

The Holiday Price Includes

1. Return flights or car ferry or Eurotunnel service to your destination country except where you have chosen to make your own transport arrangements.
2. Exclusive return private transfers from destination airport to hotel or a Group A self-drive airport car if stated in the brochure hotel page – neither applies to an own car motoring holiday.
3. Group A self-drive airport car hire on inclusive fly-drive holidays.
4. Airport Passenger Tax (APD) currently £12 per person (£24 in Business or Club Class) imposed by UK Government and £2.50 per person ATOL Protection Contribution (APC) payable by us to Civil Aviation Authority
5. Airline baggage charges (if made) covering one in-hold suitcase per seated passenger excluding any excess baggage charges.
6. UK & European Union VAT, local taxes and hotel service charges.
7. Hotel accommodation and meals as specified on our holiday confirmation invoice.
8. The assistance of our overseas staff, agents and representatives and a full concierge service in Mallorca and Madeira.
9. Quality travel documentation wallet, baggage tags, hotel vouchers, detailed travel itinerary, essential and useful information leaflets and a driving map for clients booking car hire or on a touring holiday.

Clients making a "Hotel Only" booking will benefit from Nos. 2, 6, 7, 8 and 9 - but with a briefer itinerary.

Not included: *Travel from your home to transportation departure point, cot and infant food charges, optional pre-booked seats on aircraft, optional speedy boarding charges, excess baggage charges, chargeable in-flight meals and beverages, additional meals and services ordered at hotels or elsewhere, charge for second driver of hire car where applicable, breakdown or accident recovery insurance for your own car, fuel, road tolls and similar charges.*

Late Bookings

It's never too late to book! We can confirm your flight in minutes and hotel space usually within the hour. We use Royal Mail Special Delivery to ensure the travel pack reaches you next day or, for a really last minute booking, essential documents will be sent by email to you or your travel agent.

Paying for the Holiday

Initial deposit: The standard deposit is £195 per person, infants excepted. We may ask for a higher deposit if the air seat cost exceeds this amount.

Holiday balance: This is payable ten weeks prior to departure. The full holiday cost is immediately payable for bookings made within this period.

How to pay: If you book through a travel agent, all payments should be made to that agent. Clients booking direct with us can pay by cheque, credit or debit card. No charge is made for debit cards but a 2% fee will be added for credit cards.

Holiday Prices

Brochure prices are for guidance only and an exact costing will be given at the time of booking. This flexibility enables us to tailor everything to your requirements, source the lowest available air fare and give you full advantage of any promotions or offers.

Once booked the holiday price is fully guaranteed against any form of surcharge or increase

Special Offers & Incentives

Our long-standing close relationship with hoteliers produces special offers that are exclusive to us such as: free nights, room upgrades, complimentary meals, free or reduced cost rates for spa treatments, sports and gym facilities and green fees.

Visit our website www.castaways.co.uk for the latest offers including some very attractive early booking incentives or call our reservations department **01737 812255**.

Airlines

We can book flights on every airline operating out of the UK and the EU. Fly from your local airport direct to the holiday destination. If there is no direct service, we can route you indirectly or make alternative suggestions.

Wherever possible, we give you a choice of airlines and departure times – it's all part of the Castaways service.

Airline Baggage Allowance

In-hold baggage allowances range from 15kgs, 18kgs, 20kgs to 23kgs per seated passenger depending on the airline. Club or Business Class travel is usually 30kgs. Excess baggage is always chargeable and many airlines make a charge for the carriage of golf clubs.

If you have entrusted flight arrangements to us, details of the applicable in-hold allowance together with the permitted cabin baggage size and weight restrictions will be detailed in the travel documentation. Where an airline makes a charge for the first item of checked baggage per passenger, it will have been pre-paid by us on your behalf, excess weight charges excluded.

Delays

If you have the misfortune to experience a delay at your point of departure, you should obtain information and make yourself known to the airline or your transport operator. An airline is responsible for your welfare once you have checked-in. If there is a delay exceeding 2 or 3 hours – according to flight distance, the airline must provide refreshments/meal and two free telephone calls/emails. In a delay exceeding 5 hours, passengers are entitled to overnight hotel accommodation or a ticket refund instead.

Delay Compensation

In the most unlikely event of your flight or ferry being delayed by more than 24 hours, most holiday insurance policies will cover your cancellation charges (excluding a small excess) if you decide to cancel as a result of the delay. Alternatively, you can usually claim progressive compensation up to a certain limit if you decide to travel. Claims must be made directly to the insurance company concerned. This is one of the many reasons why Holiday Insurance is essential - see page 122.

Choice of Hotel

The star grading displayed for each establishment is the official tourism rating for the type and style of hotel. These can fall into various classifications and classes which will also differ from country to country. We are always happy to advise and assist you in choosing the hotel that best meets your requirements.

Room Descriptions

The photograph of any bedroom appearing in this brochure has been supplied by the hotel. It does not follow that all rooms are exactly the same as, in any establishment, bedrooms can vary in size, décor and style.

Rooms with twin beds or a double bed are similarly classified by all hotels. If you have a personal preference, we shall be happy to pass a special request to the hotel but on the strict understanding it cannot be guaranteed and is expressly excluded from any contract between us.

Hotel Check-in

It is customary for hotel rooms to be ready for occupation from 15.00 hours onwards, so please bear this in mind if you travel on early morning flights from the UK.

Conversely, you will be expected to vacate your room before 12.00 on the day of departure. If you would like a later check-out, please discuss this with the hotel on the day previous. You may be charged for the facility.

Hotel Meals

All of our holidays include breakfast which, depending on the hotel, can be simple Continental or a full buffet.

Half board is breakfast and evening meal. Speciality dishes or à la carte menus will incur extra cost. Some hotels may allow you to take lunch instead of dinner. However this is a matter for you to agree with the hotel after arrival, as it is beyond our jurisdiction.

Refunds

We regret no refund will be given by us if hotel meals are missed or not taken. This same policy applies if hotel rooms are vacated prior to the end of the booked period or car hire is cancelled or reduced in duration after arrival.

Reduced Prices for Children & Teenagers

We give reductions for children or teenagers sharing a room with two persons paying the full holiday cost.

At some hotels, it is necessary to book an upgraded room in order to have an extra bed. In the case of a second child sharing, making four persons in the room, it will be subject to a special request as most hotels restrict room capacity because of reservation policy or room size.

We shall be happy to advise on the suitability of any hotel for children prior to a booking being made. A few of our hotels do not accept children or have age limits. Where applicable, this fact can be found after the hotel description.

Infants

An administration and ticketing charge of £35-£50 is made for air-travel infants who must be under two years on the **return** date of travel. Infants do not have an aircraft seat or baggage allowance. Any cot and food charges are payable by you to the hotel.

Brochure Descriptions

As this brochure is valid for year round departures and covers all four seasons, some facilities and entertainments mentioned in hotel and resort descriptions may not be available in winter or low season periods or if there is insufficient demand. Their provision could also be limited or withdrawn as a result of weather conditions or essential maintenance at any time of the year. In terms of personal expectations, clients should be mindful that a gym or fitness centre in any hotel may have a limited range of equipment.

In support of energy conservation, many hotels restrict the operation of air-conditioning to specific periods or local humidity levels. Equally, a swimming pool may not be heated to your personal preference or perhaps not at all if the hotel management consider it unnecessary. Regrettably, decisions of this nature are beyond our control.

Finally, most hotels levy a charge for use of facilities such as: watersports, tennis and squash courts, sauna, massage, health club treatments, room safe, cots, baby-sitting and, sometimes, there is a nominal charge for sun beds, umbrellas, beach towels and car parking. You may wish to check the cost locally before using any of these or similar facilities.

Taking Your Own Car

A copy of the vehicle registration document must be carried together with a licence for every intended driver. There are other regulations covering breakdown triangles, lamps, reflective jackets and spectacles etc. We strongly recommend you check the requirements of countries being visited. The AA or RAC can advise.

Brochure Accuracy

Although the descriptions relating to resorts and hotels have been fully checked by our staff for accuracy, there is always a possibility some details may alter after this brochure has been printed.

Naturally, if we become aware of any changes that might affect your choice of hotel or resort, you or your travel agent will be informed at the time of booking. This is in accordance with our strict commitment to quality customer service.

Building Work & General Noise

We shall always endeavour to notify you when we learn of any specific construction or other work which may reasonably be considered to significantly adversely affect the enjoyment of your holiday. If possible and appropriate, you will be offered an alternative similar grade hotel or hotel of your choosing subject to availability and payment of any price differential.

More general noise may trouble some clients but not others. As an example, some hotel bedrooms may face a street or road where traffic sounds are inescapable. A nearby discotheque could be audible. Equally, hotels open all year may need to undertake essential work albeit with every attempt to minimise inconvenience to guests.

Travel Advice

The Foreign & Commonwealth Office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad – telephone 0870 606 0290 or visit www.fco.gov/knowbeforeyougo.

Passports & Visas

A valid passport is a requirement whenever you travel outside the UK and applies to infants and children alike. Many countries require its validity to extend six months after entry. You can apply for a new passport nine months before it expires. Always make an application in good time as delays at the Passport Service are commonplace. If it is a first passport, a personal interview is required to confirm identity. Passport Office Helpline: 09118 141 270.

If you are a British Citizen a visa is not required for any destination in this brochure. If you hold a restricted British passport or it was issued in any other country, EU or otherwise, you should obtain visa information from your Embassy. We are unable to accept responsibility for travel or entry refusals caused by invalid travel documents.

When making a booking, it is important to ensure passenger names are identical to the passport as any difference will invalidate tickets and incur an amendment fee or the need to buy a new ticket.

Health Regulations

Your usual holiday insurance cover should always be supplemented by the European Health Insurance card (EHIC) which gives entitlement to reduced cost medical treatment in all our destinations. The Department of Health website www.dh.gov.uk tells you how to obtain a card which is issued free of charge. If you already hold an EHIC, please check its validity as all cards have an expiry date. There are no inoculation requirements for our holidays at the time this brochure was printed but your doctor will be able to give any updated information.