

**PrettyLittleThing Voucher Terms and Conditions:**

Voucher entitles user to 1 x £250 voucher and 1 x £100 voucher for winner's friend to spend online at [www.prettylittlething.com](http://www.prettylittlething.com). You must live in a country that PrettyLittleThing.com ships to. All prizes/vouchers are final and items can only be exchanged once for the same product. Prizes cannot be refunded or exchanged for any other cash value. Voucher cannot be used in conjunction with any other offer.

**Together Ibiza Holiday Package Terms and Conditions:**

Your booking is with Together Entertainment Ltd, who are the operator of Tribe Ibiza. For all booking related queries or to discuss matters relating to the terms and conditions of your purchase the office opening hours are Mon to Fri 10:00-18:00 TEL: +44 (0)203 375 6047 EMAIL: [INFO@TOGETHER.TRAVEL](mailto:INFO@TOGETHER.TRAVEL).

**TERMS & CONDITIONS**

These booking conditions, together with our privacy policy and any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with Together Entertainment Ltd trading as Together Travel (we", "us" and "our"). Please read these carefully as they govern the relationship between us, and 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 ("the Lead Name") agrees on behalf of all persons detailed on the booking that:-

He/she has read these terms and conditions and has the authority to and does agree to be bound by them;

He/she consents to our use of information in accordance with our Privacy Policy;

He/she is over 18 years of age 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;

all information given to us is true and accurate

#### YOUR HOLIDAY BOOKING

If you are booking on behalf of a group, please ensure that you have the consent of all members of the party before making a booking and that all members of your party have read and agree to be bound by these terms and conditions. The person who signs the booking form or completes the booking online or by telephone will be the “lead name” for the purposes of the holiday booking. The lead name must be 18 years of age or over at the time of booking. The lead name is responsible for payment of the total booking price, which may include any subsequent cancellation or amendment charges that may be payable. The lead name must confirm that all the other members of the party agree to be bound by these terms and conditions and provide accurate and full information to the remainder of the group in relation to the booking, including any subsequent changes.

A booking is made with us when a) you tell us that you would like to accept our quotation; and b) you pay us a deposit and any applicable insurance premium and booking fee (If you are booking within 60 days of departure, full payment is due at the time of booking); and c) we issue you with a booking confirmation. We reserve the right to return your deposit and decline to issue a confirmation at our absolute discretion. A contract will exist between you and us when we issue a confirmation invoice to the lead name that will confirm the details of your booking, which may be either by post or e-mail. Upon receipt, if you believe that any details on the confirmation information 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.

Should any additional members of the group be added at a later date, it remains the responsibility of the lead name to ensure that any such members agree to be bound by these terms and conditions and are in receipt of all relevant information relating

to the booking.

Once you have paid your deposit you will be charged the full amount due of the remaining balance 8 weeks before departure. Failure to have sufficient funds in your account or otherwise to ensure the balance is paid to us by the due date may result in our cancelling your holiday, in which case the cancellation charges set out in these booking conditions become payable. If you do not wish to pay the balance, or you wish to cancel or withdraw from your booking, you must let Together Travel know. The cancellation charges set out in in these booking conditions shall be payable.

Please note that we charge a booking fee of 10% of the cost of the arrangements on all transactions. The exact amount of the booking fee will be advised to you at the time of booking.

#### AGE RESTRICTIONS

We allow persons aged 16 & 17 to travel with us provided the Lead Name on the booking is aged 18 or over at the time of the booking, and all persons aged 16 or 17 provide a signed parental indemnity form from their parent/guardian confirming their permission to travel at the time of booking. These are available from us on request. The parental indemnity form should also be taken with you whilst travelling and shown if requested by any authorities or suppliers.

Furthermore, the Lead Name on the booking confirms that they shall accept responsibility for the welfare of all those members of their group who are aged under 18.

Please note that guests under the age of 18 are prohibited from drinking alcohol and may be refused entry to venues which form part of the holiday package. The suitability of the holiday should be carefully be considered before making a booking.

#### JURISDICTION & 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.

#### 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. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot promise that any requests will be complied with unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation or any other documentation is not confirmation that the request will be met. All special requests are subject to availability. 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.

#### DISABILITIES & MEDICAL PROBLEMS

Please discuss your choice of resort, accommodation and transport with us before you book, to make sure it will be suitable for you and the people you will be travelling with. If you or any member of your party has any medical problem or disability which may affect the holiday arrangements of that person, please tell us before you confirm your booking so we can advise as to the suitability of the chosen holiday. In any case, you must give us full details in writing at the time of the booking. 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.

#### INSURANCE

We consider adequate travel insurance to be essential. Please read your policy carefully and take it with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. For those who intend to participate in sports and water sports whilst on holiday, it is your responsibility to ensure that you obtain the relevant insurance cover. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

#### CHANGES IN PRICE

We reserve the right to amend the 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 variations in:

- (i) transportation costs, including the cost of fuel; or
- (ii) dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports; or
- (iii) the exchange rates used to calculate your arrangements;

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 or travel arrangements. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with 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 or travel arrangements), you will have the option of accepting a

change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid to us, except for any insurance premiums and any amendment charges and/or additional services or travel arrangements. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. There will be no change made to the price of your confirmed holiday within 30 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.

#### CHANGES BY YOU

If you wish to change any part of your booking arrangements after our confirmation invoice has been issued, you must inform us in writing as soon as possible. This should be done by the Lead Name. 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, we reserve the right, entirely at our discretion, to charge you an administration fee of £50 per person per change as well as any applicable rate changes or extra 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 and you should contact us as soon as possible. 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.

Booking Amendment Fee

Name/Address/Email Change £25 per change

Changing Trip Dates £40 \*

Changing Room Size/ Type / General Accommodation £25\*

Removing Extras 50% of cost

\*Subject to availability. Please note that these charges are in addition to any price uplifts as a result of a room change.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements.

#### 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):-

Time we receive your notice to cancel before departure Cancellation

More than 63 days Loss of deposit

62-42 60% cost or deposit if greater

42-0 days 100% cost of holiday

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 group is prevented from travelling, we will agree to that person's booking being transferred to another person who satisfies all the conditions applicable to the holiday, subject to both persons accepting joint and several liability for full payment of the package price and the company's amendment charge of £40 for confirming the transfer and any additional costs arising from the transfer, and the transferee must agree to these booking conditions and all other terms of the contract between us. We must be given reasonable notice of the transfer request, which we consider to be at least 14 days prior to the outward departure date. 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.

Please note that any extras you purchase with us which do not form part of your package holiday are non-refundable and you will lose all money paid for such items in the event you cancel.

#### IF WE CHANGE OR CANCEL

The arrangements for Together Travel are put together in good faith many months in advance and we must therefore reserve the right to make alterations to and correct any errors to the event details before and after your booking has been confirmed. Most of these changes will be minor and we will advise you of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it.

Most alterations will be minor and while we will do our best to notify you or your



travel agent of any changes as soon as reasonably possible if there is time before your departure, we will have no other liability to you. Examples of "minor changes" include the following when made before departure: a change of outward departure time or overall length of your holiday of twelve hours or less; a change of accommodation to another of the same standard or classification; a change to any particular club nights or other minor changes to your itinerary. By booking, you agree to accept that the final itinerary may be different from the one on the website at the time of booking. The final itinerary will be given to you when you are greeted in the resort by the Together Travel reps. Please note that a change to your location from Playa d'en Bossa to San Antonio will be considered a minor change. Minor changes do not give you the right to a refund for your payment. We regret we cannot reimburse any costs or expenses you incur as a result of any minor 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 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.

If we have to make a major change or cancel, we will tell you as soon as possible and you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of closely similar standard and price (if available) or a choice of specified travel arrangement of a lower standard to the holiday booked together with a refund of the difference in price.

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.

If we make a major change or cancel, less than 60 days before departure, we will

pay compensation as detailed below:

Period before departure when a major change/cancellation is notified

Compensation payable per person

More than 60 days £0.00

29-60 days £25.00

15-28 days £35.00

7-14 days £40.00

Less than 7 days £50.00

The compensation that we offer does not exclude you from claiming more if you are entitled to do so. We will not pay you compensation where we make a major change or cancel more than 60 days before departure or in the event that we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care or if we cancel your arrangements because the minimum number of participants to run the arrangements has not been reached.

The above sets out the maximum extent of our liability for changes and cancellations and we regret we cannot meet any expenses or losses you may incur as a result of change or cancellation. 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.

We will not pay you compensation and the above options will not be available if we make a minor change or cancel as a result of your failure to make full payment on time or where the change(s) or cancellation by us arises out of alterations to the confirmed booking requested by you.

Very rarely, we may be forced by “force majeure” to change or terminate your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds (unless we obtain any from our suppliers), pay you compensation or meet any costs or expenses you incur as a result.

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.

#### PAYMENT PROTECTION

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under the Package Travel, Package Holidays and Package Tours Regulations 1992 for Together Entertainment Ltd, and in the event of their insolvency, protection is provided for the following:

non-flight packages commencing in and returning to the UK;

non-flight packages commencing and returning to a country other than the UK; and

flight inclusive packages that commence outside of the UK, which are sold to customers outside of the UK.

1, 2 and 3 provides for a refund in the event you have not yet travelled. 1 and 3 provides for repatriation. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Together Travel.

If you book arrangements other than a package holiday with us your monies will not be financially protected. Please ask us for further details.

#### OUR LIABILITY TO YOU

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 1992 as 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 any compensation for any injury, illness, death, loss (including loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- the act(s) and/or omission(s) of you or another member of your party; or
- the act(s) and/or omission(s) of a third party not connected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
- unusual and unforeseeable circumstances beyond our or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised (including, without limitation, the circumstances outlined in the section entitled "Force Majeure" below); or
- an event which we or the supplier of services, even with all due care, could not foresee or forestall.

(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.

(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

Except where otherwise expressly stated in these terms and conditions, where any successful claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on or off the transport concerned) provided by any air, sea, rail, inland waterway or road carrier or any stay at an accommodation, the maximum amount of compensation paid to you will be limited. The maximum we, the carrier or accommodation provider (as applicable) will pay you for that claim or that part of a claim if we, the carrier or accommodation provider (as applicable) are found liable to you on any basis is the maximum which would be payable under the applicable International Convention or Regulation which applies to the travel arrangements in question in that situation.

(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 may provide you with information (on our website, in our brochure and/or when you are on holiday) about excursions and activities which are available in the area you are visiting. If these excursions and activities are not purchased as a component part of your package holiday, we will have no involvement in these excursions or activities which are neither run, supervised nor controlled in any way by us. They are provided by local operators or other third parties who are entirely independent to us and do not form any part of your contract with us even where we suggest particular operators/other third parties and/or assist you in booking such excursions or activities in any way. Except as set out below, we cannot accept any liability on any basis in relation to such excursions or activities and the acceptance of liability contained in this section will not apply to them.

(8) We cannot accept liability for the behaviour of others in your accommodation or flight, or for any facilities/services withdrawn as a result of their action.

(9) For the avoidance of doubt, nothing in this agreement shall limit or exclude our liability for death or personal injury resulting from our negligence, for fraud or fraudulent misrepresentation or for any other liability the exclusion or limitation of which is not permitted by English law.

#### YOUR RESPONSIBILITIES AND LIABILITY

Please be aware that there may be some additional costs payable once in the resort in addition to the quoted price of your holiday. On check-in guests may be asked to pay a damage deposit to the hotel or provide card details as to cover any potential damages that may be caused during the stay. This will be returned if no damage is caused.

We want all our customers to have an enjoyable holiday. We ask you to remember, however, that you are responsible for your actions and the effect they may have on

others. If we, or another person in authority, believe:

your actions could distress, upset, annoy or disturb other customers, our suppliers or our own staff, or put them in any risk or danger, or damage property; or you are unfit to travel;

We may prevent you from continuing in the relevant activity and/or end your holiday and terminate your contract. You and your party will be prevented from using your booked accommodation, transport, and any other travel arrangements forming part of your booking. We will not be liable for any refund, compensation or any other costs you have to pay. We will have no further obligations to you and/or your party.

Please bear in mind that you are responsible for your safety, and that you are responsible for the condition of the property you occupy. We are not responsible for any accidents which occur in or around swimming pools or other places due to your inappropriate or irresponsible behaviour, or for any accidents which occur anywhere on properties because of any items or property which you have broken and/or have left in a way in which injury can result.

You and/or your party may also be required to pay for loss and/or damage caused by your actions. We will hold you and the members of your party jointly and individually liable for any damage or loss caused during the trip as a result of your own actions or the actions of a member of your party (including without limitation damage to the accommodation, furniture, apparatus or other materials located within the accommodation and to any vehicles), together with any legal costs we incur in pursuing a claim. It is your duty to report any breakages, defects or damage to an appropriate person immediately and to pay the accommodation owner or manager or other supplier directly for any loss or damage to property.

You are responsible for your own timekeeping. If you do not arrive to the hotel, bar, club, boat party, or bus, by the departure time, you forego the right to go on the excursion.

If your behaviour or the behaviour of any members of your party causes any transport aircraft to be diverted we and/or the carrier will hold you and those members of your party jointly and individually liable for all costs incurred as a result of that diversion.

We are providing tickets to the events and do not supply alcohol. All local laws relating to the consumption of alcohol must at all times be obeyed, including any age restrictions. We appreciate that you may consume alcohol during the holiday. You must, however, do so responsibly and we will have no liability to you for any injury, loss or damage you suffer as a result of your judgment being impaired wholly or partly by alcohol.

You must be in a fit state to enter the bars and clubs that we go to. If not, we are not responsible if you fail to be granted entry.

Under no circumstances is the use of illegal drugs tolerated on Together Ibiza holidays. Anyone found to have taken, or be possessing, substances which are illegal in the host country, will no longer be a part of the trip.

You must not smoke in a hotel bedroom, caravan or apartment, or in any way that could cause a fire hazard.

#### FORCE MAJEURE

Except where otherwise specified in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is affected by reason of circumstances amounting to Force Majeure. In these booking conditions "Force Majeure" means any event which we or the supplier of the services in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and similar events beyond our control. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure.



## DATA PROTECTION

By making a booking with us, you agree we may use and disclose the information you provide for the following purposes: to enable us to process your booking (which will include passing your information to third party suppliers, such as hoteliers and airlines, and may involve sending your information to countries that do not have an equal level of privacy legislation to that in the UK); for market research and analysis purposes; for improving customer service; for the detection and prevention of fraud or other crime (which may include providing your information to organisations such as banks and credit card companies); for compliance with legal requirements (which will include passing your information to public authorities such as customs and immigration) and, where you have provided consent, for marketing contact by means of post or telephone to provide you with offers and details of the products and services we offer. We may also pass your details on to carefully selected third parties where you have indicated that you are happy for us to do so. If you wish to opt out of receiving marketing communications from us or selected third parties, you can do this via our website, by telephone or by putting your request in writing to Together Holidays, Office 34, Reed Place, Tremadoc Road, SW4 7LD.

Telephone calls to or from us may be recorded for training and quality purposes and/or for the purposes of preventing and/or detecting crime.

If you have booked with us via our website, or if you have chosen for us to contact you by email, we will communicate with you using the email address you have provided to supply you with your travel documentation. We are entitled to assume that the e-mail address you have provided is correct and that you understand and accept the risks associated with using this form of communication.

## COMPLAINTS

We trust that you will have a great holiday. In the unlikely event that you encounter problems during your holiday, please notify the relevant service provider

immediately (e.g. the hotelier, event manager, etc). If they cannot help, please speak to one of our reps or city managers who will take reasonable steps to sort the problem out.

If you are still not satisfied on your return home, you must write to us at Together Holidays, Office 34, Reed Place, Tremadoc Road, SW4 7LD within 28 days of returning from your holiday to allow your complaint to be investigated properly. Please write your holiday reference number on your letter, and include your daytime and evening telephone numbers. You should ensure that you have given us the opportunity to resolve any problem locally by reporting it to the supplier or to our members of staff, otherwise we may not be able to deal positively with any complaint on your return.

#### 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.

If you require our assistance with the completion of any forms or similar service, you must provide us with sufficient time to complete and return any forms on your behalf, which should be at the very least 7 days before you require the form back from us. If you fail to provide us with at least 7 days to complete your form we cannot guarantee that we will manage to return the form to you by the date specified.

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)

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 [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.

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 or your failure to return any forms within any specified time limit. 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.

#### Conditions of Suppliers

Many of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions Those 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 supplier's 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.

#### Flight Delays

If you or any member of your party misses 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 the airline or other transport supplier concerned directly and immediately. As we do not offer flights or other transport as part of our

package, we have no liability whatsoever to you in respect of any such delays or cancellations. 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.

#### Prompt Assistance in Resort

The Package Travel Regulations 1992 provide that in the event that you experience difficulty which is not owing to any fault on our part or which is due to unusual or unforeseeable circumstances, 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.

#### 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.

#### COMPANY INFORMATION

Together Entertainment Ltd (Company Registration Number (06655958) Our registered office is situated at Office 34, 1 Reed Place, Clapham, London, SW4 7LD.

Together Entertainment Ltd is a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT Number 5283)