

# Booking Conditions

For tours departing in 2017

## 1. Making a Booking and Payment.

To make a booking you must complete and sign our booking form and send it to Lightline Pilgrimages together with the appropriate deposits per person and Insurance premium (if required). The first named person on the booking ("lead name") must be authorised to make the booking on the basis of these booking conditions by all persons named on the booking. By sending us the booking form, the lead name confirms that he/she is so authorised. The lead name is responsible for making all payments due to us. If your chosen arrangements are available we will then confirm your booking by issuing a confirmation invoice which will be sent to that person. 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. In order to confirm your chosen tour you must pay the deposit as stated in our tour brochure (or full payment if booking within 12 weeks of departure). The balance of the tour cost must be received by us not less than 12 weeks prior to departure. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date. If you wish to purchase the insurance policy we offer, all applicable premiums must also be paid at the time of booking.

## 2. Contract.

A binding contract between us comes into existence when we despatch our confirmation invoice. 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 ("claim") except as set out below. We both also agree that any claim must be dealt with by the Courts of England and Wales.

## 3. If you change your booking.

Occasionally you may find it necessary to alter your booking. We will endeavour to assist but changes are not always possible. You will also be liable to pay any costs incurred by ourselves or our suppliers.

## 4. Cancellation by you.

Should you or any member of your party need to cancel your booking once it has been confirmed, the lead person must immediately advise 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 and amendment charges. Insurance premiums and amendment charges are not refundable in the event of cancellation.

<b>Period before departure within which written notification is received by us.</b>	<b>Cancellation charge per person cancelling</b>
Over 72 day	Deposit
71 to 45 days	45%
44 to 14 days	60%
Less than 14 days	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.

## 5. Changes and Cancellation by us.

Changes and Cancellation by us. We start planning the holidays we offer many months in advance. Occasionally, we have to make changes to and correct errors in brochure 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. Please note that our holidays require a minimum number of participants to enable us to operate them. If the minimum number of bookings required for a particular holiday has not been received, we are entitled to cancel it. We will notify you of cancellation for this reason at least six weeks before departure.

Most changes are minor. Occasionally, we have to make a "significant change". A significant change is a change made before departure which, taking account of the information you give us at the time of booking and which we can reasonably be expected to know as a tour operator, we can reasonably expect to have a major effect on your holiday.

Significant changes are likely to include the following changes when made before departure; a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away, a change of accommodation area for the whole or a major part of the time you are away, a change of outward departure time of 12 or more hours, a change of UK departure point to one which is more inconvenient for you and, in the case of tours, a significant change of itinerary

missing out one or more major destination substantially or altogether. If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:-

- (a) (for significant changes) accepting the changed arrangements or
- (b) purchasing an alternative holiday from us, of a similar
- (c) standard to that originally booked if available. If the alternative holiday is of equivalent or higher standard you will not be asked to pay any more than the price of the original holiday. If this holiday is in fact cheaper than the original one, we will refund the price difference. If you do not wish to accept the holiday we specifically offer you, you may choose any of our other then available holidays. You must pay the applicable price of any such holiday. This will mean your paying more if it is more expensive or receiving a refund if it is cheaper or
- (d) cancelling or accepting the cancellation in which case you will receive a full and quick 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 we will as a minimum, where compensation is appropriate, 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

- (1) 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 or
- (2) we have to cancel because the minimum number of bookings necessary for us to operate your holiday has not been reached (see above). 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 where a change is a minor one.

<b>Period before departure a significant change or cancellation is notified to you</b>	<b>Compensation per person</b>
56 days or more	Nil
56 to 14 days	£25
Less than 14 days	£60

Very rarely, we may be forced by "force majeure" to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

#### **6. Your tour cost.**

All Tour Prices are quoted on the basis of two persons to a room/cabin. Single room/cabin accommodation is limited and may not always be available. **Room sharing** - If you are travelling alone but wish to share, we shall endeavour to find a suitable travelling companion but if this is not possible we will allocate you a single room and charge you only half the applicable single room supplement stated in the brochure. In this instance, a separate Invoice will be issued 14 days before departure.

Please note, changes and errors occasionally occur. You must check the price of your chosen tour at the time of booking. The prices shown in our 2017 brochures were calculated on the 27<sup>th</sup> May 2016 using the exchange rates of **£1 = 1.46 American Dollars and £1 = 1.31 Euros.**

We reserve the right to make changes to and correct errors in advertised prices at any time before your tour is confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking.

The Company reserves the right to levy a surcharge in the event of any material variation in such costs and rates such as transportation costs and fuel; dues, taxes or fees or exchange rates applied to particular purchases. Even in such cases, we will absorb an amount equivalent to 2% of the tour price (excluding government taxes, and any fuel surcharges and amendment charges). Only amounts in excess of this 2% will be surcharged. If this means paying more than 10% on the tour price you will be entitled to cancel the tour with a full refund of all monies paid. Should you decide to cancel because of this, you must do so within 14 days from the issue date printed on the surcharge invoice. Since we have to absorb increased costs equivalent to 2% of the tour price, there will be no reduction in the price o

f the tour in the event of a favourable variation in costs or exchange rates. Prices will not be increased within 20 days of departure. Please note that arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your tour due to contractual and other protection in place. We promise not to levy a surcharge within 30 days of departure.

## **7. 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 obligations under our contract with you is 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. Such events may include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

## **8. Our liability to you.**

(a) We promise to make sure that the tour 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 tour 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 tour 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).

(b) We will not be responsible for any injury, illness, death, loss (including loss of enjoyment or possessions), 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 the party or  
the act(s) and/or omission(s) of a third party not connected with the provision of your tour and which were unforeseeable or unavoidable or 'force majeure' as defined above.

(c) Please note that 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 hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us and we have not agreed to arrange them as part of our contract. In addition, regardless of any wording used by us on our website, in any advertising material 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. Includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us and we have not agreed to arrange them as part of our contract. In addition, regardless of any wording used by us on our website, in any advertising material 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 for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us and we have not agreed to arrange them as part of our contract. In addition, regardless of any wording used by us on our website, in any advertising material 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.

(d) Behaviour on tour: It is your responsibility to ensure that you and all members of your party do not behave in a way which is inappropriate or causes offence, distress danger or damage to other travellers, staff or crew members or which risks damage to property belonging to others (including but not limited to drunkenness and air rage). If, in our reasonable opinion or that of our suppliers, your behaviour is inappropriate and causes distress, danger, offence, or damage to others, or risks damage to property belonging to others, we and/or our agents and/or our suppliers (e.g. including representatives on their behalf such as hotel managers, airline pilots, coach drivers and guides) may take appropriate action in order to ensure the safety and comfort of our customers and their property and that of our agents and suppliers, including terminating your arrangements, in which case our office, our agents' and suppliers' responsibility to you will cease immediately and you will not be eligible for any refunds, payments of compensation and/or any reimbursement of any cost or expenses you may incur as a result of such termination. Further, you will be liable to reimburse Lightline Pilgrimages for any necessary expenses incurred as a result of such termination.

(e) 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 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 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 tour maker to refuse to take the tour in question. Please note, however, our obligation is to exercise reasonable skill and care as referred to in clause 8(a). We do not make any representation or commitment that all services will comply with applicable local laws and regulations and failure to comply does not automatically mean we have not exercised reasonable skill and care.

(f) Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £500.00 per person affected unless another limitation applies to your claim. You

must ensure you have appropriate travel insurance to protect your personal belongings. For all other claims which do not involve death or personal injury, 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. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your tour.

(g) 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 or rail carrier to which any international convention or EU regulation applies, 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 concerned would have to pay under the international convention or regulation which applies to the travel arrangements in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Athens Convention for international travel by sea (as amended by the 2002 Protocol with effect from 31st December 2012) and COTIF, the Convention on International Travel by Rail). Please note: where a carrier 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 for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request.

(h) Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) 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 (2) 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.

#### **9. Insurance.**

**Adequate travel insurance is essential and a condition of travelling with Lightline.** Details of the policy Lightline offer are shown on our website "under T & C's / Travel Insurance tab". If you decide to arrange your own travel insurance, you must ensure that it includes the cost of repatriation in the event of serious accident, illness or death and submit details in writing of your alternative policy to Lightline (insurer, policy number and emergency contact details as shown on policy). Please read your policy details carefully and take them with you on tour. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. We do not check alternative insurance policies.

#### **10. Special Requests.**

Special requests such as diet, a disability or special room request etc must be advised to us at the time of booking in writing. Whilst every effort will be made by us to try and arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. We will inform the relevant supplier (hotels, airline & restaurants) of such request. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed. We do not accept bookings that are conditional upon any special request being met.

#### **11. If you have a complaint.**

We know that, in spite of everything, problems can arise. If you have a complaint you must notify our local representative who may be able to assist you. Most problems can be sorted out immediately and it is essential that you give us the opportunity to help you by letting us or the supplier concerned know as soon as you have a complaint. If you feel that a complaint has not been dealt with satisfactorily, please write to us within 14 days of your return to the United Kingdom, We will acknowledge and investigate your complaint.

#### **12. Conditions of suppliers.**

Many of the services which make up your tour 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. Copies of the relevant parts of these terms and conditions and of the international conventions are available on request from ourselves or the supplier concerned.

#### **13. Passports and Visas.**

**UK, Irish and US Nationals** - A full valid passport (valid for at least six months after your planned return) is required for all tours featured. It is important that the first name and surname on the air ticket matches those on the passport, otherwise the passenger may not be able to travel and any applicable insurance will be ineffective.

**Israel and Palestine** – Visas are required for travel and are issued free of charge on arrival.

**Jordan** – Visas are required and arranged through Lightline.

**European destinations within the EU** – At present no visas are required, but this may change as the UK exits the EU.

**Other nationals** - Holders of passports other than British, Irish or US should contact Lightline for advice on whether or not a visa is required. Other nationals should ensure they comply with formalities. Lightline cannot be held responsible for foreign nationals not complying with passport or visa requirements.

#### **14. Health and Fitness.**

At the time of printing there are no compulsory vaccination requirements for the tour featured in this brochure. However we advise you to contact your doctor for advice. Fitness: Most Lightline tours involve walking on most days around sites. The majority of our Pilgrims are aged between 40 and 75 years, but at Lightline we welcome people in their 80s on many of our tours. If you are fit and healthy and enjoy being part of a group of like - minded people, your age should not be a barrier to joining a tour. We do however ask pilgrims over the age of 75 to obtain a medical certificate from their Doctor stating that they are fit to travel. It is your responsibility to ensure you are aware of all recommended vaccinations and health precautions in good time before departure. Details are available from your GP surgery and from the National Travel Health Network and Centre [www.nathnac.org](http://www.nathnac.org) 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](http://www.dh.gov.uk) and from most Post Offices. For tours in the EU / EEA you should obtain an EHIC (European Health Insurance Card) prior to departure from the Department of Health (see leaflet T7 and the website [www.dh.gov.uk](http://www.dh.gov.uk)). Health requirements and recommendations may change and you must check the up to date position in good time before departure.

Mobility and medical conditions: Some of our pilgrimages, holidays and retreats may not be suitable for people with certain disabilities, medical conditions or significantly reduced mobility. If you have a disability or significantly reduced mobility, coaches/other forms of transport can be difficult to get on and off and some of our hotels do not offer ground/lower floor/step free accessible accommodation or lifts/easy access. We always endeavour to assist if we reasonably can where additional equipment needs to be transported in relation to a disability, medical condition or reduced mobility. We will not be able to carry mobility scooters on a coach or aircraft. Carriage of any equipment (collapsible wheelchairs etc) are subject to its individual size, weight and other details, full details of which must be provided at the time of booking. Airlines, coach companies and boats have their own restrictions on the carriage of such equipment. Should you suffer from any disability, medical condition or significant reduction in mobility which may affect your or other passengers' pilgrimage, retreat or holidays, you must provide full verbal and written details at the time you book the tours, including any specific requirements you have.

All passengers must also notify us of any adverse changes or deterioration in the disability or medical condition, or development of any disability or medical condition or material reduction in your mobility after booking. In view of the nature of our holidays, we regret we must reserve the right to decline any booking or cancel (in the event of the development, deterioration or adverse change of any disability or medical condition or material reduction in your mobility occurring after confirmation) whenever we reasonably feel unable to accommodate the needs or restrictions of any particular customer or where, in our reasonable opinion, the medical condition, disability or reduced mobility of the customer concerned is likely to have a significant adverse effect on other customers taking the same holiday. Any passenger affected by a disability or medical condition must ensure they have notified this to their travel insurers, and that their travel insurance will cover it. As it is a condition of booking that all passengers have adequate and appropriate travel insurance.

#### **15. Foreign Office Advice.**

The Foreign and Commonwealth Office publishes regularly updated travel information on its website <https://www.gov.uk/knowbeforeyougo> which you are recommended to consult before booking and in good time before departure.

#### **16. Financial Protection.**

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 9693). When you buy an ATOL protected flight or flight inclusive tour 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 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).

#### **17. Flights.**

In accordance with EU Regulation No 2111/2005, we are required to bring to your attention the existence of a "Community list" which contains details of air carriers who are subject to an operating ban within the EU. The Community list is available for inspection at [http://ec.europa.eu/transport/air-ban/list\\_en.htm](http://ec.europa.eu/transport/air-ban/list_en.htm). We are also required to advise you of the actual

carrier(s) (or, if the actual 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 will 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 "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 our brochure, on our website and/or 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, potential technical problems and the ability of passengers to check in on time. Specific instructions relating to departure and travel arrangements will be sent with your air or other travel tickets approximately 2 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 (if advised) will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions.

#### **18. Denied Boarding Regulations.**

In the event of any flight delay or cancellation at your UK or overseas point of departure, the airline is responsible for providing such assistance as is legally required by the "Denied Boarding Regulations." The ferry, tunnel or rail operator is similarly responsible in relation to any delayed or cancelled sea crossing or international rail departure. Except where otherwise stated in our brochure or on our website, we regret we cannot provide any assistance in such circumstances other than information and advice to the extent we are in a position to do so. We regret we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. Any airline concerned may however provide refreshments etc. We cannot accept liability for any delay which is due to any of the reasons which include the behaviour of any passenger(s) on the flight who, for example, fails to check in or board on time). In addition, we will not be liable for any delay unless it has a significant effect on your tour arrangements. If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline, depending on the circumstances, the airline may be required to pay you compensation, refund the cost of your flight and/or provide you with accommodation and/or refreshments under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004. Where applicable, 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. If, for any reason, we make any payment to you or a third party which the airline is responsible for in accordance with the Denied Boarding Regulations, you must, when requested, assign to us the rights you have or had to claim the payment in question from the airline. If your airline does not comply with these rules you may complain to the Civil Aviation Authority on 020 7453 6888 or by email to [passengercomplaints@caa.co.uk](mailto:passengercomplaints@caa.co.uk) or see [www.caa.co.uk](http://www.caa.co.uk) – Referring Your Complaint to the CAA.

#### **19. Excursions, activities and general area information.**

We may provide you with information (before departure and/or when you are on tour) 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, controlled nor endorsed 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 will not apply to them. We do not however exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury. We cannot guarantee accuracy at all times of information given in relation to such activities or excursions or about the area you are visiting generally or that any particular excursion or activity which does not form part of our contract will take place as these services are not under our control. If you feel that any of the activities or excursions referred to in our brochure, on our website and in our other advertising material which are not part of our contract are vital to the enjoyment of your tour, write to us immediately and we will tell you the latest known situation. If we become aware of any material alterations to area information and/or such outside activities or excursions which can reasonably be expected to affect your decision to book a tour with us, we will pass on this information at the time of booking.

#### **20. Data Protection Statement.**

Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies. If you travel outside the European Economic Area, controls on data

protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for tour travel arrangements. This applies to any sensitive information that you give such as any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.). Full details of our Data Policy are available on request.

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