

TERMS AND CONDITIONS

These booking conditions together with the information contained in the "Things you need to know" section of our brochure (page 75)/website form the basis of your contract with Seasons in Style Limited, trading as Seasons in Style ("We, "us" or "our") company number 1070795, registered in England and Wales. Please read them carefully as they describe our and your rights and obligations. In these Booking Conditions, "you" and "your" means all persons named on the booking (including anyone who is added or substituted at a later date).

Seasons in Style Ltd is a member of ABTA with a membership number V9339. 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, 68-71 Newman Street, London W1T 3AH Tel: 020 7637 2444 or www.abta.com

Except where otherwise stated, these booking conditions only apply to holiday arrangements which you book with us in the UK and which we agree to make, provide or perform (as applicable) as part of our contract with you. All references in these booking conditions to "booking", "contract", or "arrangements" mean such holiday arrangements unless otherwise stated. "accommodation" means the hotel, apartment or chalet which you have booked as part of your holiday

1. Making a Booking

To make a reservation you should contact either an authorised travel agent or us direct. If the booking is made through a travel agent, all communication from us will be sent to that travel agent.

Except for flight inclusive bookings, all monies you pay to an authorised travel agent for your booking with us will be held by the agent on your behalf until we issue our confirmation invoice. After that point, the agent will hold the monies on our behalf. For flight inclusive bookings all monies you pay to an authorised travel agent for your booking with us will be held by the travel agent on our behalf until they are paid to us or refunded to you.

2. Payment of Deposit

At the time of booking you must complete and sign a booking form and pay a deposit of £250 per person (in some cases, the deposit could be higher – details at time of enquiry). Once we have received your booking form and all appropriate payments, we will, subject to availability, confirm your arrangements by issuing a confirmation invoice. This invoice will be sent to you or your travel agent. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 14 days of our sending it out (5 days for tickets). We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so. The only exception to this requirement to meet costs is where the mistake in question was made by us and there is good reason why you did not tell us about it within these time limits.

3. Payment of Balance

Approximately 10 weeks before the date your arrangements are due to commence, we will send you a final invoice. The balance of the cost of your arrangements must be received by us not less than eight weeks before the date your arrangements are due to commence. If the booking is made within eight weeks of the date your arrangements are due to commence, the full cost of the holiday must be paid at the time of the booking.

If we do not receive all payments due in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown in clause 9 depending on the date we reasonably treat your booking as cancelled.

4. Your contract

A binding contract between us comes into existence when we despatch our confirmation invoice to you or your travel agent. We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us (except as set out below). We both also agree that any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between us must be dealt with under the ABTA or AITO Arbitration Schemes (if the Scheme is available for the claim in question - see clause 15) or by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any dispute, claim or other matter of any description which arises between us governed by the law of

Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

5. Prices

Our brochure is prepared and costed many months before travel and for this reason the prices quoted are for guidance only. We reserve the right to amend brochure/website prices at any time before you book your arrangements. We will also advise you of any error of which we are aware and of the then applicable price at the time of booking. If the price has changed you will be told the revised price before you commit yourself.

6. The Price You Pay

Once the price of your chosen arrangements has been confirmed at the time of booking, it is fully guaranteed and will not be subject to any surcharges.

Please note, changes and errors occasionally occur. You must check the price of your chosen arrangements at the time of booking.

7. Special requests and disabilities / medical problems

If you have any special request, you must advise us in writing at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met unless we have specifically confirmed this. For your own protection, you should obtain confirmation in writing from us that your request will be complied with (where it is possible for us to give this) if your request is important to you. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as "standard" bookings subject to the above provisions on special requests.

If you or any member of your party has any medical problem or disability which may affect your arrangements or has any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you confirm your booking so that we can assist you in considering the suitability of your chosen arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical problem or disability develops after your booking has been confirmed which may affect your arrangements. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking or the condition/disability develops after booking, cancel when we become aware of these details.

8. Changes and Cancellations by us

We start planning the arrangements we offer many months in advance. Occasionally, we have to make changes to, and correct errors in, Brochure/website and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. However, we promise we will only cancel your confirmed booking 8 weeks or less before the date your arrangements are due to commence where you have failed to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or where we are forced to do so as a result of "force majeure" as defined in clause 10 below. Most changes will be minor but occasionally, we may need to make a significant change. Significant changes are changes to your confirmed arrangements such as a change of UK airport to one which is more inconvenient to you (except as between Heathrow, Gatwick and Stansted), a change of resort or accommodation to a lower category / standard or an alteration to any departure time of any transport arranged by us where the time is varied by more than 12 hours. A change of flight time of less than 12 hours, airline (except as specified in clause 16 ("Flights")), type of aircraft (if advised) or destination airport will all be treated as minor changes. If we have to make a significant change before the date your arrangements are due to commence we will inform you or your travel agent as soon as reasonably practical. If there is time to do so we will offer you the choice of:

- accepting the changed arrangements, or
- purchasing other arrangements from us, or
- cancelling your arrangements and receiving a full refund of all monies you have paid to us.

Please note, the above options are not available where any change made is a minor one.

If we have to make a significant change or cancel less than 8 weeks before the date your arrangements are due to commence we will pay you the compensation payments set out in the table below depending on the circumstances and when the significant change or cancellation is notified to you subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or if the change made is a minor one.

Period before the date your arrangements are due to commence a significant change or cancellation is notified to you

Compensation per person:

56-35 days	£50 per person
34-15 days	£75 per person
14-0 days	£100 per person

Very rarely, we may be forced by "force majeure" (see clause 10) to change or terminate your arrangements after they have commenced but before their scheduled end. This is extremely unlikely but if this situation does occur, we will try to obtain refunds for any unused services from our suppliers. If we are successful we will pass these on to you after deducting our own costs in obtaining them. If we are not successful we regret we cannot give you any refund as this situation is totally outside our control. We cannot pay you any compensation or be responsible for any costs or expenses incurred by you as a result. If after departure, we are unable to provide a significant proportion of your arrangements, we will do our best to make suitable alternative arrangements. If we cannot do so or you refuse to accept these for good reasons we will arrange to fly you back to your UK departure airport (if the arrangements we agreed to provide included flights) or to transport you to the point our contracted services commenced if elsewhere than your accommodation as soon as we reasonably can.

9. Alterations and Cancellations by You

If you want to make any changes to your arrangements after it has been confirmed, an amendment charge of £45 per booking will apply together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. Although we will endeavour to assist, we cannot guarantee to meet alteration requests.

Please note: Except where any member of your party is prevented from travelling (see below) alterations cannot be made less than 8 weeks before the date your arrangements are due to commence and any such requests for an alteration will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out below.

If you need to cancel your arrangements, the person who signed the booking form must notify us in writing. Your notice of cancellation will only be effective when it is received in writing by us at our offices. As we incur costs from the time we confirm your booking, the following cancellation charges will be payable. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges. Insurance premiums and amendment charges are not refundable in the event of the person(s) to whom they apply cancelling.

Please note: for certain bookings the cancellation charges set out below will not be applicable. Instead, higher charges and/or a different timetable will apply. For example, for certain bookings cancellations made six months in advance of the date the arrangements you have booked are due to commence will attract a cancellation charge of 100% of the total cost of your arrangements. Please check the cancellation charges applicable to your arrangements at the time of booking.

Days before arrangements are due to commence we receive written notification

Cancellation Fee

More than 56 days	Loss of deposit
56 - 43 days	30%
42 - 32 days	50%
31 - 15 days	80%
14 - 1 days	100%
Day of departure or after	100%

Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned.

Where any cancellation reduces the number of full paying party members below the number on which the price, number of free places and/or any concessions agreed for your booking were based, we will recalculate these items and re-invoice you accordingly.

If any member of your party is prevented from travelling, that person may transfer their place to someone else (introduced by you) providing we are notified not less than two weeks before departure. Where a transfer to a person of your choice can be made, all costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result together with an amendment fee of £45 must be paid before the transfer can be affected. For flight inclusive arrangements, you must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight.

10. Force Majeure

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations are prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of "force majeure". In these booking conditions, "force majeure" means any event which we or the supplier of

the service(s) in question could not, even with all due care, foresee or avoid. These include war, threat of war, riot, civil strife, industrial dispute, terrorist activity (actual or threatened), natural or nuclear disaster, fire, adverse weather conditions and all similar events outside our control.

11. Insurance

We strongly recommend that you take out travel insurance and ensure that you are adequately covered. If you do not have your own insurance, you can contact American Express Insurance Services to arrange this. Please see page 78 for further details. Please read your policy details and take them with you on holiday. (Please note most travel insurance policies do not cover hazardous activities such as ski jumping etc. If you intend to take part in any such activities, you must obtain appropriate insurance which specifically covers such activities).

12. Our Liability

(1) We promise to make sure that the arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted arrangements. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

(2) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: -

- the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
- the act(s) and/or omission(s) of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable or
- 'force majeure' as defined in clause 10 above

(3) Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your accommodation or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure/on our website and we have not agreed to arrange them and any excursion you purchase in resort. Please also see clause 20 "Excursions Activities Brochure and Website Information". In addition, regardless of any wording used by us on our website, in any of our brochures or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

(4) The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the arrangements in question.

(5) As set out in these booking conditions we limit the maximum amount we may have to pay you for any claims you may make against us. For all claims which do not involve death or personal injury or luggage or personal possessions, if we are found liable to you on any basis the maximum amount we will have to pay you is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under clause 12 (6) below or elsewhere in these booking conditions. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your arrangements.

(6) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention 1999 for international travel by air and/or for airlines with an operating licence granted by an EU country, the EU Regulation on Air Carrier Liability for national and international travel by air, the Athens convention for international travel by sea or the Berne Convention (COTIF) as amended for international travel by rail).

Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not

obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the carrier or hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request.

(7) Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (a) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (b) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses.

(8) You must provide ourselves and our insurers with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in clause 14 below. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with us and our insurers if we or our insurers want to enforce any rights which are transferred.

13. Your Responsibility

a) It is your responsibility to arrive at the correct departure point in good time before departure and any loss or damage which you suffer through failure to do so lies with you. We cannot accept any liability if you miss your aircraft or ferry as a result of your checking in late or your connecting transport (where not arranged by us) being delayed.

b) At all times, you and all members of your party must behave in a reasonable and responsible manner towards any other person you meet in the course of your travel arrangements. Full payment for any damage or loss caused by you or any member of your party to your accommodation or other property / service must be paid direct at the time to the accommodation owner or manager or other supplier. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions. You should ensure you have appropriate travel insurance to protect you if this situation arises. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the arrangements of the person(s) concerned. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

(c) Due to the wide variety of type and character and size of swimming pools at the hotels in this brochure/on our website, not all have depth markings, nor are they all manned by lifeguards. Clients are strongly advised to familiarise themselves with all pools at their accommodation especially when travelling with children. Diving can be inherently risky particularly in unfamiliar waters and we would advise against diving at all times. Please ensure that all children are supervised at all times, particularly on upper floor balconies and in and around swimming pools.

14. Complaints

a) If you have a problem or any cause for complaint concerning your arrangements, please report it immediately directly to the supplier (e.g. the hotel manager), and as soon as possible to the attention of our local representative/agent (if available – see (b) below). They will try to rectify the problem at the time. If you fail to follow this simple procedure, we cannot accept responsibility for any problem or complaint that could have been rectified then had you notified us or the supplier/our representative at the time. For all other problems or complaints, failure to comply with this simple procedure may mean that your right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result.

b) If no representative or agent is available, or if they are unable to resolve the matter to your complete satisfaction, please fax details of your complaint to Seasons in Style, Lakeside on +44 (0) 1244 202 010. Any costs incurred will be refunded.

c) If your complaint cannot be resolved locally, you must inform our agent/representative or us of this in writing and follow this up in writing to us within 28 days of your return home.

15. Arbitration

Disputes arising out of, or in connection with this contract which cannot be amicably settled may be referred to arbitration under a special scheme, which, though devised by arrangement with ABTA, is administered quite independently by the Chartered Institute of Arbitrators. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details will be provided on request or can be obtained from the ABTA website (www.abta.com) or from ABTA (for further contact details see above). This scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1000 on the amount the arbitrator can award per person in respect of this element.

Alternatively AbTO's low-cost Independent Dispute Settlement Service

may be called upon by either side to bring the matter to a speedy and acceptable conclusion if the scheme is available for the claim in question.

SEASONS
IN STYLE

16. Flights

NB The following clause only applies if your arrangements with us include a flight(s).

In accordance with EU Directive (EC) No 2111/2005 Article 9, we are required to bring to your attention the existence of a "Community list" which contains details of air carriers that are subject to an operating ban within the EU. The Community list is available for inspection at www.europa.eu.int/comm/transport_/air/safety/flywell_en.htm. In accordance with EU Regulations we are required to advise you of the carrier(s) (or, if the carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. 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. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible.

If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/ the carrier are unable to offer you a suitable alternative the provisions of clause 8 (Changes and cancellation by us) will apply. We are not always in a position at the time of booking to confirm the flight timings which will be used in connection with your flight. The flight timings shown in this brochure, on our website and detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. Flight timings are outside our control. They are set by airlines and are subject to various factors including air traffic control restrictions, weather conditions, potential technical problems and the ability of passengers to check in on time. The latest timings will be shown on your tickets which will be despatched to you approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs.

Any change in the identity of the carrier, flight timings and/or aircraft type (where advised) will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions.

17. Flight Delays and Denied Boarding

We have based the holidays we offer on the services of the major international airlines and whilst these airlines are rarely subject to lengthy delays, there are occasions regrettably when delays do occur. When this does happen, the responsibility for arrangements for meals, overnight accommodation etc., rests with the airline. If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances which would entitle you to claim compensation or any other payment from the airline under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004, you must pursue the airline for the compensation or other payment due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations.

18. Brochure/Website Descriptions

The descriptions of the accommodation and resorts featured in this brochure/on our website are based on inspections made on our behalf and on information passed to us by the proprietors/suppliers of the accommodation, and every reasonable effort has been made to ensure the accuracy of the descriptions. However, we are not always able to control all the components of the arrangements we offer and the descriptions are based on information known some months before the publication of the brochure. It is therefore possible that by the time you take your arrangements, an advertised facility has been withdrawn or changed, due for example, to weather conditions, lack of demand or for maintenance, renovation etc. We will advise you if we become aware of a major change.

19. Conditions of suppliers

Many of the services which make up your arrangements are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions (see clause 12(6)). Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

20. Excursions, activities, brochure and website information

We may provide you with information (before departure and/or when you are on holiday) about activities and excursions which are available in the

area you are visiting. We have no involvement in any such activities or excursions which are neither run, supervised nor controlled in any way by us. They are provided by local operators or other third parties who are entirely independent of us. They do not form any part of your contract with us even where we suggest particular operators/other third parties and/or assist you in booking such activities or excursions in any way. We cannot accept any liability on any basis in relation to such activities or excursions and the acceptance of liability contained in clause 12(1) of our booking conditions will not apply to them. Where we or your accommodation supplier/manager make or take any booking for or from you in respect of any activity or excursion available outside your accommodation, we or the accommodation manager/ supplier, as applicable, do so solely as booking agent. This is the case regardless of whether the activity or excursion is advertised or mentioned in our brochure, in resort, on our website or elsewhere. Your contract for any such activity or excursion will be with the supplier or operator of that activity or excursion. We have no liability for any such activity or excursion or for any act(s) or omission(s) of the supplier or operator or for any of its/their employees or agents or any other person(s) connected with the activity or excursion. If we or the accommodation manager/supplier are found liable in any respect for any such activity or excursion (for example in our capacity as booking agent), that liability is limited to the cost of the particular activity or excursion concerned.

Where your accommodation supplier/manager (e.g. your hotel) makes or takes a booking for or from you in respect of an activity, facility or service provided by the accommodation supplier/manager but which is not advertised in our brochure or on our website and we have not taken any payment from you for this activity, facility or service, your contract for that activity, facility or service is directly with the hotel and not us. We have no liability for any such activity facility or service or for any act(s) or omission(s) of the accommodation supplier/manager or for any of its/their employees or agents or any other person(s) connected with the activity service or facility. If however we are found liable in any respect for any such activity or excursion that liability is limited to the price you paid for the particular activity facility or excursion concerned.

Nothing in this clause 20 shall be construed as an attempt by us to exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury

21. Passports, visas, health requirements and travel advice

British citizens require a full 10 year British passport for the destinations we offer. Children and infants must also now have their own individual passports. A full British passport presently takes approximately 2 to 6 weeks to obtain depending on whether you are renewing an existing passport or applying for a first one. Depending on your destination, your passport may be required to have 6 months validity remaining after the date you return home. If you or any member of your party is 16 or over and haven't yet got a passport, our recommendation is that you should apply for one at least 6 weeks before your holiday commences. The UK Identity and Passport Service has to confirm your identity before issuing your first passport and from October 2006 will ask you to attend an interview in order to do this. British Citizens may also be required to have a visa for some of the destinations we feature. Where this applies to you, you will be advised of this at the time of booking. Requirements however may change and you must check the up to date position in good time before departure.

At the time of our brochure going to print there were no compulsory health formalities for the destinations we feature. Again however requirements may change and you must check the up to date position in good time before departure. You should also check with your doctor in good time before departure as to the available and recommended medical treatments (for example vaccinations) for the destinations you are travelling to and through.

Information on health is contained in the Department of Health leaflet T7 (Health Advice for Travellers) available from the Department of Health by telephone on 0870 1555455 or via its website www.dh.gov.uk and from most Post Offices. For holidays in the EEA you should obtain an EHIC (European Health Insurance Card) prior to departure (obtainable as above). Please note that an EHIC card is not a suitable alternative to comprehensive travel insurance. It is the party leader's responsibility to ensure that all members of the party are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you or any member of your party are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If you or any member of your party is not a British citizen or holds a non British passport, you must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending to travel. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

For up to date travel advice from the UK Government, visit www.fco.gov.uk/knownbeforeyougo

22. Financial security

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 4132). When you buy ATOL protected air inclusive arrangements from us you will receive a confirmation invoice from us (or via our authorised agent) confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to

refund any money you have paid to us for an advance booking. [Please note: Not all arrangements offered and sold by us will be protected by the ATOL scheme – see below] *The air inclusive arrangements we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight or flights we arrange for you commences in the UK. For further information, visit the ATOL website at www.atol.org.uk. We are a member of ABTA (ABTA number V9339). If your arrangements do not include flights, ABTA will financially protect your arrangements in the same way except that, if already abroad, you will be returned to the point where your contracted arrangements with us were due to finish. Please go to www.abta.com for a copy of the guide to ABTA's scheme of Financial Protection.

23. Prices and Brochure Accuracy

Please note, the information and prices shown in this brochure/on our website may have changed by the time you come to book your arrangements. Whilst every effort is made to ensure the accuracy of the brochure/website and prices at the time of printing, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen arrangements (including the price) with us at the time of booking.

24. Safety standards

Please note, it is the requirements and standards of the country in which any services which make up your arrangements are provided which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may sometimes be lower.

25. General Information

The standard international practice is to let rooms from midday to midday. However times do vary. Check-in times are usually between 2pm and 3pm, check-out times between 11am and 12 noon on the day of departure. Therefore, if you check-in immediately after a night flight this would normally count as one night's accommodation. Similarly if your return flight is at night you will normally be required to vacate your room at 12 noon prior to leaving for the airport. Day rooms are subject to availability/cost and should be arranged locally with the accommodation management.

American Express Prestige Travel Insurance

Ensuring that you and your family are comprehensively insured when travelling on holiday is as important as selecting the right choice of destination or accommodation. It is essential that you take with you the peace of mind that comprehensive Insurance offers. American Express Insurance Services offers you Annual Prestige cover - a comprehensive multi-trip policy, prices start from £65.36 per year*. Alternatively Annual Select Cover starts from £41.79*.

Prestige Cover

Key Features - per person per trip	
Medical Expenses & Repatriation	Up to £15,000,000
Personal Liability	Up to £2,000,000
Legal Expenses	Up to £50,000
Personal Accident	Up to £50,000
Cancellation & Curtailment	Up to £12,500
Baggage & Personal effects	Up to £2,500
Missed departure & connections	Up to £1,000
Personal Money	Up to £750
Delayed Baggage	Up to £500
Travel delays	Up to £350
North American Car Hire Cover:	
Top-Up Liability	Up to US \$1,000,000
Collision Damage Waiver	Up to US \$50,000

Comprehensive Winter Sports Cover**

Piste Closure	Up to £750
Avalanche Benefit	Up to £150
Winter Sports Equipment	Up to £500
Delay of Equipment over 12 hours	Up to £525

For a quote or instant cover please call 0800 085 2305 and quote SIS

All premiums are correct at the time of printing (June 2008)
* Based on a European policy for an individual up to age 59 with various discounts. Prices for customers 59 and over are available on request.

** Additional premium for Winter Sports. Policy terms and Conditions apply. Calls may be taped or monitored for quality, training and compliance purposes. Seasons in Style Limited, registered in England & Wales company no. 01070795 at: Lakeside, St. David's Park, Nr. Chester CH5 3YE is an introducer appointed representative, for insurance mediation activities only, of American Express Insurance Services Europe Limited, who is authorised and regulated by the Financial Services Authority.



AITO Quality Statement

AITO is the Association for independent and specialist holiday companies. Our member companies, usually owner-managed, strive to create overseas holidays with high levels of professionalism and a shared concern for quality and personal service. The Association encourages the highest standards in all aspects of tour operating.

EXCLUSIVE MEMBERSHIP

AITO sets criteria regarding ownership, finance and quality which must be satisfied before new companies are admitted to membership. All members are required to adhere to a Code of Business Practice which encourages high operational standards and conduct.

FINANCIAL SECURITY

AITO members are required to protect money paid by customers to the member for any holiday sold under the AITO logo. This protection applies to customers who are in the UK at the time of booking or to overseas customers who have booked directly with the member. Members have to comply with UK Government Regulations in this respect. Members submit details of their bonding and guarantee arrangements to the Association on a regular basis.

ACCURATE BROCHURES and WEB SITES

All members do their utmost to ensure that all their brochures and other publications, print or electronic, clearly and accurately describe the holidays and services offered.

PROFESSIONAL SERVICE AND CONTINUAL IMPROVEMENTS

All members are committed to high standards of service and believe in regular and thorough training of employees. Members continually seek to review and improve their holidays. They listen to their customers and always welcome suggestions for improving standards.

MONITORING STANDARDS

AITO endeavours to monitor quality standards regularly. All customers should receive a post-holiday questionnaire the results of which are scrutinised by the Association.

RESPONSIBLE TOURISM

All members acknowledge the importance of AITO's Responsible Tourism guidelines, which recognise the social, economic and environmental responsibilities of tour operating. Those demonstrating their achievements beyond the pure acceptance of this principle are recognised by the award of 2 or 3 star status.

CUSTOMER RELATIONS

All members endeavour to deal swiftly and fairly with any issues their customers may raise. In the unlikely event that a dispute between an AITO member and a customer cannot be settled amicably, AITO's low-cost Independent Dispute Settlement Service may be called upon by either side to bring the matter to a speedy and acceptable conclusion.

Seasons in Style is a member of the Association of Independent Tour Operators Ltd. To contact the Association visit www.aito.co.uk or call 020 8744 9280.