

## **InteleTravel UK Limited Package Holiday Booking Conditions.**

These booking conditions apply only when booking a package holiday that we have packaged. If you have booked a package holiday with another supplier or any single travel service then the Agency Terms of Business will apply which you can find here <https://www2.inteletravel.uk/agency-terms-of-business>. You will be told before booking and on your confirmation invoice whether you have booked a package holiday that we have packaged or not and who your contract/s is with but if you are unsure please contact either the travel advisor who made the booking or our customer service department to confirm at any time. Customer Service is available on telephone 0330 808 4419 or [customerservice@InteleTravel.com](mailto:customerservice@InteleTravel.com).

### **1. Our details**

All package holidays are organised and offered for sale in the United Kingdom by Inteletravel UK Limited, (“we”), (“us”), (“our”)(ATOL 12022) and (ABTA P7384) of 25 Cabot Square, Canary Wharf, London E144QZ, telephone number 0330 808 4419, [www.inteletravel.uk](http://www.inteletravel.uk). In these booking conditions references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is transferred. A ‘package’ and ‘lack of conformity’ have the same meaning as in the Package Travel and Linked Travel Arrangements Regulations 2018 and ‘arrangements’ are all the other travel arrangements detailed on your confirmation invoice (including any additions or amendments).

You will receive standard information about your package arrangements and details of their main characteristics before a binding agreement between you and us comes into existence. That information, these conditions together with our Privacy Policy, click here [Privacy Policy | InteleTravel](#) and any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with us. Please read them carefully as they set out our respective rights and obligations.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:-

1. He/she has read these terms and conditions and has the authority to and does agree to be bound by them;
2. He/she consents to our use of information in accordance with our Privacy Policy;
3. He/she is over 18 years of age and resident in the United Kingdom and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services.

### **2. Your holiday booking**

When making your booking for your package holiday we will either (1) arrange for you to enter into contracts with the principal(s) or other supplier(s) (e.g. tour operator/airline/cruise company/accommodation company) that are providing your travel services named on your confirmation(s), for whom we act as agent or (2) arrange for you to enter into 1 contract with us as the principal. This will be made clear to you upon booking. Regardless of whichever situation

applies, we are the package organiser, with responsibilities to you as set out in these booking conditions.

Where you have booked a package and we are acting as a Package Organiser, we will accept responsibility for the Travel Arrangements creating your package as an “organiser” under the Package Travel and Linked Travel Arrangements Regulations 2018. In this case, it is our duty to ensure that customers have been provided with all details set out here <https://www.legislation.gov.uk/ukxi/2018/634/schedule/1/made> before the booking is made. If you have not been given sufficient information please let us know immediately.

You should also be provided with all the following information as set out here <https://www.legislation.gov.uk/ukdsi/2018/9780111168479/schedule/5> which will be provided in the package travel contract. If you have not been given sufficient information please let us know immediately.

More information on key rights under the Package Travel and Linked Arrangements Regulations 2018 can be found here <https://www.legislation.gov.uk/ukxi/2018/634/schedule/2/made>.

### **3. Booking**

The lead name is responsible for ensuring the accuracy of the personal details and any other information supplied to us in respect of yourself and all other members of your booking party and for passing any information regarding the booking or any changes made in relation to the booking to all members of the booking party including, but not limited to, information on schedule changes or copies of booking confirmations.

It is important to check the details on the confirmation invoice to ensure that all elements of your booking are exactly as requested. Please check that all names, dates and timings are correct on receipt of all documents. Please ensure that the names given are the same as in the relevant passport.

Save as expressly set out in these booking conditions, only the necessary booking information that you provide to us will be passed on to the relevant suppliers of your package or other persons necessary for the provision of your package. The information may be provided to public authorities such as customs or immigration if required by them, or as required by law. This applies to any special category (sensitive) information that you give to us such as details of any disabilities, or dietary and religious requirements. In making this booking, you consent to this information being passed on to the relevant persons. Certain information may also be passed on to security or credit checking companies. If you are travelling to the United States, the US Customs and Border Protection will receive this information for the purposes of preventing and combating terrorism and other transnational serious crimes. If you travel outside the UK, controls on data protection may not be as strong as the legal requirements in this country. If we cannot pass this information to the relevant suppliers, we will be unable to provide your booking. Please click here [Privacy Policy | InteleTravel](#) for full details of our Privacy Policy.

In the event of any discrepancy in the details contained on the confirmation invoice please contact your travel advisor immediately as it may not be possible to make changes at a later date and/or you may have to pay amendment or cancellation fees in accordance with clause 6.

#### **4. Price and Paying for Your Holiday**

When you make your booking you must pay a deposit of £150 or higher deposit dependant on the holiday cost per person, which will be advised to you prior to booking. We will advise you prior to booking of any non-refundable travel arrangements which must be paid at the time of booking. Please Note that airlines may require the full cost of the flight before confirming a booking, which will be advised to you prior to booking. The balance of the price of your package must be paid at least 12 weeks before your departure date. If the deposit and/or balance is not paid in time, we shall cancel your package – please refer to section 6 for further details. If the balance is not paid in time we shall retain your deposit.

All prices are inclusive of any applicable VAT.

Resort fees including, local car parking and refundable deposits are now commonly charged by hotels/resorts, which can only be paid locally and not at the point of booking. We will do our best to inform you of such fees but accept no responsibility for the payment of fees. If you are unclear as to whether resort fees will be payable please ask and we will do our best to advise you.

We will do our best to ensure that all the information and prices that we advise you of are accurate, however, occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the package that you wish to book before your booking is confirmed. Where the package has been incorrectly priced and the booking has already been confirmed, we reserve the right to cancel the booking and refund all monies paid to you.

**Please note:** IntelTravel.com agents are not authorised to accept payment into their own personal accounts, e.g. no cash, cheques made out to your agent, transfers into agent's PayPal accounts, etc. If you are asked for payment of this kind please contact [CustomerService@IntelTravel.com](mailto:CustomerService@IntelTravel.com). We only accept payment via debit and credit card for all services booked.

#### **5. Special Requests/Medical Issues**

If you wish to make a special request, you must do so at the time of booking. We will try to pass any reasonable requests on to the relevant supplier, but we cannot guarantee that any requests will be met. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. Failure to meet any special requests will not be a breach of contract on our part unless the request has been specifically confirmed in writing.

We are happy to advise and assist you in choosing a suitable package. As some of the packages may lack even the simplest facilities, such as ramps for wheelchairs, lifts etc., it is important that, when booking, you advise us of any disabilities and special requirements to make sure the holiday meets your specific needs. We accept no liability if we are not advised of any special requirements your party have before a booking is completed. In the event that we are advised of a special requirement after a booking has been completed, your booking may be subject to additional charges to make the

required arrangements. If we reasonably feel unable to properly accommodate the particular need of the person(s) concerned, we will not confirm the booking or, if full details are not given at the time of booking, cancel when we became aware of these details.

## 6. If You Cancel Your Holiday

You, or any member of your party, may cancel your package at any time. Written notification from the person who made the booking or must be received by your travel advisor. Since we incur costs in cancelling your package, you will have to pay cancellation charges as follows (see also the exception below) in addition to any non-refundable charges that would have been advised prior to booking:

<b>Time of cancellation days prior to departure)</b>	<b>Cancellation charge</b>
More than 120 days	Loss of Deposit+ any non refundable supplier charges
90-119 days	40% of holiday cost+ any non refundable supplier charges
60-118 days	70% of holiday cost + any non refundable supplier charges
Less than 60 days	100% of holiday cost

Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

You can cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund.

## 7. If You Change Your Booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking to travel advisor. You will be asked to pay an administration charge of £30 plus any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Please Note: Certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements which will be notified to you prior to booking.

You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing as soon as possible and no later than 7 days before departure. Both you and the new traveller are responsible for paying all costs we incur in making the transfer.

## **8. Cancelling – Foreign, Commonwealth & Development (‘FCDO’) Advice and Covid 19**

Where you are choosing to travel to a destination subject to the FCDO advisory against non-essential travel, you accept that once your booking has been confirmed, if you decide not to travel due to the FCDO advisory, you will have to pay our standard cancellation charges as shown in clause 6 of these booking conditions – you are not entitled to cancel and receive a full refund in these circumstances, as it is assumed and you confirm that you have made your booking with full knowledge of the FCDO advisory against non-essential travel.

Where your chosen destination is exempt from the FCDO advisory against non-essential travel at the time of booking but is subsequently removed from the FCDO exemption list and at that point becomes subject to the FCDO advisory against non-essential travel, you accept that you will not have the right to cancel your booking and receive a full refund. If you choose to no longer travel in these circumstances, you will have to pay our standard cancellation charges as shown in clause 6 of these booking conditions, as you made your booking with full knowledge of the risks of travelling during the Covid-19 pandemic.

Please note that we will have no liability for any refunds, compensation, costs, expenses or other losses of any kind incurred by you (including, where applicable, the cost of medical treatment), in the following circumstances:

- (a) If you, or anyone in your booking party, test positive for Covid-19, or are notified or otherwise become aware that you have, or suspect you may have, come into close contact with someone who has tested positive for Covid-19 (or where they otherwise suspect they may have Covid-19) and have to self-isolate for a period of time.

If this happens within 14 days of your departure date, you must contact us immediately as you may no longer be able to travel. We will offer you the following options where possible and subject to availability:

- a. Postponing your holiday to a later date. We will notify you of any impact on the price the postponement may have (please note that you may have to pay full cancellation charges on some elements of your holiday, such as the flight, as well any increase in cost imposed by suppliers);
- b. If not everyone on the booking is affected, you may have the right to transfer your place on the holiday to another person nominated by you, subject always to compliance with the requirements within our booking conditions;
- c. Cancelling your booking, in which case we will impose our standard cancellation charges as at the date of cancellation by you. You may be able to claim these costs back from your travel insurance – please check your policy wording.

If this happens whilst you are on your package, please notify us immediately and we will provide such reasonable assistance as we can in the circumstances. However, we will not be responsible for covering the cost of any curtailment of your missed transport arrangements, additional accommodation required, or other associated costs incurred by you. Your travel insurance may cover some of these costs for you – please check the policy wording.

- (b) You fail any tests, checks or other measures imposed by a supplier, airline, port or airport, border control authority or other government body or local authority or fail to submit for testing or assessment when requested to do so, and as such you are denied boarding, entry to the destination, access to the travel services or you are otherwise unable to proceed with your package, or any part of the package, or you are required to self-isolate within the destination. Your travel insurance may cover some of these costs for you – please check the policy wording.

## **9. If we cancel your booking**

We reserve the right to cancel your booking. We will not cancel less than 12 weeks before your departure date, except for unavoidable and extraordinary circumstances (see clause 12), failure by you to pay the final balance, or because the minimum group number required for the package to go ahead hasn't been reached after confirmation. The minimum number required will be provided to you with the holiday description, along with the time limit for us to tell you if the package has to be cancelled.

If your holiday is cancelled you can either have a refund of all monies paid or accept an alternative holiday of comparable standard from us if we offer one (we will refund any price difference if the alternative is of a lower value).

1. In the event a refund is paid to you, we will pay compensation as detailed below except where the cancellation is due to unavoidable and extraordinary circumstances (see definition at clause 12).

<b>Period before departure in which we notify you</b>	<b>Amount you will receive from us</b>
More than 60	£0
42-59 days	£10
30-58 days	£25
29 days or less	£40

This does not exclude you from claiming more if you are entitled to do so.

## **10. If we change your booking**

### **(a) Changes to the price**

We can change your package price after you've booked, only in certain circumstances:

Changes in the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports or exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure.

We will absorb, and you will not be charged for, any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that. If this results in an increase equivalent to more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel: 1) you must do so within the time period shown on your final invoice 2) We will provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy.

Should the price of your package go down due to the cost changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

#### **(b) Changes other than the price**

It is a condition of your booking that we are able to make changes to any aspect of your booking. If the change is insignificant, we will try to notify you about it. Examples of insignificant changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers.

If we are constrained by circumstances beyond our control to alter significantly any of the main characteristics of the travel services that make up your package you will have the rights set out below.

- We will contact you and you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative holiday, where we offer one (we will refund any price difference if the alternative is of a lower value). We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the timescale given your booking may be cancelled.
- We will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances (see clause 12).

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

<b>Period before departure in which we notify you</b>	<b>Amount you will receive from us</b>
More than 60	£0
42-59 days	£10

30-58 days	£25
29 days or less	£40

## 11. Our Liability to You

For package holidays, we accept responsibility as an “organiser” under the Package Travel and Linked Travel Arrangements Regulations 2018. You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. If any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to: you or another member of your party; or a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable; or unavoidable and extraordinary circumstances (see clause 12).

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your booked package for the person concerned. Our liability will also be limited in accordance with and/or in an identical manner to

- a) The contractual terms of the companies that provide the travel services that make up your package. These terms are incorporated into this booking; and
- b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions.

You can ask for copies of the travel service contractual terms, or the international conventions, from your travel advisor. In law, you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details will be publicised at UK and EU airports and available from airlines. However, reimbursement in such cases will not automatically entitle you to a refund of your package cost from us. Your right to a refund and/or compensation from us is set out in these booking conditions. If any payments to you are due from us, any payment made to you by the airline or any other service provider will be deducted.

If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances, we will bear the cost of necessary accommodation, if possible, of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your holiday.

This entire clause 11 does not apply to any separate contracts that you enter into for excursions or activities whilst on holiday.



## **12. Unavoidable and Extraordinary Circumstances**

In these booking conditions, 'unavoidable and extraordinary circumstances' (also known as Force Majeure) means a situation which is beyond our or the supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such situations are likely to include, but are not limited to whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, flood, epidemics and pandemics, fire, airport, port or airspace closures, restrictions or congestion, flight or entry restrictions imposed by any regulatory authority or other third party, an FCDO advisory against travel to a particular destination and any other government restrictions on travel. Except where otherwise stated in these booking conditions, we have no liability including for compensation, costs and expenses in such situations.

Please note that certain packages may be affected as a result of the United Kingdom's decision to leave the European Union. This could include an unavailability of certain flight routes, access to certain ports and airports and changes to the visa requirements of British citizens travelling to, within or through the EU. This is something we will continue to monitor and will advise you as soon as possible if we become aware of any confirmed bookings that will be affected. However, since this is something which is completely unprecedented and outside our control, we would treat any such changes as unavoidable and extraordinary circumstances, and whilst we will endeavour to provide suitable alternative arrangements or refunds where possible, we will not be liable to pay you any compensation.

We shall have no liability to you for any failure to perform, or delay in performance of, any of our obligations that is caused by unavoidable and extraordinary circumstances.

## **13. Protecting your money**

We provide full financial protection for our package holidays.

### Packages that include flights

We provide full financial protection for our package holidays, by way of our Air Travel Organiser's Licence number 12022, issued by the Civil Aviation Authority, Aviation House, Beehive Ringroad, Crawley, West Sussex, RH6 0YR, UK, telephone 0330 022 1500, email [claims@caa.co.uk](mailto:claims@caa.co.uk). When you buy an ATOL protected flight or flight inclusive package 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 will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we are not 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 will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we 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.

#### Packages that do not include flights

We provide full financial protection for our package holidays by way of a bond held by ABTA – The Travel Association, 30 Park Street, London, SE1 9EQ, [www.abta.com](http://www.abta.com). You agree to accept that in the event of our insolvency ABTA may arrange for the services you have bought to continue, or for a suitable alternative to be provided at the same cost as your original booking. You also agree to accept that in circumstances where the travel service supplier provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid.

## **14. Behaviour**

When you book a package you accept responsibility for the proper conduct for yourself and your party whilst on the package.

If you are prevented from utilising any element of your package as a result of your behaviour, or you appear to be unfit for travel or likely to cause disturbances or discomfort to other persons whether due to alcohol consumption, misuse of drugs or general misbehaviour, we will be entitled to terminate the package of the person(s) concerned. Full cancellation charges will apply (if applicable) and any extra costs incurred in making alternative arrangements will be payable by you.

For the avoidance of doubt, where the person(s) concerned are required to leave the package early we will have no further responsibility to them including any travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

You will be responsible for making full payment for any damage or loss caused by you or any member of your party during your time away. Payment must be paid direct at the time to the supplier concerned failing which, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's legal costs) as a result of your actions.

## **15. Flights**

Occasionally flight operators change the flight times and for that reason it is important that you confirm your flight times two days prior to departure with the airline or your travel advisor (where they have booked your flights as part of your package).

For inbound flights, it may be necessary to reconfirm your flight with the airline. Please check this in the correspondence received from the airline or flight provider including all the relevant booking conditions. You should take a note of any reference number or contact name when reconfirming. If you fail to reconfirm you may be refused permission to board the aircraft and you are unlikely to receive any refund.

We cannot accept responsibility in the event that you miss your flight if you do not confirm your flight times as described above.

We are not always in a position at the time of booking to confirm the carrier(s), aircraft type and flight timings which will be used in connection with your flight. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. The carrier (s), flight timings and type of aircraft shown on our website and on your ATOL receipt are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your tickets which will be dispatched to you approximately 7-14 days prior to travel. You must check your tickets very carefully immediately on receipt to ensure you have the correct times. It is possible that flight times may be changed even after the tickets have been dispatched, we will contact you as soon as possible if this occurs. Any change in the identity of the carrier(s), flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges.

You have rights in law in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be published at UK and EU airports and will also be available from airlines. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. If your airline does not comply with these rules you should complain to the CAA's Passenger Advice and Complaints Team (PACT) or visit [www.caa.co.uk](http://www.caa.co.uk).

Please note that in accordance with Air Navigation Orders, in order to qualify as an infant, a child must be 2 years and under on the day of his/her return flight.

Flight reference numbers will be made available 12 weeks prior to departure and upon the payment of any outstanding balance.

Where you have booked a package that does not include flights and you have booked flights separately in order to take part in a package we accept no responsibility for any flights, cancellations, amendments whatsoever.

## **16. ABTA**

We are a Member of ABTA, membership number P7384. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. 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](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com).

## **17. Complaints**

If you have a complaint about any of the services included in your package, you must inform the local representative (where available) and the supplier of the service in question (eg the hotel) without undue delay who will endeavour to put things right. If you are unable to contact the resort representative, you should contact your travel advisor as soon as possible.

If it is not resolved locally, please follow this up as soon as possible after your return home, ideally within 28 days by writing to our Customer Services Department via email [customerservices@InteleTravel.com](mailto:customerservices@InteleTravel.com) giving your booking reference and all other relevant information. Please keep your letter concise and to the point. If you fail to follow the requirement to report your complaint in resort we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking. Please also see clause 16 above on ABTA.

## **18. Your Experience**

You acknowledge that the suppliers providing your package will need to comply with national and/or local guidance and requirements relating to Covid-19 and have implemented certain measures as a result. This will likely include specific requirements regarding personal protective equipment, such as use of face-masks by staff (and you may be required to wear a face-mask as well), social distancing, maximum number restrictions on the use of certain facilities, designated alternative entrance and exit routes, mandatory hand sanitization, limited entertainment options and limited food/drink availability and temperature testing. We do not expect these measures to have a significant impact on your enjoyment of your package and all measures will be taken with the purpose of securing your safety and those around you.

## **19. Additional assistance**

If you're in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

## **20. Passport, Visa and Immigration Requirements**

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

For further information please visit the following websites for destination information, foreign and commonwealth office travel advice and general information about travel formalities, visas, passports and health requirements:

- <https://www.gov.uk/foreign-travel-advice>
- <https://travelhealthpro.org.uk/>
- <https://travelaware.campaign.gov.uk/>

## **21. Travel Requirements**

You accept responsibility for both you and your party in respect of the following:

- a) You must ensure that you and your party have valid passports and appropriate visas, as above.
- b) It is mandatory for anyone transferring through the US under the Visa Waiver Programme, to obtain approval to travel no later than 72 hours prior to travel by completing an online process ESTA (Electronic System for Travel Authorisation) scheme. The cost of an ESTA is currently approximately \$14 per person and can be obtained by visiting <https://esta.cbp.dhs.gov> or visit the Visit USA website at [www.visitusa.org.uk](http://www.visitusa.org.uk) where further information on the scheme and up to date fee can be found. Once completed and approved the ESTA application is valid for 2 years and allows multiple visits without the need to reapply. Travellers can apply for an ESTA even if they have no firm plans to travel to the US. Failure to obtain an ESTA could result in the passenger being denied boarding by the airline.
- c) Any visitor travelling to Canada need to have to get an electronic travel authorisation (eTA) to enter Canada. You can go online and apply ahead of time. For more information see the official Canadian government website.
- d) Airline regulations state that women who are 28 weeks or more into pregnancy at the time of return travel must have a doctor's certification stating that they are fit to travel. Normally, permission to travel is refused after 32 weeks. We can only accept your booking upon the clear understanding that we cannot be liable if any airline refuses to accept you or any member of your party as a passenger for this reason.
- e) You must be responsible for the behaviour of yourself and your party.

## **22. Foreign, Commonwealth & Development Office ('FCDO') Advice**

Please note that the FCDO currently advises against all but essential travel to a number of overseas destinations, including popular holiday destinations in which we operate. However, many of these destinations remain open and welcoming to UK tourists, and flights to and from these destinations continue to operate. While holiday destinations remain open to UK tourists, flights continue to operate and holiday services can be performed, we will continue to offer holidays to our customers who wish to travel.

If you book a package with us during the Covid-19 pandemic, you confirm that you have checked, understand and accept the FCDO travel advice relating to your chosen destination, including where there may be a requirement on you to quarantine upon your return to the UK (or in destination), and understand and accept that there is a heightened risk of travelling during the Covid-19 pandemic, beyond that associated with travel during ordinary times. You are also required to purchase a specialist travel insurance which includes certain cover for Covid-19.

## **23. Insurance**

It is a condition of travel on our packages that all travellers are adequately covered by travel insurance prior to departure. Insurance should cover personal accident and medical expenses, evacuation and repatriation, baggage loss, and cancellation or curtailment of holiday in addition to the Covid-19 provisions below.

You must purchase a specialist travel insurance policy which includes specific cover for Covid-19 related issues and incidents which may affect your package and, if necessary, travelling to a destination subject to a FCDO advisory against travel. It remains your responsibility to read and understand the insurance policy and ensure that it is suitable and adequate for your particular needs.

Please read your policy details carefully and take them with you on holiday. If you choose to travel without adequate insurance cover, we will not be liable for any losses suffered by you in respect of which insurance cover would otherwise have been available.

## **24. Excursions**

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us.

You may be able to book and pay for excursions as part of your travel arrangements and your travel advisor will advise you of the options available to you. If you book and pay for excursions as part of your package holiday, your contract will be us.

## **25. Law and jurisdiction**

This booking is governed by English Law, and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.