

# Joining your Shearings Holiday

Whether by coach from a joining point near you, by air from your regional airport, or even your front door with Home Connect, it's so easy to start your Shearings holidays...



Join your Shearings holiday

## Tour Connect

Tour Connect is a great way to start your holiday. With hundreds of joining points to choose from across our North and Midlands region, this might be your most convenient option. Simply select a joining point from the tables on pages 123-125 then make your way to your chosen point for the time specified on your travel documents.

For UK & Irish holidays the tour connect service will take you to your nearest interchange: Stretton & Gretna for the Northwest, Normanton & Washington for Yorkshire, the Humber and NE, and Corley for the Midlands (for northbound tours from the Midlands you will travel to either Stretton or Normanton). On most European tours your interchange will be Stop 24 Services at Hythe. Once at your interchange, you can relax and browse the shops while we handle your luggage and prepare your coach. This usually takes an hour.

On selected European holidays, travelling by North Sea ferry, the Tour Connect service will take you to Hull P&O Ferries terminal to join your coach and board the overnight ferry.

Once the luggage is sorted and your coach is ready, it's time to sit back and relax as your friendly knowledgeable driver takes you onwards towards your destination, and a fabulous holiday.

From the 1st October Shearings is introducing a nominal charge for its Tour Connect Service. This will allow us to continue offering our extensive regional feeder network, whilst ensuring a high level of service.

*Reserved seats not available on Tour Connect feeder coaches or optional excursions.*

*Some feeder journeys are operated by vehicles other than those owned by Shearings Holidays and the specification may differ to that detailed in this brochure.*

*Depending on the requirements of your chosen holiday, you will travel either by P&O Ferry or Eurotunnel train for your channel crossing; both offer comfort and convenience.*

## 3 easy steps to book with Tour Connect...

- Step 1** Find the departure code in the price panel of your chosen holiday.
- Step 2** Select your chosen joining point from the tables on pages 123-125 and read across to the departure code that corresponds with your holiday to find the estimated departure time.
- Step 3** Once you've decided which travel option is best for you, it's time to book your holiday.

Confirmation of your joining point and departure time will arrive in the post 7-10 days before the start of your holiday. You'll need to be at your joining point 10 minutes before the time stated on your tickets.

## Direct Connect

You may find it more convenient to join your tour directly rather than using our Tour Connect service. This option is available from our main interchanges for UK holidays, Stop 24 services for most European holidays, or from our selection of en-route joining points. Direct joining points have times shaded green in the grids on pages 123-125.

### Car Parking

If you prefer to drive to join your coach, we can offer you great value, pre-bookable car parking at a number of our own interchanges and selected Welcome Break motorway service areas.

### Parking with Shearings

You can park at the following Shearings interchanges, conveniently located close to the motorway network, from just £4 per day:

- **Stretton** – Barleycastle Lane, Appleton, 5 mins from M6/M56
- **Gretna Green** – The Old Blacksmiths Shop Visitor Centre, Bensmoor Rd, Gretna Green
- **Normanton** – Mill Lane, just off junction 31 of M62
- **Hythe Stop 24 Services** – M20 Junction 11

### Parking with Welcome Break

To make starting your Shearings holiday even more convenient you can also choose to park at the following Welcome Break motorway service areas from just £6 per day:

- **Abington Services** (M74) • **Corley Services** (M6)
- **Hartshead Moor Services** (M62) • **Hopwood Park Services** (M42)
- **Keele Services** (M6) • **Leicester Forest East Services** (M6)

Availability varies with departure code so look for the **P** symbol on pages 123-125. All car parking must be booked in advance, so call now or book online.

**WELCOME BREAK**

## Rail Connect

On selected holidays, rail travel is available with Eurostar, departing London St Pancras – why not get to this splendidly refurbished station early to take advantage of the many enticing bars, restaurants and shops.

For Cruise holidays Shearings will provide a rail manager, meeting you at St Pancras station and escorting you on Eurostar's standard class service to Paris, Lille or Brussels. From here you will head on via local train service TGV, ICE or Thalys.

For European coach holidays, Shearings can provide rail travel to/from our interchange, along with overnight accommodation in Ashford.

For further information on rail options and prices, contact our reservations team on 01942 417743.

*Please note: Not all train journeys will be direct; change may be required.*

# Joining your Shearings Holiday



## Home Connect Service

Shearings is delighted to offer 'Home Connect' on both British and European Holidays. Our service picks you up at your front door, bringing you back at the end of your holiday.

Home Connect is costed on a sliding scale based on your location, with prices starting from just £15 per passenger. For Grand Tourer holidays this service will continue to be FREE, for most holidays.

Tell us your address, along with any instructions to help our driver find you, and we'll give you a 30-minute pick up window. Please have your cases packed and be ready to leave. We may have to pick up at other local addresses, but we'll keep stops to a minimum. You'll be taken to a convenient location, to join your coach.

### European Holidays

With over 1800 postcode districts (eg WN1) on offer our reach has never been greater. Please check at time of booking for availability. European Home Connect is only available on tours that travel through Hythe interchange.

### British Holidays

Please check the tables below for availability in your area. Home Connect is only available on British Holidays of 5 days or greater in duration.

**There is a limit of one Home Connect pick-up address per booking.**

## Direct travel Short Breaks

The joining points below are available for the following short breaks:

*Please note direct travel short breaks do not require you to change coach at an interchange.*

Twixmas Breaks

Page 75

<b>North West</b> Route 1	Birkenhead, Liverpool, Old Swan, Widnes, Warrington, Stretton <b>P</b>
<b>North West</b> Route 2	Oldham, Bury, Bolton, Leigh, Wigan, Stretton* <b>P</b>
<b>North West</b> Route 3	Colne, Burnley, Padiham, Accrington, Blackburn, Bamber Bridge, Preston, Stretton* <b>P</b>
<b>Yorkshire</b> Route 1	Normanton <b>P</b> , Wakefield, Barnsley, Chapletown, Rotherham, Sheffield
<b>Yorkshire</b> Route 2	Normanton <b>P</b> , Leeds, Bradford, Halifax, Huddersfield
<b>Midlands</b> Route 1	Halesowen, Stourbridge, Brierley Hill, Dudley, Wolverhampton, Cannock
<b>Midlands</b> Route 2	Leicester, Loughborough, Long Eaton, Beeston, Nottingham, Hucknall, Mansfield
<b>Midlands</b> Route 3	Walsall, Wednesbury, West Bromwich, Bearwood, Harborne, Selly Oak, Northfield
<b>Midlands</b> Route 4	Chesterfield, Clay Cross, Alfreton, Riply, Derby, Burton-upon-Trent

\* available on selected departures.

# Important Holiday Information

We want you to get the best from your holiday with us and we hope that you, your family and friends will book with Shearings Holidays in the future. Shearings' Important Holiday Information forms a vital part of your holiday with us. Using it along with the other information in our brochures will help you make an informed holiday choice, in the knowledge that you'll always get a fair deal when you book with us.

## 1. How do I join my holiday?

Shearings Holidays operate a network of 'feeder' services linked to 'interchange' points. Your most convenient joining point for a particular holiday can be found by referring to the Joining Points section in our brochure. Please refer to your final travel documents for precise departure and return times. Some holidays and feeder journeys are operated by vehicles other than those owned by Shearings Holidays and the specification might be different to that detailed in any brochure, leaflet or advert. On our air holidays, unless we state otherwise, you must make your own way to the airport. On rail holidays you must make your own way to London St Pancras.

## 2. What if I book my own flights?

We offer connecting flights for an additional cost on many of our holidays. If you choose to book connecting flights with a different company you should be aware that we accept no liability for those services or the consequences caused either by any changes made to them or to the terms of your holiday with us (eg your connecting service is delayed and you miss the flight booked with us or your holiday with us is cancelled or changed and you are unable to use your independently booked service). Flight tickets often have strict penalties for changes and are often non-refundable in the event of cancellation. Please check before you book such a ticket that you are happy with the conditions.

## 3. Can I book my seats?

Yes. Requests for particular coach seats can be made on most coach holidays at the time of booking. Overnight Express holidays and extra week options to Spain and Italy have a limited number of seats that may be booked in advance for a supplement. An additional charge will also be made on Vantage seats on our British and European holidays. However, we regret we are unable to accept bookings of children under 13 years old on our front/vantage seats. Seats cannot be reserved in advance for holidays involving travel by TGV train or Worldwide holidays. We cannot accept bookings which are conditional on the provision of specific seats. We will do everything possible to conform to the seating plans shown and to provide the seat numbers booked by customers, however, this may not always be possible. We do not allocate specific seats on coaches which operate feeder services between your joining point and the main holiday departure point, on optional excursions, or coaches which carry out transfers to or from airports and seaports. From time to time for operational reasons we reserve the right to change your seats. This will not amount to a 'major change' for the purposes of clause 8 our Trading Charter.

## 4. What about child seats on aircraft?

Infants aged less than six months must sit on an adult's lap with a large lap strap for the duration of the flight. Infants aged between six months and two years on the date of return travel must sit on an adult's lap with a lap strap for take off and landing. During the flight they may occupy a seat if one is vacant. Children booked as infants who are not under two years of age on the date of the return flight will have to be paid for at the appropriate price before boarding. If there are insufficient seats they will be refused boarding. This is because airline regulations state that all children aged two years and above must have their own seat. Infants under two years do not have a baggage allowance, though a fold-up pushchair will be carried free.

## 5. What about my luggage?

We operate a Luggage Handling Service for holidays of 5 days duration or longer. We provide this service at four points during your holiday:

- As soon as you hand your suitcase to the driver or other Shearings Holidays representative at your local joining point.
- Upon arrival at the hotel.
- Upon departure from the hotel at the end of your stay.
- At the end of your holiday.

You MUST keep to one medium sized suitcase per person (max. weight 20kg/44lb). We reserve the right to refuse to carry suitcases which exceed the weight limit, and to ask you to remove any excess weight. However, a small holdall may also be taken on board the coach. Please note: any medication should be carried in your hand luggage.

You MUST affix to your luggage the Shearings Holidays luggage label provided with your travel documents to enable us to properly operate our luggage handling service.

Please note we do not offer luggage handling facilities or portage at hotels on holidays of 4 days duration or less; when transferring luggage at airports; on overnight express holidays to Spain and on all holidays involving rail travel (including Eurostar) unless otherwise stated. Please also see section 14 point 3 of the Trading Charter.

For any air holiday your luggage allowance will be confirmed on your documents.

## 6. What type of accommodation can I expect?

Accommodation throughout the world varies and our range of hotels includes everything from 5 stars to homely, family-run hotels.

### (a) Additional facilities

Rooms with private facilities will include either bath and WC or shower and WC. Where you specify a preference for either a bath and WC or a shower and WC we will make every effort to accommodate your request. We cannot, however, guarantee your preference will be met.

### (b) Room type

When booking a double room you should clearly request either a double bed or twin beds, otherwise we shall assume that either is acceptable. In some hotels a twin-bedded room may have a single king size base with two mattresses, each with its own bed linen. Three and four-bedded rooms are normally twins or doubles with extra beds; these extra beds may not be suitable for adults and space in the room will inevitably be limited. Single occupancy of rooms when available may be subject to a supplementary charge and this will be shown on your confirmation invoice. The room description shown on your holiday confirmation refers to the main hotel on your holiday. Overnight hotels may offer different room types. In the best interests of our customers, it may sometimes be necessary or desirable to change the location of single overnight hotel stops.

In the USA and Canada rooms have one or two double beds. Where 3 or 4 people occupy a room it will normally have two double beds.

## 7. What excursions are available?

### (a) Included excursions

The provisional itinerary for your chosen holiday, together with details of any included excursions, can usually be found in our brochures or online at [www.shearings.com](http://www.shearings.com). For all holidays we will send you a final itinerary in good time before your departure. Unless otherwise stated, excursions to cities and other major places of interest do not include guided tours or entrance fees to places of interest. Membership of societies or organisations does not entitle a discount or refund of any entrance fees. Entrance fees are included in the holiday price.

### (b) Optional excursions

On most of our holidays you will be offered a selection of optional excursions, which can be bought through our representative. On a selection of our holidays, you may also have the ability to pre-book optional excursions through our call centre. All optional excursions are subject to minimum numbers and availability, our representative will advise in resort whether or not these excursions will operate. You are under no obligation to take these optional excursions. If an excursion, pre-booked with Shearings, is not available within resort, a full refund of the cost of the excursion shall be made to the card used for payment. Please note that these excursions do not form part of your package holiday with Shearings as they are purchased separately. Furthermore, this clause only applies to those excursions where your contract is with Shearings. We are not responsible for any excursions booked with third parties unconnected with Shearings, see clause 15(7) for further information.

## 8. Will I need a passport or visa?

You should ensure that you allow sufficient time (currently 8 weeks from posting a correctly completed application form) to apply for a passport.

### (a) UK citizens

UK citizens travelling on holiday abroad must have a passport, valid for at least six months after the date of return, before they leave the UK. At time of printing, visas are not required by holders of British passports to any of the destination countries offered except Russia, Belarus, China, Australia, USA and Egypt. For Russia and China a tourist visa is required and must be obtained prior to travel (Visa and handling fee approx £95). Egypt – Tourist visa is payable on arrival. New Zealand – Not currently required for visits of less than 6 months. Australia – Electronic Travel Authority System (ETAS) is an electronic visa, which must be obtained prior to travel. An ETA is equivalent to a visa but there is no stamp or label in your passport. Applications for ETA's can be processed by Shearings at no additional cost. An ETA allows you to travel to Australia for short term tourist entry for up to 3 months. USA – Effective from 12 January 2009, the US Department of Homeland Security will require all visitors to a US airport, a cruise ship in US waters, or a coach entering the USA, to receive a formal travel authorisation at least 72 hours prior to their departure. Please ensure you apply via the website [esta.cbp.dhs.gov/esta](http://esta.cbp.dhs.gov/esta) otherwise you will not be able to board a flight, coach or ship to the USA.

**Please note:** A US Travel Authorisation or Visa is required for all clients cruising Alaska/Canada, or stopping in the US either for an extended stay, or transiting via a US city for onward travel – ie flights transferring in any US city. Please go to the above website for more information. Passports are required for all Cruise Holidays for security reasons, regardless of the itinerary. The ship's purser on board deals with all immigration formalities. Special conditions apply to ports of call on some of our cruises – please call for further information. If your holiday requires a visa, before you travel we will send you a visa kit from 'CIBT', an independent company who specialise in organising the relevant visas for your holiday. This kit will advise you of exactly what to do to obtain the correct documentation for your journey.

### (b) Non-EU citizens

Holders of non-EU passports may well be subject to varying visa requirements for certain countries visited on our holidays, and they should check either with their travel agent or with the appropriate embassies or consulates to ascertain any visa requirements and the likely time needed to obtain them.

## 9. What medical arrangements should I make?

### (a) EHIC card

On all holidays to Member States of the EU it is advisable to carry with you a completed EHIC card. This card is available from the

Post Office and entitles you to free or reduced cost emergency state medical treatment in the EU but not to treatment in private medical facilities.

### (b) Will I need any injections?

At present, there are no special health requirements, such as inoculations, for any of the European countries featured for UK citizens. However, when travelling outside of the EU it is recommended that you seek medical advice from your GP or refer to 'Advice on Health for Travellers' available from the Department of Health prior to departure.

## 10. What if I have special needs?

If you will need assistance or special facilities in the hotel, or may have difficulties in taking part in excursions or boarding and travelling on the coach or other means of transport, please let us know at the time of booking as not all holidays in this brochure may be suitable for you. To help you select an appropriate trip, we have set up a Special Helpline. Please call us on 01942 496507 (between 10am and 4pm Monday to Friday) or write to Guest Services Team, Shearings Holidays, Waterside House, Waterside Drive, Wigan Pier Business Park, Wigan, WN3 5AZ. Passengers who require one-to-one assistance must be accompanied by an able bodied person, as our tour managers are unable to offer assistance of a personal nature, which may be required. We regret that it is not possible to operate our Special Helpline on any mystery holidays or holidays booked within two weeks of departure, due to the limited time between booking and departure. Please also see clauses 11 and 12 of our booking conditions.

## 11. Hotel Facilities

All the amenities described in advertising material will normally be available for the enjoyment of our customers, but some amenities (lifts, swimming pools and so on) may occasionally require servicing or cleaning and therefore we cannot guarantee that they will always be available. Some resort services may be affected by weather conditions or out of season reductions or cancellations. Unless otherwise indicated in the brochure, certain amenities (such as sun loungers, sporting activities and entrance to discos or nightclubs) may incur an additional charge. Entertainment provided by hotels is frequently subject to demand and the type or frequency may be varied if there is a lack of demand or insufficient numbers staying at the hotel. In many hotels you may be asked to share a table in the restaurant with other guests. If a hotel has lifts, these are described as serving some, most or all floors or rooms. Many hotel buildings are historical rather than purpose built and, therefore, there may also be some steps on a floor served by a lift, which lead to or from public rooms.

## 12. Reduced price holidays for children

Where there is no child reduction shown on the holiday page a reduction of 20% is given for children up to and including 11 years of age. All reductions are based on children sharing a room with two people paying full price. Children travelling must pay the deposit and any room supplements and insurance premiums. We give a 10% reduction for one child up to and including 11 years of age sharing with one adult. Infants under two travel free but do not get a coach seat. Meal and cot charges should be paid direct to the hotel. Special regulations apply to aircraft – read section 4 of Important Holiday Information.

## 13. Smoking Policy

We operate a strict no smoking policy, which includes e-cigarettes, on all of our coaches but we do have regular comfort stops.

## 14. Pets

We do not allow pets to be taken on our holidays. Registered Assistance Dogs will normally be accommodated on UK holidays and on some overseas holidays, where appropriate.

## 15. River & Ocean Cruises

Please note, that in some circumstances outside our control, the river cruise itinerary may have to be amended. These tours may be operated on a hired-in coach. Prices shown are per person and are based on lowest grade twin cabin, as detailed on the ship pages in our brochures. Ship's Captains always have the right at their absolute discretion to vary any planned routing without prior notice or consultation if they deem it necessary to do so in the interests of safety.

## 16. Alcohol Policy

We are legally bound by and fully subscribe to, the mandatory conditions and licensing objectives contained in the Licensing Act 2005 in accordance with UK licensing law. To that end, alcohol will not be served to patrons and guests where we or our representatives or employees (whose decision shall be final and binding) consider doing so would be in breach of the mandatory conditions or the objectives. Accordingly, in accordance with the mandatory conditions and the objectives, the supply of alcohol under our Bay and Coast & Country Inclusive packages is not unlimited; patrons on Bay and Coast & Country Inclusive packages shall be permitted a maximum of £15 worth of alcoholic drinks per day as part of the package. † Excludes departure day. For further information please visit the website [www.drinkaware.co.uk](http://www.drinkaware.co.uk). Drinks packages at partner suppliers may vary and will be confirmed on your tickets.

**Please note:** that for your comfort and safety we have a 'no alcohol' policy on board all of our coaches which will be enforced by our coach drivers. Passengers are not permitted to consume alcoholic beverages on board our coaches or be in possession of an open container of alcohol at any time during the journey.

# Trading Charter

This Trading Charter, together with our Important Holiday Information, privacy policy and where your holiday is booked via our website, our website terms and conditions of use, together with any other written or verbal information we brought to your attention before we confirmed your booking, form the basis of your contract with Shearings Holidays Ltd ("we", "us" or "our"). Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:

- (a) He/she has read these terms and conditions and has the authority to and does agree to be bound by them;
- (b) He/she consents to our use of information in accordance with our privacy policy;
- (c) He/she is over 18 years of age and resident in the United Kingdom and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services.
- (d) He/she accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

## 1. Booking and Paying For Your Holiday

A booking is made with us when a) you tell us that you would like to accept our written or verbal quotation; and b) you pay us a deposit as detailed in the table below (if you are booking within the period where a full balance would be due according to the table below, full payment will be due at the time of booking); and c) we issue you (or if you booked via an authorised agent of ours, that agent) with a booking confirmation. If your confirmed arrangements include a licensed flight, we (or if you booked via an authorised agent of ours, that agent) will also issue you with an ATOL Certificate. We reserve the right to return your deposit and decline to issue a confirmation at our absolute discretion.

Holiday Type & Duration	Deposit	Balance due date
<b>Air Inclusive Holidays</b>		
All durations	£150	10 weeks
<b>UK &amp; Europe Holidays (Coach)</b>		
2 days	£45	6 weeks
3 days	£65	8 weeks
6 days & over	£85	10 weeks
<b>Christmas &amp; New Year</b>		
All durations	£100	10 weeks
<b>River Cruises</b>		
All durations (Coach)	£150	10 weeks
All durations (Air)	£200	10 weeks
All durations (Rail)	£200	10 weeks
<b>Worldwide River &amp; Ocean Cruises</b>		
All durations	£200	90 days
<b>Other Worldwide Holidays</b>		
All durations	£200	60 days
<b>Hotel Breaks by Car</b>		
All durations	£25	4 weeks

A binding contract will come into existence between you and us as soon as we have issued you with the booking confirmation.

On some holidays we may charge a slightly higher deposit to cover any costs that we have to pay immediately to secure your booking with our suppliers. Deposit and balance payments made by credit card may be subject to a handling charge. Special events deposit levels will be advised at time of booking. In receipt, if you believe that any details on the confirmation, ATOL certificate (or any other document) are wrong you must advise us immediately as changes can not be made later and it may harm your rights if we are not notified of any inaccuracies in any document within ten days of our sending it out (five days for tickets). The balance of the cost of your arrangements (including any applicable surcharge) is due not less than the date detailed as applicable in the table above. If we do not receive this balance in full and on time, we reserve the right to treat your booking as cancelled by you in which case the cancellation charges set out in clause 8 below will become payable. Any money paid to an authorised agent of ours in respect of a booking covered by our ATOL is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fail financially. If we do fail financially, any money held at that time by the agent or subsequently accepted from the consumer by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

## 2. Accuracy

We endeavour to ensure that all the information and prices both on our website and in our brochures are accurate, however occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed.

## 3. Insurance

Adequate travel insurance is a condition of your contract with us. You must be satisfied that your insurance fully covers all your personal requirements including cancellation charges, luggage cover, medical expenses and repatriation in the event of accident or illness. Details of a policy suitable to cover the arrangements you book are available in this brochure and on our website at [www.shearings.com](http://www.shearings.com). If you choose to travel without adequate insurance cover, you must sign our insurance indemnity form and we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

## 4. Pricing

We reserve the right to amend the advertised price of unsold holidays at any time and correct errors in the prices of confirmed holidays. The price of your confirmed holiday is subject at all times to changes in transport costs such as fuel, and any other airline cost changes which are part of our contracts with airlines (and their agents), cruise ship operators and any other transport provider; and to changes in the currency exchange used to calculate your arrangements and to rates, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports any or all of which may result in a variation of your holiday price. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges and/or additional services. You will be charged the amount over and above that, plus an administration charge and an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your confirmed travel arrangements (excluding any insurance premiums, amendment charges and/or additional services), you will be given the options detailed in clause 8. Should you decide to cancel for this reason, you must exercise your right to do so within 41 days from the issue date printed on your final invoice. There will be no change made to the price of your confirmed holiday within 61 days of your departure nor will refunds be paid during this period. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your confirmed 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.

## 5. Jurisdiction and applicable law

These Booking Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you live in those places and if you wish to do so.

## 6. Changes by you

If you wish to change any part of your confirmed holiday arrangements after our confirmation has been issued, you must inform us in writing as soon as possible. This should be done by the first named person on the booking. Whilst we will do our best to assist, we cannot guarantee that we will be able to meet your requested change. Where we can meet a request, all changes will be subject to payment of an administration fee as well as any applicable rate changes or extra costs incurred as well as any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. You should be aware that these costs could increase the closer to the departure date that changes are made. Where we are unable to assist you and you do not wish to proceed with the original booking we will treat this as a cancellation by you. A cancellation fee may be payable. If you are prevented from travelling it may be possible to transfer your booking to another suitable person provided that written notice is given (see clause 8 below). **Note:** Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 10% of that part of the arrangements.

## 7. Cutting your holiday short

If you are forced to return home early, we cannot refund the cost of any services you have not used. If you cut short your holiday and return home early in circumstances where you have no reasonable cause for complaint about the standard

of accommodation and services provided, we will not offer you any refund for that part of your holiday not completed, or be liable for any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them.

## 8. If you cancel

If you or any other member of your party decides to cancel your confirmed booking you must notify us in writing. Your notice of cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. We recommend that you use recorded delivery. Since we incur costs in cancelling your arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below (The cancellation charge detailed is calculated on the basis of the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges which are not refundable in the event of the person(s) to whom they apply cancelling):

**Note:** Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a cancellation charge of up to 100% of that part of the arrangements in addition to the charge above. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. We will deduct the cancellation charge(s) from any monies you have already paid to us. If any member of your party is prevented from travelling, that person(s) may transfer their place to someone else (introduced by you and satisfying all the conditions applicable to the arrangements) providing we are notified not less than 28 days before departure and you pay an amendment fee of £20 per person transferring, meet all costs and charges incurred by us and/or incurred or imposed by any of our suppliers and the transferee agrees to these booking conditions and all other terms of the contract between us. If you are unable to find a replacement, cancellation charges as set out will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services.

UK, IRELAND & EUROPE		
Period before departures within which written cancellation is received	Less than 5 days duration excl. New Year, Easter & air holidays	Holidays of 5 days or longer, all air holidays and 4 days New Year & Easter holidays
More than 56 days	Deposit	Deposit
56 to 49 days	Deposit	30% of total cost or deposit if greater
48 to 29 days	30% of total cost or deposit if greater	50% of total cost or deposit if greater
28 to 22 days	50% of total cost or deposit if greater	50% of total cost or deposit if greater
21 to 8 days	70% of total cost or deposit if greater	70% of total cost or deposit if greater
7 to 1 day	90% of total cost or deposit if greater	90% of total cost or deposit if greater
Departure day or later	Total holiday cost	Total holiday cost

RIVER CRUISE	
Period before departures within which written cancellation is received	Cancellation Charges
More than 70 days	Deposit
70 to 49 days	30% of total cost or deposit if greater
48 to 22 days	50% of total cost or deposit if greater
21 to 15 days	75% of total cost or deposit if greater
14 to 8 days	90% of total cost or deposit if greater
7 to 0 days	Total holiday cost

CRUISE	
Period before departures within which the company receives notice	Cancellation Charge per paying customer
More than 90 days before departure	Loss of deposit
71 to 89 days before departure	30% of total price
50 to 70 days before departure	50% of total price
29 to 49 days before departure	75% of total price
28 days or less	100% of total price

WORLDWIDE HOLIDAYS			
Deposit	Balance received	Period before departures within which written cancellation is received	Cancellation charges
0	0	More than 60 days	Deposit
0	2	30 to 60 days	50% of total cost
0	3	15 to 30 days	60% of total cost
0	4	7 to 15 days	75% of total cost
0	5	Less than 7 days	90% of total cost
			Total holiday cost

HOTEL BREAKS	
Period before holiday arrival within which written notice of cancellation is received	Amount you must pay
More than 30 days	Deposit
30 to 21 days before departure	50% of total cost or deposit if greater
21 to 14 days before departure	60% of total cost or deposit if greater
14 to 7 days before departure	75% of total cost or deposit if greater
Departure day	Total cost of holiday

### 9. If we change or cancel

As we plan your holiday arrangements many months in advance we may occasionally have to make changes or cancel your booking and we reserve the right to do so at any time.

Changes: If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. Examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers. Please note that carriers such as airlines used in the brochure may be subject to change.

Occasionally we may have to make a major change to your confirmed arrangements. Examples of "major changes" include the following, when made before departure:

- A change of accommodation area for the whole or a significant part of your time away.
- A change of accommodation to that of a lower standard or classification for the whole or a significant part of your time away.
- A change of outward departure time or overall length of your arrangements of twelve or more hours.
- A change of departure airport, as long as that change is not from one London airport to another London airport. London airports are Heathrow, Gatwick, Stansted, Luton and London City.
- A significant change to your itinerary, missing out one or more destination entirely.

Cancellation: We will not cancel your travel arrangements less than 30 days before your departure date, except for reasons of force majeure or failure by you to pay the final balance. We may cancel your holiday before this date if, eg, the minimum number of clients required for a particular travel arrangement is not reached.

If we have to make a major change or cancel, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of:

- (for major changes) accepting the changed arrangements;
- having a refund of all monies paid; or
- 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).

You must notify us of your choice within 7 days of our offer. If you fail to do so we will assume that you have chosen to accept the change or alternative booking arrangements.

Insurance: If we cancel or make a major change and you accept a refund, we will provide a full refund of your travel insurance premiums if you paid them to us and can show that you are unable to transfer or reuse your policy.

### Compensation

If we cancel or make a major change less than 30 days before departure, we will pay compensation as detailed below. The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

Holiday Duration		
Period before departure in which a significant change is notified to you or your travel agent	2-4 days	5+ days & longer
More than 30 days	Nil	Nil
30 to 15 days	Nil	£10
15 to 8 days	Nil	£15
8 to 14 days	£15	£20
0 to 7 days	£20	£25

**IMPORTANT NOTE:** We will not pay you compensation in the following circumstances:

- where we make a minor change;
- where we make a major change or cancel your arrangements more than 60 days before departure;
- where we have to cancel your arrangements as a result of your failure to make full payment on time;
- where the change or cancellation by us arises out of alterations to the confirmed booking requested by you;
- where we are forced to cancel or change your arrangements due to Force Majeure (see clause 10);
- if we cancel your travel arrangements because the minimum number of participants to run the arrangements has not been reached.

Please note: where accommodation with a higher price than the original accommodation is offered by us and accepted by you, the difference in price will be deducted from any compensation payable. In no case will we pay compensation if accommodation is offered by us and accepted by you with a higher price than that originally booked in the same location where no additional payment is made by you.

If we become unable to provide a significant proportion of the services that you have booked with us after you have departed, we will make alternative arrangements for you at no extra charge and, if appropriate in all the circumstances, will pay you reasonable compensation.

### 10. Force Majeure

Except where otherwise expressly stated in these booking conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by any event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, threat of war, civil strife terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather, sea, ice and river conditions and all similar events outside our or the supplier(s) concerned's control. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure.

### 11. Special Requests

Any special requests must be advised to us at the time of booking e.g. diet, room location, a particular facility at a hotel etc. If your special request relates to a special diet, please send us a copy of the diet. We will contact the hotel(s) affected but please note that some hotels may make an extra charge payable locally or may not have facilities to cope with special diets and we cannot be held liable for their failure to do so unless we have specifically confirmed to you that a special diet will be catered for. Where we think that a hotel is unlikely to be able to cope with a special diet we will tell you prior to issuing a booking confirmation. You should then confirm your requests 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. 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. Please refer to section 10 of our Important Holiday Information, "What if I have special needs?" for more information on our Special Help Line.

### 12. Disabilities and Medical Problems

We are not a specialist disabled holiday company, but we will do our utmost to cater for any special requirements you may have. If you or any member of your party has any medical problem or disability which may affect your stay, please provide us with full details before we confirm your booking so that we can try to advise you as to the suitability of your chosen arrangements. We may require you to produce a doctor's certificate certifying that you are fit to participate in the tour. Acting reasonably, if we are unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking. If you failed to give us full details at the time of booking, we must reserve the right, as appropriate, to either levy additional charges for urgent use of our special helpdesk service or cancel your booking and impose applicable cancellation charges from the point at which we were made aware of these details.

### 13. Complaints

We make every effort to ensure that your holiday arrangements run smoothly but if you do have a problem during your holiday, please inform the relevant supplier (eg. your driver/hotelier/tour representative as applicable) immediately who will endeavour to put things right. If your complaint is not resolved locally, and you wish to complain further, write to: The Customer Care Manager, Shearings Holidays, Waterside House, Waterside Drive, Wigan Pier Business Park, Wigan, WN3 2ZJ within 30 days of the end of your stay, giving your holiday reference number, holiday code, departure date, and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. Failure to follow the procedure set out

in this clause may affect ours and the applicable supplier's ability to investigate your complaint, and will affect your rights under this contract.

### 14. Your behaviour

All guests staying with us are expected to conduct themselves in an orderly and acceptable manner and not to disrupt the enjoyment of other guests. If in our opinion or in the opinion of any hotel manager or any other person in authority, your behaviour or that of any member of your party is causing or is likely to cause distress, danger or annoyance to any of our other guests or any third party or damage to property, or to cause a delay or diversion to transportation, we reserve the right to terminate your booking arrangements with us immediately. In the event of such termination our liability to you and/or your party will cease and you and/or your party will be required to leave your accommodation or other service immediately. We will have no further obligations to you and/or your party. No refunds for lost accommodation or any other service will be made and we will not pay any expenses or costs incurred as a result of termination. You and/or your party may also be required to pay for loss and/or damage caused by your actions and we will hold you and each member of your party jointly and individually liable for any damage or losses caused by you or any member of your party. Full payment for any such damage or losses must be paid directly to the hotel manager or other supplier prior to departure from the hotel. If you fail to make payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions together with all costs we incur in pursuing any claim against you. We cannot be held responsible for the actions or behaviour of other guests or individuals who have no connection with your booking arrangements or with us.

### 15. Our Responsibilities

1. We will accept responsibility for the arrangements we agree to provide or arrange for you as an "organiser" under the Package Travel, Package Holidays and Package Tours Regulations 2018 set out below. Subject to these booking conditions, if we or our suppliers negligently perform or arrange the services which we are obliged to provide for you under our contract with you, as set out on your confirmation invoice, we will pay you reasonable compensation. The level of such compensation will be calculated taking into consideration all relevant factors such as but not limited to: following the complaints procedure as described in these conditions and the extent to which ours or our employees' or suppliers' negligence affected the overall enjoyment of your holiday. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

2. We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:

- the act(s) and/or omission(s) of the person(s) affected;
- the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
- unusual or unforeseeable circumstances beyond ours or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised; or
- an event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.

3. We limit the amount of compensation we may have to pay you if we are found liable under this clause:

(a) loss of and/or damage to any luggage or personal possessions and money. The maximum amount we will have to pay you in respect of these claims is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are assumed to have adequate insurance in place to cover any losses of this kind. Please also see section 5 of the Important Information.

(b) Claims not falling under (a) above and which don't involve injury, illness or death. The maximum amount we will have to pay you in respect of these claims is twice the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from your booking.

(c) Claims in respect of international travel by air, sea and rail, or any stay in a hotel.

(d) The extent of our liability will in all cases be limited as if we were carriers under the appropriate Conventions, which include The Warsaw/Montreal Convention (international travel by air); The Athens Convention (with respect to sea travel); The Berne/Colif Convention (with respect to rail travel) and The Paris Convention (with respect to hotel arrangements). You can ask for copies of these Conventions from our offices. Please contact us. In addition, you agree that the operating carrier or transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of the terms and conditions contained in those 'Conditions of Carriage' form part of your contract with us, as well as with the transport company and that those 'Conditions of Carriage' shall be deemed to be included by reference into this contract.

ii) In any circumstances in which a carrier is liable to you by virtue of the Denied Boarding Regulation, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier.

iii) When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

4. It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaints procedure set out in these conditions.

5. Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.

6. **Please note:** we cannot accept any liability for any damage, loss or expense or other sum(s) of any description:

(a) 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

(b) relate to any business.

7. We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised in our brochure. For example any excursion you book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you.

#### 16. Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your contracted arrangements with us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

#### 17. Prompt assistance in resort

In the event that you experience difficulty on the occurrence of circumstances described in clauses 12 (a) (b) (c) or (d) of these booking conditions, we will provide you with prompt assistance as is reasonable in the circumstances.

#### 18. Financial security

All coach, air and rail inclusive package holidays in all our brochures are fully protected, which means that in the unlikely event of our insolvency you will not be stranded on holiday abroad or in the UK and you will be refunded any money you have paid to us for an advance booking. Please note that hotel breaks by car do not constitute packages and are not covered under this clause. We provide financial security for flight inclusive Packages, Flight Plus bookings and ATOL protected flights by way of a bond held by the Civil Aviation Authority under ATOL number 2409. When you buy 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 financially protected, where you can get information on what this means for you and who to contact if things go wrong. For further information, visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk). The price of our flight inclusive arrangements includes the amount of the Air Passenger as part of the ATOL Protection Contribution (APC) we pay to the CAA. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. ATOL protection extends primarily to Customers who book and pay in the United Kingdom. Coach based package holidays (not involving air travel) are protected under the Bonded Coach Holiday Scheme of the Confederation of Passenger Transport UK. At the publication date of this brochure (June 2018) we are members of the Bonded Coach Holiday Group of the Confederation of Passenger Transport UK Limited. This is a Government approved consumer protection scheme. This ensures that in relation to the coach package holidays described in this brochure or website that your monies are protected by a Bond in the unlikely event of our insolvency. You are recommended to inspect the current membership certificate at our registered office or alternatively go to [www.bct-uk.org](http://www.bct-uk.org) or telephone 0203 001 0010 to confirm current membership. We, or the suppliers identified on any 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 the services you have bought (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).

#### 19. Passport, Visa and Immigration Requirements and Health Formalities

It is your responsibility to check and fulfill the passport, visa, health and immigration requirements applicable to your itinerary. We can only provide general information about this. You must check requirements for your own specific circumstances with the relevant Embassies and/or Consulates and your own doctor as applicable. Requirements do change and you must check the up to date position in good time before departure. Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting. For further information contact the Passport Office on 0870 5210410 or visit [www.passport.gov.uk](http://www.passport.gov.uk). Special conditions apply for travel to the USA, and all passengers must have individual machine readable passports. Please check [www.usembassy.gov](http://www.usembassy.gov) for European holidays you should obtain a completed and issued form EHC prior to departure. Up to date travel advice can be obtained from the Foreign and Commonwealth Office, visit [www.fco.gov.uk](http://www.fco.gov.uk)

Non British passport holders, including other EU nationals, should obtain up to date advice on passport and visa requirements from the Embassy, High Commission or Consulate of your destination or country(ies) through which you are travelling. See Section 8 of our Important Holiday Information for further information. We do not accept any responsibility if you cannot travel, or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities. Passports are required for all Cruise Holidays for security reasons, regardless of the itinerary.

#### 20. Conditions of Suppliers

Many of the services which make up your holiday are provided by independent suppliers. These suppliers provide these services in accordance with their own terms and conditions which will form part of your contract with us. Some of these terms and conditions may limit or exclude the suppliers' liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

#### 21. Delays, Missed Transport Arrangements and other Travel Information

If you or any member of your party miss your flight or other transport arrangement, it is cancelled or you are subject to a delay of over 3 hours for any reason, you must contact us and the airline or other transport supplier concerned immediately. The Package Travel etc Regulations provide that in the event that you experience difficulty on the occurrence of circumstances described in clauses 12 (a) (b) (c) or (d) of these booking conditions, we will provide you with prompt assistance. Where you experience a delay which is not owing to any failure by us, our employees or sub-contractors, this prompt assistance is likely to extend to providing help in locating refreshments, accommodation and communications but not paying for them. Any airline or other transport supplier may however pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them. Subject to the other terms of these conditions, we will not be liable for any costs, fees or charges you incur in the above circumstances, if you fail to obtain our prior authorisation before making your own travel arrangements. We cannot accept liability for any delay which is due to any of the reasons set out in clause 9 of these booking conditions (which includes the behaviour of any passenger(s) on any flight who, for example, fails to check in or board on time). The carrier(s), flight timings and types of aircraft shown in this brochure or on our website and detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. We shall inform you of the identity of the actual carrier(s) as soon as we become aware of it. The latest flight timings will be shown on your tickets which will be despatched to you approximately two weeks before departure. You should check your tickets very carefully immediately on receipt to ensure you have the correct flight times. If flight times change after tickets have been despatched we will contact you as soon as we can to let you know, however, it is your responsibility to check your departure times direct with the airlines in good time before each flight. Please note the existence of a "Community list"

(available for inspection at <http://ec.europa.eu/transport/air-ban/liste.htm>) detailing air carriers that are subject to an operating ban with the EUDomestic Community. Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. If the airline does not comply with these rules you should complain to the air transport users council on [www.atu.org.uk](http://www.atu.org.uk). Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. A delay or cancellation to your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. This brochure is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements.

#### 22. Advance Passenger Information

A number of Governments are introducing new requirements for air carriers to provide personal information about all travellers on their aircraft to the Authorities before the aircraft leaves the UK. The data will be collected either at the airport when you check in or in some circumstances when, or after you make your booking. Accordingly, you are advised to allow extra time to check in for your flight. Where we collect this data, we will treat it in accordance with our privacy policy.

#### 23. Foreign Office Advice

You are responsible for making yourself aware of Foreign Office advice and State Department warnings in regard to the safety of the countries and areas in which you will be travelling and to make your decisions accordingly. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure. (See clause 10).

#### 24. ABTA

We are a Member of ABTA, membership number 6468. 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](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com).

#### 25. Data Protection

For the purposes of the Data Protection Act 1998 we are a data controller. In order to process your booking and to ensure that your travel arrangements can be properly performed we need to collect certain personal details from you. These will include, where applicable, the names and addresses of party's members, credit/debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect the chosen holiday arrangements and any dietary restrictions which may disclose your religious beliefs. We must pass on your personal details to the companies and organizations who need to know them so that your holiday can be provided (for example your airline, hotels, transport companies, credit/debit company or bank). The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or otherwise as required by law. Where you provide us with personal details such as those mentioned above, you consent to this information being used as described above. We are entitled to assume you do not object to our doing any of the things mentioned above unless you tell us otherwise in writing. We have appropriate security measures in place to protect the personal details you give us. We may have to pass your details to organisations outside the European Economic Area, (EEA), controls on data protection in these places may not be as strong as the legal requirements in this country. You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request.

Published June 2018

Prices are correct as of June 2018

All images are reproduced with kind permissions

- see [shearings.com/imagelibraries](http://shearings.com/imagelibraries)