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 with the booking, you must 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
We provide full financial protection for our package holidays, for flight-based holidays this is through our Air Travel Organiser’s Licence number 1965 issued by the CAA, Gatwick Airport South, West Sussex RH6 0TR (telephone 0333 103 6350).

In the unlikely event of our insolvency, the CAA will ensure that you will not be 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 www.atol.org.uk. When you book 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 provided under protection, together with information on what this protection covers and in what circumstances you may 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 (for a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvent, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under your contract to that alternative ATOL holder. 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 provide 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).

b) Holidays and flights booked and departing from The Channel Islands, accommodation-only and ferry-inclusive holidays booked and departing from the United Kingdom.
We provide full financial protection for our package holidays, by way of a bond held by ABTA with Royal & Sun Alliance Insurance Plc and Travel & General Insurance Company Plc.

For your financial protection, £2.50 per person (excluding infants) is added to your confirmation whether travelling by air or sea. Please note this charge is subject to alteration and any increase will be added to the cost of your booking.

3. ABTA
We are a member of ABTA, membership number VO300. 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 cannot resolve your complaint, go to www.abta.com to use ABTA’s simple procedure. Further information on ABTA and ABTA’s assistance in resolving disputes can be found on 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. When this occurs we will subsequently find that the price quoted was incorrect. In this event you will be notified of the corrected 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 cheque made payable to C. I. T ravel Group. There is no charge for paying by debit card, credit card or cheque. Please note that these charges may be amended at any time, but you will be notified of any changes before you pay and retain your deposit. In the event of a cheque not being honoured by the bank on which it is drawn we will make a charge of £50 to cover the bank charges and our administration costs. 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) Charges in transportation and accommodation costs, including the cost of fuel, duties, 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 holiday arrangement 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 holiday arrangements with C. I. Travel Group for any amendment charges. You will be charged the amount over and above that, plus an administration charge of £1 per person together with an amount to cover agents’ commission. If this means you have to pay an increase of more than 8% of the price of your holiday arrangements, you will have the option (accepting a change to another holiday if we are able to offer one, if this is of equivalent or higher quality you will have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. (Note: a full refund will not apply in respect of airline tickets that require full payment at the time of booking.) Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the charges mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, 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.
d) If you book through a travel agent, all monies you pay to the agent are held by him on behalf and at the request of the Trustee of the Air Travel Trust under the Travel andamp;amp; Tourism Act 1968. Therefore, the agent’s obligation to pay it to us for as long as we do not fail. If we fail, any money held at the time by the agent, or subsequently accepted from you by him, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

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 to change your date of departure or accommodation, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the charges mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. However, 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.

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 or your travel agent on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to accept 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 if the closer to the departure date that changes are made and you should contact us as soon as possible.

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 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 at the earliest possible date. 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). It is necessary to cancel your travel arrangements, we will pay you compensation as set out in the table below (excluding infants). In accordance with EU regulations 21112005 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 on the boarding gate. Such a change is deemed to be of minor change. Other examples of minor changes include alteration of your outward return flight/time/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 features that make up your holiday, we will inform you or your travel agent as soon as reasonably practicable 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 you have a problem during your holiday, please inform the relevant supplier (e.g. your<br>hotel and not by or through ourselves. In the case of half-board bookings we regret we are<br>unable to compensate you for any meals missed due to late arrival at the hotel for any reason.<br>in your complaint is not resolved locally, please follow this up within 28 days<br>of your return home by writing to our Customer Services Department at the address shown<br>on your confirmation giving your booking reference and all other relevant information. Please<br>keep your letter concise and to the point. This will assist us to quickly identify your concerns<br>and speed up our response to you. It is strongly recommended that you communicate any<br>complaint to the supplier of the services in question as well as our representative or local office<br>without delay whilst in resort. If you fail to follow this simple procedure we will have been<br>deprived of the opportunity to investigate and rectify your complaint whilst you were in resort<br>and this may affect your rights under this contract. Please also see clause 3 above on ABTA.

12. Our liability to you<br>If the contract we have with you is not performed or is improperly performed by us or<br>our suppliers we will pay you appropriate compensation if this has affected the enjoyment<br>of your holiday arrangements. However we will not be liable where any failure in the<br>performance of the contract is due to: you; or a third party unconnected with the provision of<br>the holiday arrangements and where the failure is unforeseeable or unavoidable; or<br>unusual and unforeseeable circumstances beyond our control, the consequences of which<br>could not have been avoided even if all due care had been exercised; or an event which<br>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<br>2 times the cost of your holiday arrangements. Our liability will also be limited in accordance with and/or in an identical manner to<br>the holiday arrangements and where the failure is unforeseeable or unavoidable; or<br>unusual and unforeseeable circumstances beyond our control, the consequences of which<br>could not have been avoided even if all due care had been exercised; or an event which<br>we or our suppliers, even with all due care, could not foresee or forestall.

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

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

8. Travel Delays<br>It is our policy that once you have checked in with your airline or ferry operator, that you are<br>their responsibility. In common with many coastal resorts, our destinations occasionally<br>suffer from fog and sea mists and ferry crossings can be affected by rough seas. Adverse<br>weather conditions can result in delays and diversions and even cancellation of some<br>services. Transport may also be cancelled due to technical problems or unavoidable<br>and extraordinary circumstances. Except where this leads to a significant alteration to<br>contracted services, we will not be liable for any loss or expense incurred, or obliged to<br>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<br>obtain additional meals and accommodation. These costs may be covered by travel<br>insurance, which is strongly recommended.

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

If any payment to 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<br>circumstances, we will bear the cost of necessary accommodation. The amount to be<br>reimbursed will fall into one of the following categories, for a maximum of three nights. The limit does not apply to persons with reduced<br>mobility and any person accompanying them, pregnant women and unaccompanied<br>minors, or persons in need of specific medical assistance, provided that you notified<br>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<br>excursions or activities whilst on holiday.

13. Additional Assistance<br>If the contract we have with you is not performed or is improperly performed as a result<br>of failures attributable to a third party unconnected with the provision of the services, or<br>as a result of failures due to unusual and unforeseeable circumstances beyond our<br>control, the consequences of which could not have been avoided even if all due care had<br>been exercised, or an event which we or our suppliers, even with all due care, could not<br>foresee or forestall, and you suffer an injury or other material loss, we will offer you prompt<br>assistance as is reasonable in the circumstances.

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

14. Passport, other ID, visa and immigration requirements<br>For security reasons passengers require photographic identification such as a valid passport or a<br>photo card driver’s licence. Your specific passport and visa requirements and any other<br>immigration requirements are your responsibility and you should confirm these with the<br>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<br>Excursions or other tours that you may choose to book or pay for whilst you are on<br>holiday are not part of the package holiday provided by us. For any excursion or other tour<br>that you book, your contract will be with the operator of the excursion or tour and not<br>with us. We are not responsible for the provision of the excursion or tour or for anything<br>that happens during the course of its provision by the operator.

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

17. Data Protection<br>Personal data relating to individuals shall be collected, processed, stored and used securely<br>and in accordance with relevant data protection laws. Data may be collected (but not<br>limited to) via our website, by email, 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<br>collection, processing, storing and use of your personal data to enable us to perform<br>the holiday. This may include providing your details to Governments, immigration, airlines,<br>ferry operators, accommodation providers and other competent authorities and/or as<br>may be required by law.

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

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

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