

# C. I. Travel Group - Terms & Conditions of Booking



Your contract is with C. I. TRAVEL GROUP LTD (hereinafter known as C. I. Travel Group), trading as C. I. Travel, jerseytravel.com, guernseytravel.com, FlyDirect and Bondour, (registered in Jersey no. 23569), a member of ABTA.

## 1. Your holiday contract

When you make a booking, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice or the booking is confirmed on our website. This contract is made on the terms of these booking conditions, which are 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.

If it has not been possible for you to have seen these terms and conditions, or cancellation charges were not made known to you at the time of booking and you are not happy to proceed, please return all documentation to us within seven days. Your booking will be cancelled, and your monies will be returned in full, provided you have not commenced your travel. This option does not apply if your booking was made within 10 weeks of travel or where certain airlines and accommodation providers require full payment at the time of booking.

## 2. Your financial protection

### a) Flight-only & flight-inclusive holidays booked and departing from the United Kingdom (excluding the Channel Islands and the Isle of Man - see clause (b) below)

We provide full financial protection for our flight-based holidays, departing from the UK, through our Air Travel Organiser's Licence number 1965 issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex RH6 0YR. Telephone 0333 103 6350 email: [claims@caa.co.uk](mailto:claims@caa.co.uk)

In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at <https://www.caa.co.uk/atol-protection>. When you buy a package holiday that doesn't include a flight, protection is provided by way of a bond held by ABTA with Royal & Sun Alliance Insurance Plc and Travel & General Insurance Company Plc.

When you book an ATOL protected flight, or flight inclusive holiday from us you will receive an ATOL Certificate. This lists the flight, accommodation, car hire and/or other services that are 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 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 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, 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.

### b) Holidays and flights booked and departing from the Channel Islands and the Isle of Man, accommodation-only and ferry-inclusive holidays.

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for C. I. Travel Group Limited number 5625, and in the event of their insolvency, protection is provided for the following:

1. Non-flight packages and accommodation-only sales, sold to customers in the UK.
2. Non-ATOL flight-only and flight-inclusive packages that commence outside of the UK and which are sold to customers outside of the UK.

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly from C. I. Travel Group Limited.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call ABTOT's 24/7 helpline on **01702 811397** and advise that you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/uksi/2018/634/contents/made>

You can find out more about ABTOT here: <https://www.abtot.com/>

## 3. ABTA

We are a member of ABTA, membership number V0300. 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 [abta.com](http://www.abta.com).

## 4. Your holiday price

a) We reserve the right to increase or decrease published prices of any holiday. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed. Where verbal quotations have been made to you, it is possible for errors to occur. Where quotations are subsequently found to be incorrect, we reserve the right to amend the price quoted even if the confirmation invoice has been issued. If this occurs, you will have the right to cancel the holiday and receive a full refund of monies paid.

b) When you make a booking you must pay a deposit, the amount of which will be advised at the time of booking. The balance of the price of your travel arrangements must be paid at least 8 weeks before your departure date. If you book less than 8 weeks from departure you must pay the total cost of your holiday on booking. All payments due can be made by credit or debit card or by bank transfer. There is no charge for paying by debit card, credit card or bank transfer. Please note that these charges may be amended at any time without notice. If the balance is not paid in time, we shall cancel your travel arrangements and retain your deposit. Where accommodation, travel or other arrangements are purchased from suppliers in currencies other than £ sterling, these are priced at the exchange rate applicable at the time of publication and/or quotation.

c) Changes in transportation and accommodation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates, mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure. If your holiday cost has increased due to the above, we will contact you and ask you to make payment to us. 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 you must do so within the time period shown on your final invoice.

d) Should the price of your holiday 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.

## 5. If you change your booking

If, after your 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. You will be asked to pay an administration charge of £30 per person and any further cost we incur in making this alteration. If all names change on a booking, then cancellation charges will apply. You should be aware that these costs could increase the closer to departure date that changes are made and you should contact us as soon as possible.

Different cancellation terms, up to 100%, may apply for bookings that include certain accommodation and travel arrangements. These terms will be advised at the time of booking.

## 6. If you cancel your holiday

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in clause 7.

Note: No refund will be due in respect of airline bookings that either require full payment at the time of booking.

## 7. If we change or cancel your holiday

It is unlikely that we will have to make any changes to your holiday arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them as soon as possible. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. (We will advise you of minimum number together with the time limit for us to tell you if the package is cancelled, at the time of booking).

However, we will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of unavoidable or extraordinary circumstances, or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay you compensation as set out in this clause (excluding infants).

In accordance with EU regulations 2111/2005 we are required to advise you of the actual carrier operating your flight. This will be shown on your booking confirmation. Any changes to the actual airline after you have received your ticket information will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights/sea crossing by less than 12 hours, changes to carrier or aircraft type, change of accommodation to another of the same standard.

If we are constrained by circumstances beyond our control, to alter significantly any of the main characteristics that make up your holiday, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. In some cases, except where the major change or cancellation arises due to unavoidable and extraordinary circumstances, we will pay compensation as detailed below (excluding infants):

|  | IF WE MAKE<br>A MAJOR<br>CHANGE<br>TO YOUR<br>HOLIDAY | IF WE CANCEL<br>YOUR HOLIDAY    | IF YOU CANCEL<br>YOUR HOLIDAY               |
|--|---|---------------------------------|---|
| Period before departure within which notice of cancellation or major change is received by us or notified to you |   | Amount you will receive from us | Amount of cancellation charge (see Point 1) |
| More than 56 days  | Nil   | Deposit only                    | Deposit only                                |
| 56 - 43 days   | £5  | Deposit only                    | 50% or deposit if greater                   |
| 42 - 29 days   | £10   | 100% of holiday cost + £10      | 70% or deposit if greater                   |
| 28 - 15 days   | £15   | 100% of holiday cost + £15      | 90% or deposit if greater                   |
| 14 - 8 days  | £20   | 100% of holiday cost + £20      | 100%  |
| 7 - 3 days   | £25   | 100% of holiday cost + £25      | 100%  |
| 2 days or less   | £30   | 100% of holiday cost + £30      | 100%  |

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

Unavoidable and extraordinary circumstances mean a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. These include as examples: war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemic, and unavoidable technical problems with transport.

### 8. Travel Delays

It is our policy that once you have checked in with your airline or ferry operator, you are their responsibility. In common with many coastal resorts, the Channel Islands and Isle of Man occasionally suffer from fog and sea mists and ferry crossings can be affected by rough seas. Adverse weather conditions can result in delays and diversions and even cancellation of some services. Transport may also be cancelled due to technical problems or unavoidable and extraordinary circumstances. Except where this leads to a significant alteration to contracted services, we will not be liable for any loss or expense incurred or obliged to refund any payment for unused accommodation or services at your destination.

Should your travel be delayed or cancelled, we recommend that you have sufficient funds to obtain additional meals and accommodation. These costs may be covered by travel insurance, which is strongly recommended.

### 9. Accommodation Descriptions

C. I. Travel Group cannot accept responsibility for representations as to the accommodation, services or food provided with the accommodation which have been made to you directly by the hotel and not by or through ourselves. In the case of half-board bookings, we regret we are unable to compensate you for any meals missed due to late arrival at the hotel for any reason.

### 10. Disabled Passengers

We do everything we can to provide the highest level of service to all our customers. If wheelchairs are required at the airport, please advise us well in advance (at least 7 days). Please note we cannot arrange transfers for passengers who need to remain in their wheelchairs. We would point out that there is a possibility that airlines may charge for handling wheelchairs and aircraft lift ons/offers and we must therefore reserve the right to pass on such charges should they arise.

### 11. If you have a complaint

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and our representative without undue delay and they will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at the address shown on your confirmation giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as our representative or local office without delay whilst in resort. If you fail to follow this simple procedure, we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract. Please also see clause 3 above on ABTA.

### 12. Our liability to you

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your holiday arrangements. However, we will not be liable where any failure in the performance of the contract is due to: you; or a third party unconnected with the provision of the holiday arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 2 times the cost of your holiday arrangements. 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 transportation for your travel arrangements. These terms are incorporated into this contract; 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 compensation that you can claim 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 compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our head office at C. I. Travel Group, Heron House, Jersey Airport, Jersey, JE1 1BW. Telephone: 01534 496600. Under passenger rights 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 of these rights will be publicised at EU airports and will also be available from airlines. However, reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in clause 6. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount.

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.

NB this clause does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday.

### 13. Additional Assistance

If you are 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.

### 14. Passport, other ID, visa and immigration requirements

For security reasons passengers require photographic identification such as a valid passport or a photo card driver's licence. Your specific passport and visa requirements and any other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept responsibility if you cannot travel because you have not complied with any security, passport, visa or immigration requirements.

### 15. Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of the package holiday provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

### 16. Disruptive Behaviour:

You must take responsibility for your own behaviour and that of your party. C. I. Travel Group can and will terminate your holiday arrangements if your behaviour is in our reasonable opinion, or in the reasonable opinion of any person in authority, disruptive, upsetting or dangerous to yourself or anyone else. We will not pay any refund, compensation or any costs or expenses incurred by you if we have to terminate the holiday arrangements due to your unacceptable behaviour. In this situation we will have no further responsibility for you (including any return travel arrangements). If your unacceptable behaviour means you're not allowed to board your outward flight, we will treat your booking as cancelled from that moment. You will not be entitled to, nor receive a refund for the unused part of your holiday. You will be responsible for paying for all damages occasioned by your behaviour.

### 17. Data Protection

Personal data relating to individuals shall be collected, processed, stored and used securely and in accordance with relevant data protection laws. Data may be collected (but not limited to) via our website, by email, live chat, enquiry form or over the telephone. Calls to C. I. Travel Group may be recorded for quality and training purposes. You consent to the collection, processing, storing and use of your personal data to enable us to perform the holiday. This may include providing your details to Governments, immigration, airlines, ferry operators, accommodation providers and other competent authorities and/or as may be required by law.

We work closely with review provider Feefo to gather and publish feedback on your holiday experience. Your email address, travel date and accommodation (if booked) are provided securely to www.feefo.com. You will receive an email on return from holiday with a review request.

Where consent is provided, we may use your data for the purposes of marketing holidays and travel offered by C. I. Travel Group Ltd. Customers are welcome to access their own personal details held on our files. Customers can also be removed from our mailing list at any time, on request.

To read our full privacy statement, visit [www.citravelgroup.com/privacy-statement](http://www.citravelgroup.com/privacy-statement) or write to our registered office address. C. I. Travel Group Ltd. is registered with the Jersey Information Commissioner's Office

**These terms and conditions are our own, as your tour operator. It is not issued on behalf of, and does not commit carriers mentioned therein or any carriers whose services are used in the course of your travel arrangements.**

**Please note that in accordance with Air Navigation Orders, in order to qualify for infant status, a child must be under 2 years of age on the date of its return flight.**