

Holiday Information

Your Holiday Includes

- Return flights or car ferry or Eurotunnel service to your destination country except where you have chosen to arrange your own flights or transport arrangements.
- Exclusive private car or private taxi transfers from the destination airport to hotel and return, except holidays where an airport self-drive car is included or on own car motoring holidays.
- Group A self-drive airport car hire on inclusive fly-drive holidays.
- Airport and passenger taxes and security charges, aviation insurance and fuel surcharges where we book your flights.
- Airline baggage charges (where made) covering one in-hold suitcase per seated passenger (excluding excess baggage charges) if we book your flights.
- UK & European Union VAT, local taxes and hotel service charges.
- Hotel accommodation with or without meals as detailed on our holiday confirmation invoice.
- Airport meet and greet by our overseas staff and agents in Mallorca and Madeira. Local emergency contact number supplied in all other destinations.
- Quality travel documentation wallet, baggage tags, hotel vouchers, detailed travel itinerary, essential and useful information leaflets.
- A driving map for clients booking car hire or on a touring holiday.

Not included: Travel from your home to transportation departure point, cot and infant food charges, optional pre-booked aircraft seats, optional speedy boarding charges, excess baggage charges, chargeable in-flight snacks, 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

We take considerable pride in our late booking service. Your flight can be confirmed in minutes and a hotel room in an hour or so. We can usually process bookings up to two days prior to any chosen departure date. Royal Mail Special Delivery will be used where the departure is within seven days of booking and documentation can always be emailed for last minute bookings.

Payment for the Holiday

Initial deposit: The standard deposit is £195 per person, infants excepted. We reserve the right to ask for an increased deposit when we need to purchase non-refundable flight seats and the seat rate is above our reasonable expectations at the time a booking is made.

Holiday balance: The balance of the holiday cost is payable ten weeks prior to departure. When bookings are made within this period, the full holiday cost is immediately payable.

Payment: If you book through a travel agent, all payments should be made to that agent. Clients booking direct with us should make cheques payable to Castaways. No charge is made if you pay by debit card but it is necessary for us to add a 2% fee on any payment made by credit card.

Holiday prices

The website prices are for guidance only and we reserve the right to change these at any time. The holiday price will be confirmed at the time of booking. Thereafter, if the cost of transportation increases, adverse currency fluctuations occur or if new or increased government taxes are applied, we reserve the right, as detailed in our booking conditions, to increase the holiday price but no later than 30 days prior to departure. Please refer to our Booking Conditions for the strict limitations in increases or decreases in our prices.

Special Offers & Incentives

Because of our close relationship with hoteliers, we are often given valuable marketing incentives such as: free nights in some durations of stay, complimentary meals, free use of sports facilities or fitness equipment, complimentary spa treatments, green fee reductions and other promotions. Special Offers are highlighted throughout this website but, as new incentives arrive all the time, do call our Reservations Department for updated information. All offers are subject to availability.

UK Regional Airports & New Routes

Flights operate from most UK airports to our destinations and our aim is to fly you by the most direct route and at a time convenient to you. Residents in the Channel Isles and Isle of Man can benefit from add-on fares with onward connections from London and other mainland UK airports. We can also arrange holidays based on flights from most EU airports. Call us for complete travel information prior to making a booking.

Airlines & Aircraft

We can book flights on scheduled service airlines, charter and no-frills carriers and these include: Air Berlin, Air Europa, Air France, Alitalia, bmiBaby, bmiBritish Midland, British Airways, EasyJet, Flybe, Iberia, Iberworld, Jet2, Lufthansa, Meridiana, Monarch Scheduled and Charter, Palmar, Ryanair, SATA Air Azores, Spanair, Swiss, TAP Air Portugal, Thomas Cook, Thomsonfly, TUI.

The aircraft normally used by these airlines are: Airbus 319, 320, 321, Boeing 737, 757, 767, AT5, CR7 & D38. We shall notify you in the event of any changes to airlines or aircraft but this will not give you the right to cancel your booking or receive any compensation.

Airline Baggage Allowance

The in-hold baggage allowance can vary between 15 to 23 kilos per seated passenger and 23 to 30 kilos for Club or Business class passengers. Many airlines are now making an each-way charge for checked baggage and excess baggage charges are also strictly applied if the permitted weight is exceeded. Single items of baggage weighing in excess of 32 kilos will not be accepted for health and safety reasons. There is often a charge for the carriage of golf clubs.

If you have entrusted flight arrangements to us, details of the applicable in-hold baggage allowance together with the permitted cabin bag size and its 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 as part of our service, excess weight charges excluded.

Delays

If you have the misfortune to experience a lengthy flight delay and arrival at the destination airport is three or more hours after the scheduled time, you may seek flat-rate compensation from the airline. This is an EU regulation which also requires airlines to provide refreshments where the delay is more than three hours (depending on distance of flight) and, if the delay is more than five hours, passengers are entitled to reimbursement of the ticket cost if they decide not to travel or, if appropriate, ask for hotel accommodation instead.

The flexibility of travel arrangements offered makes it impractical for us to have representation at airports and ports - Palma, Mallorca and Funchal, Madeira excepted. Naturally, we are available to give advice and assistance if you call us during office hours.

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 the 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 so please ensure you are properly insured.

Choice of Hotel

Holidays in this brochure are designed for the independent traveller but, wherever possible, we are always happy to offer general advice on the suitability of any hotel. The star grading displayed for each establishment is the official tourism rating for the type and style of hotel and can fall into various classifications which will also differ from country to country.

France Taxe de Sejour

This is a local tax levied on hotel guests and is about one Euro per person per night. The majority of hotels include the tax in our contract. However, a few insist on collecting this small amount locally. If it is demanded please pay, retain the hotel bill and let us have it on your return. We shall be delighted to give you a credit note against a future holiday for double the tax paid.

Room Descriptions

Bedroom photographs throughout this website are supplied by hotels and can be of any grade. 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 a double bed or twin beds are similarly classified by 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 and we ask you to bear this in mind if you decide to travel on an early morning flight from the UK. Conversely, you will be expected to vacate your room before 12.00 noon on the day of departure. If you would like a later check-out, please discuss this with the hotel a day or so beforehand. You may be charged for the facility.

Hotel Meals

Although the majority of our hotels provide waiter service in the dining room, buffet style meals at lunchtime or in the evening can be an occasional or regular feature at some establishments. All of our holidays include hotel breakfast and, depending on the hotel, this can be Continental or a full buffet. Half board is breakfast and evening meal; sometimes, a hotel will allow you to take lunch instead of dinner but this is a matter for you to agree with the hotel after arrival as it is beyond our jurisdiction. Speciality dishes or à la carte menus will incur extra cost.

Refunds

We regret refunds will not 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.

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.

Reduced Prices for Children & Teenagers

We give reductions for children or teenagers sharing a room with two persons paying the full holiday cost where the room can accommodate an extra bed. The additional bed is usually a foldaway type unless a convertible sofa bed is already in the room.

At some hotels, it may be 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 either 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. Please ask us when making booking enquiries.

Holiday Information

Hotel Amenities

Clients are reminded 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 anytime of the year as a result of weather conditions or essential maintenance. In terms of personal expectations, clients should be mindful that a gym or fitness centre in any hotel might be limited both in size and in the range of equipment installed.

In support of energy conservation, many hotels restrict the operation of air-conditioning or room heating 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 considers it unnecessary. Regrettably, decisions of this nature are beyond our control.

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

Descriptions

The descriptions relating to resorts and hotels have been fully checked by our staff for accuracy. Unfortunately, there is always a possibility some details may subsequently change without our knowledge.

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.

Mileage & Distances

The mileages quoted by us for any drive-yourself touring holiday is approximate, as are the distances from any local airport to a hotel. Both are intended for guidance purposes only.

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 or adversely affect the enjoyment of your holiday. If possible and appropriate, you will be offered an alternative similar grade hotel or one of your own 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 or a nearby discotheque could be audible. Equally, hotels open all-year may need to undertake essential work albeit with every attempt made to minimise inconvenience to guests. These are matters beyond our control.

Travel Advice

Advice and bulletins issued by the Foreign & Commonwealth Travel Advice Unit can be accessed on www.fco.gov.uk/travel or telephone 0870 606 0290.

Passports & Visas

A valid passport is a requirement whenever you travel and it should be valid for at least six months after entry. If your passport is in its final year of validity or has expired, you should apply for a new passport well in advance of the date of travel, as delays at the Passport Office are commonplace. Call the Passport Office Helpline: 0870 521 0410 for additional information.

It is necessary to remind clients the names and the initials on tickets and travel documents must be identical to the passport. When making a booking, we ask you to ensure the first name in all passports is accurately given, not a shortened version or any other name being used by choice. A marriage certificate does not permit travel using a new married surname if the passport still carries the former name.

A passport is required for infants and children alike and, in the case of an infant; it is something that can easily be overlooked, especially if you are travelling soon after a birth.

The above information relates to British Citizens only. If you hold a restricted British passport or your passport was issued in any other country, EU or otherwise, you should urgently obtain visa information from your Embassy. We are unable to accept responsibility for travel or entry refusals caused by invalid travel documents.

Health Regulations

We include the leaflet 'Health Advice for Travellers' with your travel documents. This is a Department of Health publication containing useful information on how to obtain medical treatment in the EU and we recommend you read the leaflet in detail before you travel.

The E111 has been replaced by the EHIC (European Health Insurance Card) and used in conjunction with your private health insurance or holiday insurance. This card entitles you to reduced cost, sometimes free, medical treatment in all our destinations.

It is issued free of charge at any main Post Office. Further information can be obtained on-line at www.dh.gov.uk/travellers and is also the quickest and easiest way to apply for an EHIC. If you already hold an EHIC, please check it will be valid for the duration of the holiday as all cards have an expiry date.

Safety on Holiday

When travelling abroad there are precautions you should take to ensure your own well-being.

Balcony Safety: Many balconies are not safe places for either adults or children and those in old historic buildings are often for aesthetic effect rather than leisure enjoyment and should be used with great care. Children should not be allowed on a balcony unless accompanied by an adult.

Sun Precautions: As well as giving you sunburn, too much sun can age your skin and increase the risk of skin cancer. Always use high-factor sun protection regardless of whether or not you intend to sunbathe and remember to re-apply it regularly, especially when you have been swimming. Protect your eyes by wearing sunglasses with proper UV filters, wear a sun hat, keep hydrated and avoid sunbathing during the middle of the day when the sun is at its strongest.

Swimming Pools: Outdoor swimming pools, even heated ones, are not always available for use every day of the year and are usually only open during the summer months. Hotel management decides when a pool should open. Most hotel pools do not have a lifeguard on duty and are unsupervised. Many pools do not have depth markings so you should check the depth at all points before entering. The absence of any sign by a swimming pool saying "No Diving" does not automatically mean it is safe to dive into the pool. You are recommended not to swim less than one hour after eating, at night or after drinking alcohol. The area around a swimming pool may be uneven and have wet, slippery surfaces. Children and non-swimmers should be supervised at all times. We cannot guarantee the cleanliness and availability of pools or their availability because maintenance can occur at anytime and without prior notice.

Beach Safety: Beaches can be dangerous places in certain circumstances and weather conditions. Seek local advice and always obey warning flags.

Drinking Water: It is generally advisable to drink bottled water, not tap.

Driving Safety: Keep to the right. Local traffic laws and speed limits are different from those in the UK and you should obey them. The permitted alcohol levels for drivers are also different and the only sensible course of action is to never drink when driving. If you need spectacles to drive, you should keep a second pair in the car as this is often the law. In France, Italy, Portugal, Spain & Mallorca, a yellow reflective jacket should be worn if you are undertaking any roadside repair. Hire cars are equipped with a jacket.

Fire Safety: After arrival, always fully check and actually walk the fire exit route from your room. Do not use lift if there is a fire or fire warning.

Mosquitoes: In all warm climates you are likely to encounter mosquitoes and other insects. You should take simple precautions such as covering up, applying repellent cream and using anti-mosquito machines at night.

Personal Safety: Handbags, cameras etc. should be carried in a secure manner, not hanging loose. Do not reduce natural caution because you are on holiday. If you are confronted by anyone, hopefully an unlikely event, you should give up your bag or other property rather than risk being injured.

Excursions: We may provide you with information beforehand or when you are away about activities and excursions available to purchase through independent suppliers in the area you are visiting. Where we have not agreed to arrange, provide or perform these activities or excursions as part of our agreement with you, subject to these booking conditions, we do not accept any responsibility for them even where we suggest or recommend a particular operator or supplier and/or assist you in any way in booking such activities or excursions.

Your Financial Protection

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies you pay for the package holidays booked from this brochure and for your repatriation in the unlikely event of our insolvency.

We provide this security by way of an ATOL (Air Travel Organiser's Licence number 1140) administered by the Civil Aviation Authority and a bond held by ABTA.

When you buy an ATOL protected package from us you will receive a confirmation invoice from us (or via our authorised agent through whom you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence number 1140. 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 www.atol.org.uk. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme, so please ask us to confirm what protection may apply to your booking.

In the case of accommodation-only bookings or where travel is other than by air your monies are fully protected by way of a bond provided by us, held by ABTA and lodged under our membership number V6913. We are obliged to maintain a high standard of service in accordance with ABTA Rules and Code of Conduct. Full details of the ABTA Scheme of Financial Protection can be accessed by visiting www.abta.com.