



Travel – Tours – Conferences – Seminars

TERMS AND CONDITIONS

YOUR CONTRACT - PLEASE READ THIS CAREFULLY

BEFORE YOU BOOK These booking terms and conditions govern all bookings that you make with Ceejay Travel Limited of 10 Empire Parade, Empire Way, Wembley, Middlesex HA9 0RQ. They vary depending on whether you make a booking with us for a package holiday or flight only, accommodation only or other separate travel arrangements, ("Individual Components"). If you book Individual Components with us, we will make the booking as agent for the relevant supplier(s) (e.g. the airline or hotel supplier) and your contract will be subject to the supplier's own terms and conditions which could limit or exclude liability to you, often in accordance with international conventions. Copies of the supplier's terms and the international conventions are available on request. If you book a package holiday, your contract will be with Ceejay Travel Limited.

No contract will come into existence between us until we accept your booking and we receive your deposit or full payment in cleared funds. We reserve the right to refuse, at our sole discretion, any booking.

All services offered are subject to availability.

When you make a booking, you confirm that you 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.

It is your responsibility to ensure that any information which you give us is accurate and that information which is given to you by us or any of our suppliers is passed on to all members of your party.

DATA PROTECTION POLICY In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as name and address, and any special needs/dietary requirements, etc.

We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies, etc. The information may also be provided to security or credit checking companies, public authorities such as customs and immigration if required by them, or as required by law.

Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass any information on to any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary or religious requirements. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.

BOOKING YOUR TRAVEL ARRANGEMENTS If you make a booking by telephone you must provide us with all information which we require. You must also ensure that all information which you provide is accurate and that the credit or debit card you are using is your own or, subject to our agreement, if it is a third party's you have their express authorisation to use their credit or debit card and that sufficient funds are available to cover the cost of the arrangements which you book with us.

If we accept your booking, we shall debit payment from you and send you a confirmation invoice. From this point cancellation charges will apply: Please note that a telephone booking confirmation is as firmly confirmed as if it were made/confirmed in writing immediately. As soon as you receive the confirmation, please check the details carefully and inform us immediately if anything appears to be incorrect as it may not be possible to make changes later.

PAYMENTS You must pay the balance by the due date shown on the confirmation invoice. Please note for some telephone bookings full payment may be required IMMEDIATELY i.e. before you receive our confirmation invoice. If this applies you will be advised when the booking is made. It is very important that you pay balances when due because failure to do so may lead to the cancellation of your holiday/flights and still leave you liable to pay cancellation charges. Where an extra booking charge applies this will have been advised at the time of booking. All credit/charge card payments are subject to a surcharge. All cheque payments require 7 days to clear. Until full payment has been received the price of your booking may increase as a result of fuel or other surcharges which may be imposed by suppliers. Please note we do not accept responsibility for cash sent by courier or post, even if sent by registered or recorded delivery post or any other special delivery.

PASSPORTS, VISA AND HEALTH REQUIREMENTS - You are responsible for checking all these items and ensuring your travel documents are in order.

Passport and Visa: You must consult the relevant Embassy or Consulate for this information. Requirements may change and you should check for up-to-date position in good time before booking/departure. We accept no liability if you are refused entry onto the flight or into any country due to failure on your part to carry the correct



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passport, visa or other documents required by any airline, authority or country. You must have a passport which is valid for six months after your intended date of return. You must ensure you have correct visa and health entry requirements for all countries visited including countries you may just be transiting through. This includes all stops made by the aircraft even if you do not leave the aircraft or airport. USA note: Security and entry requirements have been increased. Please enquire with the US authorities about the requirements which apply to you before you book.

Health: Recommended inoculations for travel may change at any time and you should consult your doctor on current recommendations before you depart. Health requirements for your holiday destination are outlined in the Department of Health leaflet entitled The Traveller's Guide to Health (T4), which is available by calling 0800 555 777. It is your responsibility to ensure that you obtain the recommended inoculations, take all recommended medication and follow all medical advice in relation to your trip.

SPECIAL REQUESTS AND MEDICAL PROBLEMS If you have any special requests, please advise us at time of booking. Although we will endeavour to pass any such requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part. If you have any medical problem or disability which may affect your arrangements, you must advise us in writing before of booking giving full details. Regrettably, many overseas destinations do not have even basic facilities required by disabled travellers. If we feel unable to properly accommodate your particular needs, we must reserve the right to decline/cancel your booking.

BEHAVIOUR You accept responsibility to ensure that you & the members of your

party do not behave in a way which causes offence to others or risks any loss or damage to property belonging to others. Payments for any such damage or loss must be made at the time direct to the accommodation owner or manager or other supplier. You indemnify us against any claims (including legal costs) subsequently made against us as a result of your actions. We expect all clients to have consideration for other people. If in our reasonable opinion or in the opinion of any other persons in authority you are behaving in such a way to cause or to be likely to cause distress, danger or annoyance to any third party or damage to property, we reserve the right to terminate your arrangements without notice. In this situation your total booking with us, including your return transportation arrangements, will immediately cease and we will not be responsible for paying any costs, expenses, refunds or compensation.

FORCE MAJEURE We will not pay you compensation and will not be held responsible, if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include war or threat of war, civil strife, industrial dispute including air traffic control disputes, terrorist activity and its consequences, natural and nuclear disaster, fire or adverse weather conditions, epidemics & pandemics, unavoidable technical problems with transport, closure or congestion of airports or ports. You can check the current position of any country by telephoning the Foreign and Commonwealth Offices Travel Advice Unit on 0845 850 2829

FLIGHTS AND FLIGHT TRAVEL DOCUMENTS Please note that a flight described in your flight ticket as "direct" will not necessarily be non-stop. All departure/arrival times on your flight ticket are provided by the airlines concerned and are estimates only. They may change due to air traffic control

restrictions, weather conditions, operational/maintenance requirements and the requirement for passengers to check in on time. We are unable to make any special arrangements for you if you are delayed; these matters are at the sole discretion of the airline concerned.

In relation to flights, an infant must be under 2 years of age on the date of their return flight to be entitled to the infant fare level which is usually 10% of IATA's published fare.

Please note that where a sector of a flight itinerary is not utilised without contacting the carrier directly any remaining sectors may be subject to cancellation without further notification. Where this situation arises we are unable to accept responsibility for any costs incurred.

In accordance with EU regulations we are required to bring to your attention the existence of a 'Community list', which contains details of air carriers that are subject to an operating ban within the EU Community. The Community list is available for inspection at <http://ec.europa.eu/transport/air-ban>.

1. We reserve the right to change the airline in the event that the airline is blacklisted under the EU regulations. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate.

RECONFIRMING ALL FLIGHTS

You must telephone us or the airline at least 72 hours before the departure time shown on your ticket to confirm that there have been no changes. This applies to both outbound and return flights. We will not be liable for any additional costs due to your failure to reconfirm flights. Reconfirming your flight at least 72 hours before departure is a minimum requirement.



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TRAVEL DOCUMENTS CHECKING AND DESPATCH It is your responsibility to check that all travel documents issued are correct. The address for all documentation will be that given at the time of booking. Documents will normally be despatched 7 days before departure. For bookings made within 14 days of departure it may be necessary for you to collect your air tickets at the airport at an extra charge. Any other vouchers will be posted/faxed to you direct. Scheduled airline tickets are sent by Royal Mail first class post. In the event of ticket loss or delay, it will be your responsibility to pay additional expenses incurred by us to arrange and post duplicate tickets. Guaranteed next day delivery can be arranged at additional cost, which can be advised at time of booking. **LATE BOOKINGS** may also require Special/Courier delivery of documents in which case we will tell you the charges at the time of booking.

INSURANCE We strongly recommend that you and all members of your party are covered by a policy of travel insurance. If you suffer from any disability or medical condition you must disclose this in advance to the insurance company. All insurance premiums are payable in full at the point of sale and are sold incorporating a 14 day cooling off period after which time some policies may be non-refundable and you should check at the time of purchase. The 14 day cooling off period only applies if you have not departed the UK or made any claim under the insurance policy.

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 maybe re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

E-TICKETS The airlines we use offer only electronic confirmation of your reservation, or 'e-ticketing' and this would be forwarded to you on receipt of full payment

AIRLINE TICKET REFUNDS Air tickets returned to us for a refund are subject to an administration charge of £60 per ticket, irrespective of the number of tickets returned and you will be required to pay a

per ticket cancellation charge imposed by the airline or the consolidator pursuant to their terms and conditions. There is no automatic right to a refund and, when you return an air ticket to us, we will arrange for it to be presented to the respective airline or consolidator to assess eligibility for a possible refund in accordance with the relevant airline's or consolidator's terms and conditions. We recommend that you return such air tickets to us by special delivery post as we do not accept responsibility for documents mislaid or lost by the Royal Mail.

If a recoverable air ticket refund is less than the above administration charge, the ticket will be deemed to be fully non-refundable. An administration fee of £60 per ticket will be levied on any non-refundable ticket where a tax refund application is made by us at your request and on your behalf. If the recoverable tax components for your ticket are less than the administration charge the ticket will be deemed to be fully non-refundable. Refunds will not be paid to you until they have been received by us from the relevant airline or consolidator. In the case of airline ticket refunds this is normally 10-12 weeks from the point the tickets are submitted for consideration to the airline.

FLIGHT CHANGES Should your flight be cancelled your rights and remedies will be governed by the airline's conditions of carriage. As a result you may be entitled to: (a) Carriage on another flight with the same airline without additional costs; (b) Re-routing to your destination with another carrier without additional costs; (c) Receiving a full refund; or (d) Some other right or remedy. If a schedule change occurs to your itinerary prior to our receipt from you of the full price, or prior to the issue of your tickets (on either the outbound or return flight) we will do our best to notify you on behalf of the carrier. Should a schedule change occur to your itinerary after full balance/ticket issue, on either the outbound or return flights the relevant



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supplier’s decision will be final or amendment charges may apply.

CHANGES BY YOU If you wish to change any item - other than increasing the number of persons in your party - and providing we can accommodate the change, you will have to pay an Amendment Fee per person which will be notified at the time of change.

PROBLEMS If you incur any problems during your trip, it is essential that you bring them to the attention of the supplier and our agent or staff as soon as it occurs to give us a chance to investigate and rectify. If the problem cannot be rectified, you must contact us, in writing, within 28 days of your return. If you do not raise the matter during your trip, this will affect any later claim you may make.

CONSTRUCTION WORK Due to new developments construction work may take place in the vicinity of or visible from your hotel. In resorts, building or refurbishment work may take place, as areas continue to develop. This may result in certain services or facilities being unavailable. We regret that we have no control over this and cannot accept liability if the enjoyment of your holiday is adversely affected.

OUR RESPONSIBILITY As we act only as a booking agent for the third party suppliers of your Individual Components, we have no liability if they are deficient nor do we have any liability for loss, personal injury or death however incurred unless caused by our negligence.

DEPARTURE TAXES 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 non-refundable by us.

CANCELLATION BY YOU Air Ticket Refund
Airline tickets are paid for in full at the time

of booking and in case of cancellation, unless otherwise stated, they are non-refundable, non-changeable and non-re-routable. In respect of any alteration to an APEX ticket or certain other special fare tickets, some suppliers (particularly airlines) may treat a name change as a cancellation and as such will not refund any monies. Where an outbound portion of your flight coupon is not used the return sector will be automatically cancelled by the airline and no automatic right to a refund exists for such part-used tickets. All other partly used tickets are normally non-refundable and cancellations made within 24 hours of departure are non-refundable.

Other Individual Components For all other Individual Components, unless your confirmation invoice specifies different cancellation charges, the charges below shall apply:

- Period before departure

(subject to amount of cancellation charge documents being issued) shown as percentage of the full price for the Individual Components)
- Prior to balance being collected
- Deposit only
- On or between 29 to 56 days
40%
- On or between 15 to 28 days
60%
- Up to 14 days
100%
- Failure to arrive at the departure airport
100% non refundable

LAW These booking terms and conditions are governed by English law and the courts of England and Wales have non-exclusive jurisdiction. Additionally your accommodation booking may also be subject to local laws, customs and sensitivities, which may change from time to time.



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