire

If your holiday is advertised as including car hire (such as our Florida holidays which include a car provided by Alamo), the following sets out the what's included and what's extra.

What's included?

- An automatic, air-conditioned vehicle with an AM/FM radio, power brakes, power steering and automatic transmission. (Alamo reserves the right to substitute alternative makes of car)
- A vehicle with no rental car markings for enhanced safety
- Unlimited mileage within the USA. No fees are charged for driving out of state
- Area map and driving booklet
- Third party liability coverage to the state minimum

and what's not...

- State environment surcharge
- Airport Handling Fee and Airport Operating Fee. The Airport Operating Fee also requires payment of an additional 10% on all options purchased
- Vehicle License fee of 3.5% and Rental Tax of 6% applicable to West Coast USA.
- State Sales Tax of 6-7% on other taxable items of rental (excluding LDW).
- Liability Protection (LP) - All Inclusive rates provides the renter and authorised drivers with a combined single limit of $1,000,000 for third party claims that may be made by others against the renter and authorised drivers for bodily injury, death and/or property damage arising out of the use or operation of the Alamo rental vehicle and subject to the limitations set forth in the applicable Alamo then standard rental contract and in the insurance policy which provides coverage. Also included in LP is Uninsured Motorised/Underinsured Motorist (UM/UIM) protection with a combined single limit of $100,000. UM/UIM provides benefits to the renter and any family member related by blood, marriage or adoption, who, while physically occupying Alamo's rental vehicle when it is being driven by the renter or an authorized driver, suffers bodily injury or death caused by negligent uninsured motorist, negligent underinsured motorists or a negligent hit-and-run driver.
- Optional CDW - Collision damage waiver. This covers all rental vehicle damage, regardless of fault. NB: without CDW cover, Alamo will require you to produce a credit card with at least $1,500 available credit. Thomas Cook strongly recommends pre-purchasing one of its fully inclusive packages or taking this CDW
- Fuel - Cars will be provided with a full tank of fuel. You must return the car with a full tank of fuel. Any missing fuel will be charged at a rate higher than the local garages to your credit card. Alternatively Alamo can offer you the option to pre-purchase a tank of fuel when you arrive, you then return the car empty, with no refunds given for any unused fuel.
- Additional driver charge
- Under 25 years of age driver surcharge for drivers aged 21 to 24 inclusive
- Child seats – a legal requirement for under 5's
- Toll charges (best keep loose change handy)
- Parking, hotel car parking charges and traffic fines, Toll charges and One way drop off fee's (please check)

Important information on insurance

Although your hire car agreement includes Third Party Liability coverage to the state minimum (which can be as low as $20,000 in Florida), it is vital you have adequate cover to protect yourself against severe financial risk in the event of total loss of the vehicle, damage or accidents with a third party, especially as some US drivers carry little or no insurance.

Insurance Upgrade Options

For your peace of mind we recommend that you upgrade your car rental coverage. Your upgrade options are twofold: pre-book one of our two inclusive package options (Fully Inclusive or Gold) or purchase cover in resort direct from Alamo.

Pre-booking your insurance also allows you to budget well in advance, and gives you valuable peace of mind knowing that you won't be met with numerous extra charges when you arrive. In addition it will also save you time in resort.

Its not possible to upgrade insurance online, so please contact your travel advisor by phone to discuss options and prices.

Tips when driving in Florida & Las Vegas

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 won't be hanging around for public transport. Here are a few more tips to help you when driving

- Don't forget to drive on the right.
- Carry your driving license with you at all times in case you're stopped.
- There are no 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 overtake, or be over taken on the inside AND the outside – so check your mirrors. Never overtake a yellow school bus if it has stopped and it's red lights are flashing!
- The speed limit is generally lower than the UK (between 20-40 mph in cities and usually between 55-70 mph on rural highways). These limits are strictly monitored by the local police – so beware!
- Seat belts are compulsory in the front seats. Children up to age 6 years must be strapped into an approved car seat.
- Drink driving should be avoided at all costs. If you need to 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!
- Driving times featured are based on the average times between the two locations stated. Please allow extra driving times during congestion/busy peak periods.

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SPECIAL ASSISTANCE SERVICES

Customers with special needs who require advice or assistance should contact our dedicated team on **0800 107 3409.**