

General Terms of Business, Essential Lifestyle & Essential Experiences

Trading names of United Time Services Limited

United Time Services Limited company number 11789608, trading as Essential Experiences and Essential Lifestyle, with its registered office address at 5a Hamilton Place, London, W1J 7EY (“EL” “ee.co.uk” “we”, “us” or “our”), operates the websites with the URLs www.essentialexperiences.co.uk and www.essentiallifestyle.com (“the Website/s”).

“you”, “your”, “client” & “customer” refers to the person who instructs us in relation to the provision of travel services. Usually also the payment card holder, lead-traveller (first traveller name on the booking) and main point of contact.

These booking conditions, together with any other written information we brought to your attention before your booking was confirmed, form the basis of your contract for agency and principal booking services. It is important that you read these conditions carefully and ensure that you fully understand and agree to be bound by these terms before engaging us for any purpose.

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ATOL Statement

Your Financial Protection

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable)."

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Travel Services

Travel services are day to day services provided by Us, acting as an agent, in relation to travel.

These Services relate specifically the movement of You or Your representatives domestically and/or internationally, by air, land or sea. We advise, arrange, procure, supply, book and report on behalf of you such third party services as allow Your travel needs to be fulfilled.

We must make it clear at the outset that in acting as an agent, in accordance with these terms and conditions that you will be bound by the conditions of third party suppliers that we source for you. Any reference to the 'booking conditions', 'terms and conditions' refer to the conditions set out in this document, any other terms and conditions referred to will usually be those of the third party supplier (the third party, third party supplier or just supplier) with which you have contracted (sometimes referred to as 'their terms and conditions'). In the event of a dispute or inconsistency between our terms and conditions, and those of a third party supplier, the third party's terms shall prevail and you will have recourse to the third party, save to the extent that the third party's terms are invalid or unenforceable.

At all times we will endeavour to make you aware of the third party supplier with whom you have a contractual relationship for your arrangements and on request we will both clarify this and if requested take reasonable steps to supply you with their terms and conditions.

Agency bookings (third party supplier)

We act as retail booking agents for some bookings we take and/or make on your behalf

For all such arrangements where we act as your retail agent, your contract for the supply of the service(s) in question will be the disclosed supplier of the service(s) in question. When making your booking, we will arrange for you to enter into a contract with that supplier. Your booking will be subject to these terms and conditions for our booking services, and also any booking conditions of the disclosed supplier of your travel arrangements. You are advised to read all applicable conditions carefully prior to booking. Except where otherwise stated, we do not accept liability in relation to any contract you enter into or for any arrangements you purchase or for the acts or omissions of any supplier(s) or other person(s) or party(ies) connected with any arrangements.

For the avoidance of doubt, where we sell you a Package holiday that has been organised by another supplier, we will sell that holiday as retail agent for that supplier. Where that Package holiday includes a flight, the flight will be protected by the supplier's ATOL and the ATOL Certificate will be issued by us on behalf of that supplier.

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.

Any money paid to us in respect of a booking including a flight purchased under our ATOL or a third party's ATOL is held by us on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to our obligation to pay it to the supplier of your arrangements for so long as that supplier does not fail financially. If that supplier does fail financially, any money we hold at that time or subsequently accept from you is and continues to be held by us on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to the applicable supplier.

Booking & Payment

When You Make a Booking

You guarantee that you are over 18 and have the authority to accept, and do accept these conditions on your behalf and on behalf of all members of your party and, further, if you are making a booking for more than one person, that you are responsible for all payments due from each and every party member for whom you are making a booking. When you use our website to make a booking, you will need to provide us with credit or debit card details in order to cover the full cost of your trip. You authorise us or an authorised third party to take full payment for the total amount of your purchase. Please note that you may be required to present a credit card at the time of check-in, rental or pick-up to provide confirmation of authorised card use or to secure any additional charges.

Where we are acting as booking agent, your booking is confirmed and a contract between you and the supplier will exist when we send you a confirmation invoice. Please check your confirmation invoice carefully and report any incorrect or incomplete information to us immediately. **Your card will be charged in full at point of booking**, either on our website at checkout, over the phone or a unique link to a secure portal sent via email.

Upon receipt, if you believe that any details on the confirmation or any other or any other document are wrong you must advise us immediately. Please ensure that names are exactly as stated in the relevant passport. As we act only as booking agent, we have no responsibility for any errors in any documentation except where an error is made by us.

It is your responsibility to ensure that any information which is given to you by us or any of our employees or suppliers is passed on to all members of your party. Any information which we give to you shall be deemed as given to each and every party member for whom you are making or have made a booking. We can only liaise with the lead passenger on the booking.

In order to provide the best service and protect our customers, we reserve the right not to accept bookings within 3 days of travel and to request supporting identity documents for travel within 7 days via our secure documents portal and/or automatically reject such bookings until working hours for manual review.

We reserve the right to return your deposit and decline to issue a confirmation at our absolute discretion.

Payment Terms

You'll be advised on the terms of payment by our website, or your personal advisor or customer service agent. We try to be as flexible as we can be but of course ultimately are limited to the terms of the Suppliers relevant to your trip. We have great rates and bargaining power though, so we'll usually find a payment solution to meet your needs. Payment is taken by credit or debit card, over the phone, via email, or via our website, in accordance with our PCI compliance policy and Data Protection policy. We usually quote a full price including all fees, taxes and charges, where applicable we'll round down to the nearest pound (Sterling, GBP is our preferred currency) and often it's more cost effective to group the arrangements together like this. We will always try to let you know when there is a local service fee or tax due, however, be aware that not all local charges are advised or prepaid and are subject to change by us, our suppliers, or local authorities at any time.

When paying by card we do not pass on merchant payment fees to our retail customers, note that your card will be charge in full at the time of booking and that this does not apply to business to business transactions.

We do not usually hold your money on trust, all money paid by you to us will be our property and will be a debt due and payable to the third party supplier. You agree to any payments made by you to us not being held on trust and may be commingled with other payments and monies at our discretion.

Where we do hold your money on trust we will notify you of this benefit and do so according to the terms of the Essential Travel Trust

Accuracy

We endeavour to ensure that the details of all products, including prices, displayed on our websites are accurate. However, given the high volume of flights, hotels and other products offered it is inevitable that, in exceptional cases, mistakes will arise. We cannot accept liability for these errors.

You must ensure you check the price and all other details of your chosen arrangements with us at the time of booking.

While we take every care to ensure you are kept up to date with all material changes in relation to the services provided by us, we accept no liability for any ongoing services, updates or future reviews of the advice, travel arrangements, tickets or other documents, after the date on which the services are provided by us.

We shall not be liable for any acts or omissions of third party suppliers and your sole remedy shall be against the relevant third party supplier or yours or third party supplier's respective insurers.

Essential Travel Trust

When we make a booking as agent or principal, in some instances we will hold your money in a special dedicated trust account to which neither we nor our suppliers have access to. This provides you with an enhanced level of financial protection against insolvency of any of the parties related to your travel arrangements. The trustees' duties and the financial protections for money held in this account are enshrined in the trust deed, to which all parties on the travel provision side (us, the suppliers, the trustees) are bound. We're always looking at ways that we can better communicate this incredible benefit so look out for changes to this policy and further information in our marketing information.

Changes or cancellations

by You

If you wish to change any part of your confirmed arrangements or cancel them, you must inform us in writing as soon as possible and we will liaise with any applicable supplier on your behalf. This should be done by the first named person on the booking. Whilst we will do our best to assist, we cannot guarantee that any supplier will be able to meet your requested change as amendments can only be accepted in accordance with their terms and conditions.

Note that often there will be a supplier charge which we have to pass on to you, we also reserve the right to charge an additional admin fee of our own which helps us to give you the best possible service.

If Your Supplier Changes or Cancels

We will inform you as soon as reasonably possible if any supplier needs to make a significant change to your confirmed arrangements or to cancel them. We will also liaise between you and any applicable supplier in relation to any alternative arrangements offered but we will have no further liability to you.

No show

If you have a booking for any of our products or services, including flights, car hire, accommodation, and packages, but you do not show up to check-in, collect the car or otherwise do not avail yourself of such product or service, you will not be entitled to any refund from us. Certain airlines may also cancel the return portion of your ticket if you fail to take the outbound journey. Please contact us if you fail to take the outbound journey but intend to use the inbound portion of a return ticket.

Pricing

We will search for and present options relevant to Your requested travel requirements, where applicable we'll let you know the cost for that travel, including any fees and charges, whether listed by us or the supplier or estimated from our experience to become payable, this is all shown as it was at the time of our search. You might request that we hold a price that we've presented to you, in this case we will contact the relevant supplier, either via a direct link or a wholesale facility and attempt to secure this price for you without full payment.

When we secure a price (also known as 'holding' a fare or rate) we do so in good faith and to the best of our ability, however, the supplier usually reserves the right to change the terms at any point before, or even after, payment has been received by them. For the avoidance of doubt we always recommend to confirm and provide full payment to us as soon as practicable and certainly within the time limits outlined by us or the supplier in order that the chances of anything changing are greatly minimised. Most suppliers will seek to resolve any changes in your favour in the event that you have provided confirmation and payment to them via us and we will always do our best to ensure a speedy and satisfactory resolution for you in the event that there is an unexpected change by the supplier.

The price of your flight may include taxes, fees and charges which are imposed on air transportation by government authorities. They may represent a significant portion of the cost of air travel and are either included in the fare or shown separately on your ticket. You may also be required to pay taxes or fees or other charges not already collected, for example, it is not always possible to include all departure taxes on your ticket(s). In some cases departure taxes must be paid by you locally to the government of the country you are departing from and are therefore non-refundable by us.

The price of each product or service is regularly reviewed and is subject to change. Promotional or discounted offers on our marketing and websites are provided at our discretion. All offers are subject to availability and may be withdrawn at any time. **Please note that all prices include a booking fee.** Please further note that additional fees may be charged by individual suppliers our us in the event of subsequent changes being made to the booked arrangements.

Bookings made on the telephone will incur a supplementary charge to cover the additional resource costs involved. We reserve the right to record telephone calls for training and quality purposes.

Travel Insurance

We strongly recommend that you do not book or travel without adequate travel insurance for your own protection and peace of mind.

Please be aware that some airlines and other suppliers may not allow you to travel without insurance. It is your responsibility to ensure that you purchase adequate travel insurance for your needs. We strongly advise that travel insurance is taken out at the same time (or prior to) booking with us and includes coverage for cancellation, curtailment & Covid19, pre-existing conditions and all other health considerations.

Please be aware that many of the services and products we offer are non-refundable by us or the third party supplier and that no refund or credit may be offered in the event of voluntary or involuntary cancellation by you or the supplier, in which case your only recourse may be via your own travel insurance provider.

General Travel Precautions:

To ensure your travel is completed in the smooth manner to which you should be accustomed, in the event of any surprises and for your general peace of mind the following paragraphs address general travel precautions that are outside the scope of our liability but we are nonetheless happy to assist you with;

Passport, Visa & Health Requirements

It is your responsibility to check and fulfil 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 and within the standard 10year validity period. 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 <https://www.gov.uk/browse/abroad/passports> Special conditions apply for travel to the USA, and all passengers must have individual machine readable passports. Please check. For European holidays you should obtain a completed and issued form EHIC prior to departure. Up to date travel advice can be obtained from the Foreign and Commonwealth Office, visit <https://www.gov.uk/foreign-travel-advice>.

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. 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.

Pre-Travel Advice: The Foreign and Commonwealth Travel Advice Unit may have issued information about your holiday destination. You are advised to check whether or not such information has been issued on the Internet under the address www.fco.gov.uk/knowbeforeyougo prior to travelling. Alternatively, you can contact the ABTA Information Department on 0901 201 5050 (calls charged at 50p/minute). It is your responsibility to check any advice issued by the Foreign and Commonwealth Travel Advice Unit and we accept no responsibility for this.

Names

Reservations made by us on your behalf will be booked according to the traveller names provided by you in the correspondence given by you in contemplation of booking. We thoroughly recommend you taking the time to double check the spelling and accuracy of traveller names prior to confirming or requesting to hold any booking. It is very often the case that changing traveller names after holding or booking with a supplier is either not permitted or prohibitively expensive, this can lead to disappointment and additional cost.

We will do our best to notify you when we suspect information you supply may be incorrect, however, it is not within the scope of our liability to accept responsibility for the accuracy of the names supplier to us.

As a general rule, there is a 28 character limit on names, and special characters, for example, hyphens (-) are not recognised by many systems, for this reason name will sometimes be displayed on travel documents in a different format to that requested.

Our service to you assumes that we will omit 'middle' names from each booking to limit the chance of error, however, if for personal or administrative reasons (for example to match a frequent flier account, or a visa application) you require all names to be present, please let us know prior to holding or confirming any booking and we will enter the traveller name as requested. On occasion this may be at your own risk where your request falls outside the supplier's recommended advice.

Proof of Purchase

You should ensure that you travel with your booking confirmations, e-tickets and any other travel documentation (including your passport) at all times. We will not be liable for any supplier not providing you with the booked product or service if you do not produce such documentation.

Passenger Ages

When travelling on an arrangement including hotel accommodation, no person under the age of 18 years will be allowed to travel independently. The exception is for Las Vegas where visitors are required to be 21 years old if unaccompanied. The passenger's age relates to the whole of the period when they are away including the day of return. When travelling on a flight-only basis, passengers can travel alone if they are aged 14 years or over subject to airline approval, providing they can travel unassisted. Please note if they are aged 14 - 15, a parent or legal guardian must accompany them to check-in, and a valid photo-ID in addition to the country specific documentation must be presented. We strongly recommend that parents or guardians of unaccompanied young persons remain in the airport until the flight has departed. Airlines reserve the right not to accept unaccompanied minors less than 14 years of age for carriage. If an under 14 year old needs to travel unaccompanied, please contact us by email via our support request system to request assistance before making a booking.

Infant fares: Infants must be under 2 years old on the return date of travel. If your child celebrates his or her 2nd birthday while on holiday, you must book and pay the appropriate child fare. Charges for infants vary depending on the route and length of flight and will be advised in the booking process. Infants are not entitled to their own seat and must travel on an adult's lap. If you require a seat for your infant to sit separately you will need to purchase a child's ticket at the appropriate fare. Infants do not always receive a personal baggage allowance as this varies from carrier to carrier.

Child fares: Children must be 2 - 11 years old on the return date of travel to qualify for any applicable child fare reduction. Children aged 12 years and older pay the full fare and have their own seat and also have a full baggage allowance.

Babies: An infant must be more than 7 days old to travel on an aircraft, for health and safety reasons.

Special Requests & Disabilities

Special requests

Please advise us of any special requests and we will pass these on to the relevant supplier. However, we cannot guarantee your special request as we do not have any direct control over the manner in which the services are provided.

Disabilities

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 or if you did not give us full details at the time of booking, we will cancel it and impose applicable cancellation charges when we become aware of these details.

Seating

Once our website or customer service agent knows your seating preference they will keep this information on file in our system. Where possible this will be transmitted automatically into the supplier's system each time you confirm a booking with us. We'll also keep this on file and where agreed and reasonably practicably we'll let you know your options when you confirm a booking with us.

Meals

Where a supplier offers a selection of meal options, we can often pre request your preference on your behalf, just let us know at least 24hours prior to travel (in some cases a little more notice is required) and we will pass on this request to the supplier.

Frequent Traveller information

Once our website or customer service agent knows your frequent traveller information, loyalty or membership numbers and preferences they will keep this information on file in our system. Where possible this will be transmitted automatically into the supplier's system each time you confirm a booking with us. We'll also keep this on file and where agreed and reasonably practicably we'll let you know your options when you confirm a booking with us.

Please make us aware, prior to confirming any booking, if you require any specific or general advice as to the accrual or spending of loyalty points in relation to any booking, often the best rates sacrifice some of the loyalty benefits, we tend to select suppliers and rates that benefit you financially at the point of booking, however, we're always happy to let you know your options when requested.

Corporate Frequent Traveller information and general Frequent Traveller information

Our advice on corporate loyalty schemes is very much the same as for a personal frequent traveller programme, if you would like more information on personal or corporate frequent traveller programmes one of our Travel Advisors or Corporate Account Managers will be happy to guide you.

Weather

We cannot be held responsible for any disruption to your trip due to bad or unusual weather conditions.

Your Behaviour

It is your responsibility to ensure that you and the members of your group do not behave in a way which is inappropriate or causes danger, distress, offence or damage to others or which risks damage to property belonging to others (including but not limited to drunkenness and air rage) whilst on your trip.

If, in our reasonable opinion or that of our suppliers, your behaviour is inappropriate and causes danger, distress, offence, or damage to others, or risks damage to property belonging to others, we and/or our suppliers (e.g. hotel managers, airline pilots) may take appropriate action in order to ensure the safety and comfort of our customers and their property and that of our suppliers, including terminating your trip, in which case our and our supplier's responsibility to you will cease immediately and you will not be eligible for any refunds, payments of compensation and/or any reimbursement of any cost or expenses you may incur as a result of such termination. Further, you will be liable to reimburse us for any expenses we incur necessarily as a result of such termination.

Communications

The email address that you provide with your booking will be used for all future communication with you, including any changes and additional information on your flights and/or hotel bookings. It is therefore your responsibility to ensure that you check your email on a regular basis, and also notify us should your email address change.

Essential Experiences:

For after sales service we can be contacted between the hours of 10.00am – 5.00pm, Monday to Friday on 020 3997 7144 and via email at info@essentialexperiences.co.uk, or you can reach us via our online contact/chat service. We endeavour to provide 24hour online customer support, however, this is subject to agent availability, we will always respond to you within 72 hours.

Essential Lifestyle:

For after sales service we can be contacted between the hours of 8.00am – 8.00pm, Monday to Friday on 020 3890 2751 and via email at info@essentiallifestyle.com, or you can reach us via our online contact/chat service. We endeavour to provide 24hour online customer support, however, this is subject to agent availability, we will always respond to you within 24 hours and in accordance with our agreed client service level agreement (SLA)

Changes to Terms & Conditions

We may amend these terms and conditions at any time without prior notice. If we do amend these terms and conditions, the amended terms will be effective when posted on this website and you are deemed to have accepted the relevant changes.

Additional Terms

Additional terms and conditions may apply to reservations, purchases of goods and services and other uses of portions of this site, and you agree to abide by such other terms and conditions.

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 (e.g. your hotelier) immediately who will endeavour to put things right.

If your complaint is not resolved locally, please contact your tour guide or in the case of a tailor-made tour our local agent or our offices at 5a Hamilton Place, London, W1J 7EY as soon as possible. Failure to do so will affect ours and the applicable supplier's ability to investigate your complaint, and will affect your rights under this contract.

If the problem cannot be resolved and you wish to complain further. You must send formal written notice of your complaint to us at our office within 28 days of the end of your stay, giving your booking reference 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.

In the event that your complaint is not resolved within 60 business days following action in accordance with this provision, our alternative dispute resolution body is ABTA, 30 Park St, London, SE1 9EQ.

Third Party Rights

No rights shall accrue except to the parties of these terms and conditions. These terms and conditions are not for the benefit of, or enforceable by, any third party and no rights shall accrue under the Contracts (Rights of Third Parties) Act 1999

Governing Law and Severance

If any provision (or part of a provision) of these terms are found unenforceable by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, the other provisions shall remain in force.

If any invalid, unenforceable or illegal provision would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with whatever modification necessary to give effect to the intention of the parties.

These terms and any disputes or claims arising out of or in connection with its subject matter are governed by and construed in accordance with the laws of England.

The parties irrevocably agree that the courts of England have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with these terms.

COVID-19 health declaration

When making a booking I declare that all passengers in my booking shall meet the general requirements set under the Covid-19 health declaration.

IMPORTANT: Visa & COVID-19 Travel Restrictions

It is your sole responsibility to ensure that you comply with all applicable COVID-19 travel restrictions, visa requirements and any other requirements for your travel from the point of departure to the final destination as well as all transit points in between.

We will not be liable for your refusal of entry into any flight, transit point or destination and/or any other incidents, loss, fine, penalties or damages (including direct and/or consequential loss and damage) which result from your failure to comply with such restrictions and/or requirements (set by any government authority, airline and/or applicable commercial party).

I acknowledge that I may be refused from boarding the flight if I (or anyone travelling with me) experience one or more of the following circumstances prior to flight departure:

- A positive Covid-19 result
- Contact with someone who has tested positive for Covid-19 or is suspected of having Covid-19
- Any Covid-19 symptoms (fever, coughing, sore throat, runny nose, or any other known symptoms)

I acknowledge that I am solely responsible to fulfil the latest requirements set by the authorities for the origin, transit and destination points of my journey. This may include:

- a vaccination certificate,
- a Covid-19 test result,
- other travel requirements and/or documentation set by the airline or relevant authorities

Any cancellation or rescheduling shall be subject to our booking terms and conditions and the applicable airline's booking terms and conditions, cancellation policy and/or rescheduling policy.

Whenever booking any travel, please consider:

Have I have read and accept the Terms and Conditions of travel and the package holiday regulations?

Have you checked the FCDO advice for your holiday destination?

Do you have the relevant travel insurance to cover FCDO advice changes?

Please keep checking the FCDO advice for entry requirements for your destination as they can change between booking and travelling. We recommend that you register for the government travel advice email alerts on your chosen country for the latest information. We'd also encourage you to keep up to date with the steps that you'll need to follow on return to the UK.

We will do everything within our control to assist you, however, we cannot take over our traveller's responsibility to read and understand booking terms, or seek out the latest travel advice.