

# Booking Conditions

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## Your Responsibility To Us

### BOOKING CONDITIONS

Our aim is that you have a wonderful holiday. It is important that you and your party read these booking conditions as they are the conditions that you agree to on behalf of your group when you sign the booking form.

### BOOKING YOUR HOLIDAY

All bookings must be made on the form provided and be accompanied by a deposit of £100.

A confirmation invoice will be forwarded to you within seven days of us receiving your completed booking form. The contract made is in accordance with English law and subject to the jurisdiction of the English courts.

### PAYMENT OF THE HOLIDAY

The full price of the holiday must be paid to Accolade Holidays at least 8 weeks prior to departure date. If payment is not made by the due date then Accolade Holidays reserve the right to cancel the booking and retain the deposit.

### CURRENCY FLUCTUATION

Your holidays have been accurately priced to give you the best value for money. Our costs depend mainly on the value of the £ against the euro. At the time of printing, the value of the £ is 1.15 euros. Should the value of the pound increase by 10% to 1.26 euros, at the point in time of one month before departure, we will be pleased to refund you £50. Similarly, should the value of the £ fall 10% to less than 1.04 euros, at the point in time of one month before departure, regrettably, your holiday will incur a £50 surcharge.

### CANCELLATION OF YOUR HOLIDAY

As Accolade Holidays will have incurred some expense, charges will be incurred as follows;

Prior to 8 weeks before the intended departure – the deposit is forfeited.

Between 29 and 56 days-40%

Between 15 and 28 days-65%

Less than 15 days-100%

**ALL CANCELLATIONS MUST BE MADE IN WRITING AND SIGNED BY THE PERSON WHO SIGNED THE BOOKING FORM.**

NB: It may be possible for you to reclaim the charges under the terms of your holiday insurance.

### IF YOU HAVE A COMPLAINT

We will make every effort on your behalf but if you are not satisfied in any way, please, in the first instance, make your complaint to our resort representative. If the problem can not be resolved please write to us within 28 days of returning from your holiday. The complaint will be investigated following consultation with our resort staff.

### PASSPORTS

You require a current passport for all holidays outside the UK.

### HEALTH REQUIREMENTS

We advise you to obtain an E111 from your post-office. This will give you reciprocal health benefits in Italy. However, all local doctors and clinics are run privately and it is therefore recommended that you arrange your own holiday health insurance.

### ILLNESS DURING THE HOLIDAY

In the event of any illness during the holiday, it is the responsibility of the client to pay all doctors fees, hospital expenses and repatriation costs. Accolade Holidays shall not be liable for any refund of money paid.

### YOUR TICKET CONDITIONS AND TRAVEL DETAILS

Departure details will be confirmed three weeks before departure or on receipt of your final payment, whichever is the less. It is your responsibility to arrive promptly at the advertised times and we can not be held responsible for any additional costs, should you fail to do so. No refunds can be made for unused travel tickets or accommodation services. Accolade Holidays are not responsible for any delays which may occur.

## Our Responsibility To You

### PROVISION OF YOUR HOLIDAY

We will provide the services which form part of the inclusive holiday as confirmed to you. When we receive your signed booking form and return a deposits receipt this acts as acceptance of the booking on the terms of these conditions from that moment. All holidays advertised are subject to availability.

### PRICES AND SURCHARGES

The price of your holiday is subject to the following items: governmental action, currency, aircraft fuel,, overflying charges and increase in scheduled air fares. We will absorb an amount equivalent to 2% of the holiday price which excludes amendment charges.

If this means paying more than 10% on the holiday price, you will be entitled to cancel the holiday and receive a full refund with the exception of any insurance premium paid. Should you decide to cancel, you must inform us in writing within 14 days from the issue date of the invoice. The price on the final invoice is guaranteed.

### IF WE CHANGE YOUR HOLIDAY

Occasionally, it may be necessary to change travel or holiday arrangements. We will always tell you of any major changes as soon as possible.

Should there be a major change such as a 12 hour difference in your travelling time or the same standard of accommodation is not available, then you will have the option to cancel your holiday and receive a full refund.

Compensation payments do not apply to changes caused by reason of war or threat of war, riots, civil strife, terrorist activity, industrial disputes, natural and nuclear disasters, fire, technical problems to transport, closure or congestion of airports, cancellation or changes of schedules by airlines and similar events beyond our control.

### IF WE CANCEL YOUR HOLIDAY

We reserve the right to cancel your holiday. In this unlikely event we will return all money you have paid us or will offer you an equivalent holiday.

### WHAT HAPPENS TO COMPLAINTS ARBITRATION

Disputes arising out of or in connection with this contract which can not be amicably settled, will be referred to arbitration and administered by the Chartered Institute of Arbitrators.

### OUR RESPONSIBILITY FOR YOUR HOLIDAY

Our responsibility is to provide to a reasonable standard all component parts of the inclusive holiday you book with us, as described in the brochure. If any such part is not provided in the advertised manner, we will pay you appropriate compensation if this has affected the enjoyment of your holiday.

### PERSONAL INJURY

We have taken all reasonable steps to make sure that proper arrangements have been made for the holidays that occur in the brochure. Similarly, we have ensured that the suppliers of the various services supplied to you as part of the inclusive holiday are safe, reputable and efficient businesses and that they comply with local and national regulations. We have no direct control over the provision of these services to clients by suppliers.

The air holidays in this brochure are ATOL Protected, since we hold an Air Travel Organisers Licence granted by the Civil Aviation Authority. Our ATOL Number is ATOL 6465. 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 advanced booking. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk)

