

Detach here

Passenger name (please also include below) _____

Address* _____

_____ **Postcode** _____

Home phone _____ Mobile _____ Fax _____

Work _____ Email _____

* If any of your party resides at a different address, please can you provide details on a separate sheet.

| Your details | Client 1 | Client 2 | Client 3 | Client 4 |
|---|----------|----------|----------|----------|
| Title | | | | |
| First name <small>(exactly as shown on passport)</small> | | | | |
| Surname <small>(exactly as shown on passport)</small> | | | | |
| Date of Birth | | | | |
| Nationality on Passport | | | | |
| Passport Number | | | | |
| Date of Issue | | | | |
| Place of Issue | | | | |
| Date of Expiry | | | | |
| Room Type <small>(Single/Twin/Double)</small> | | | | |

*If any of your passport details change prior to travel please contact Senses Holidays.

Booking Details

Booking Reference _____

Start Date _____

Flight upgrades required Yes No

Visa required Yes No

Room upgrades required Yes No

In the event of emergency while are abroad contact no:

Frequent Flyer Club Membership

If you are a member of an applicable airline frequent flyer club please indicate the club name and membership details below.

Airline _____

Membership No _____

Name of Member _____

Airline _____

Membership No _____

Name of Member _____

Flights

Please only complete this section if you are arranging your own flights

| Date | Flight Number | From | To |
|------|---------------|------|----|
| | | | |
| | | | |
| | | | |
| | | | |

Payments

The deposit required can be found on the quotation page of the itinerary that you wish to confirm. In most cases the deposit is 20% of the total cost or £200 per person (whichever is the greater), however in some instances a larger deposit is required in order to secure particular services. The total amount due is as specified on your invoice. Please make cheques payable to 'Senses Holidays'. If you are paying by credit card (Visa Credit, Mastercard) or debit card (Visa Debit, Maestro or Delta), please fill in this section. Please note that there is a 2.5% fee for AMEX. There is no charge for payment by debit card. All credit card payments are subject to 3% handling fee to cover card issuers commission.

- Please tick if you have already paid your deposit by telephone.
- Please tick the box if you would like us to charge the balance of your trip to your credit or debit card immediately prior to your balance due date (usually 60 days before departure). We will contact you again to obtain your 3 or 4 digit security code (CVV).
- If you have provided us with an email address we will send you a balance reminder 10 days before the balance payment is due. Please tick if you would prefer not to receive this reminder.

Travel Insurance

Please refer to our website for information on insurance providers, www.sensesholidays.co.uk/travel-insurance/ or refer to the General Information section of your quote document.

If you have an existing travel insurance policy please provide details.

Insurance Company _____

Policy Number _____

24 hour Emergency Service Telephone Number _____

Your Signature

On behalf of all persons named on this booking form, I confirm we have read the Terms and Conditions and General Information sections and agree that we are bound by them. I am at least 18 years of age.

If you have an existing travel insurance policy please provide details.

Your signature _____

Date _____

Card Type (please tick):



Credit Visa Visa Debit

Cardholder's Name _____

Card Number _____

Start Date _____ Expiry Date _____

Issue Number (Maestro only) _____

Cardholder's signature _____ *

In order to successfully process a card transaction we will require the three or four digit security code (CVV) featured on the back of most cards. If paying deposit we will contact you for this information on receipt of this form.

Preferences & Special Requirement

Please use this space to tell us any other information that will assist us in helping with your journey. This may include aspects of the journey you are particularly interested in, dietary restrictions, request for a smoking room etc. If you are requesting special in-flight meals please be specific, for example: vegetarian, vegan, no meat, or no seafood.

Please note that requests cannot be guaranteed.

Emergency Contact

Name _____

Contact No _____

Relationship _____

* If the emergency contact details differ for some members of your party, please provide details on a separate sheet.

General Information

Travel insurance

Please note, this is general information only. We are not providing any specific advice on travel insurance or recommending any particular policy or insurer.

It is advisable to take out your travel insurance at the time of booking your trip as cover will commence for pre-departure cancellation from the policy issue date. This will, therefore, provide cover should you have to cancel your trip for an insured reason such as illness or serious accident.

We strongly recommend that you and all members of your party are adequately insured, protecting against unforeseen circumstances that could otherwise spoil your travels. Cover should include medical expenses and repatriation in the event of accident or illness. In addition, we strongly recommend that you have cover for personal belongings, delay at your outward or homeward point of departure, personal liability, overseas legal expenses and cancellation. If you are undertaking any sports or adventurous activities, including trekking, on your trip you should also make sure that your policy covers these. Please also ensure you read the policy conditions and exclusions.


We have listed our website number of providers who offer policies which may suit these varying requirements.

Please visit

www.sensesholidays.co.uk/travel-insurance/

Financial Security

We hold an Air Travel Organizer's License (ATOL) issued by the Civil Aviation Authority (ATOL number 6638).

 When you buy an ATOL protected air inclusive holiday* from us, you will receive a confirmation invoice from us (or via our authorized agent through which you booked) confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking.

*The air inclusive holidays we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight or flights we arrange for you commences in the UK. For further information, visit the ATOL website at www.atol.org.uk

Health and safety standards

Each country has its own regulations and enforcement levels relating to health and safety standards. These do not always match the very high standards we are used to in the UK. We therefore recommend that you follow a few precautionary safety procedures. Always check where the nearest fire exit is and how to raise the fire alarm. Do not enter a swimming pool before checking the water depth first. For more suggestions please see the Important Information section in your Travel Organizer.

Health

It is essential that you see your GP or a travel clinic before booking your trip and before travelling to make sure that you have taken all the necessary health precautions. Some vaccinations require more than one visit with a period of weeks between injections. You should visit your GP at least 2 months before departure. For up to date medical advice you may wish to call the Medical Advisory Service for Travellers Abroad (MASTA).

www.masta-travel-health.com

Deep vein thrombosis (DVT)

The majority of international airlines now issue advice on how to lessen the risk of DVT, however, if you have any concerns, we recommend that you consult your doctor.

Pre-existing medical conditions/Disabled passengers

It is essential that you advise us before booking if you have any disability or pre-existing medical condition which may affect your holiday or any special requirements as a result of any disability or medical condition (including any which affect the booking process) so that we can assist you in considering the suitability of the arrangements and/or making the booking.

Full details must be confirmed in writing at the time of booking and whenever any change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your holiday develops after your booking has been confirmed. The nature of many of the destinations featured within our brochures means that in the majority of cases they are unsuitable for those who are wheelchair bound or have a lack of mobility. We will be delighted to discuss the option for you that takes into consideration your level of mobility.

High altitude

Your itinerary may include sections where the altitude exceeds 10,000 feet (3,048 metres). If you suffer from circulation, heart or respiratory problems we advise that you consult with your doctor before confirming your booking.

Passport and visa information

Visa / Passport – www.instantvisas.com

We are normally able to obtain visas on your behalf, please ask for details at the time of booking. Non-British passport holders should check with the relevant embassies as visa requirements may be different to those of British passport holders. It is your responsibility to ensure you have the correct documentation and visa stamp(s). Failure or inability to obtain all required visas for whatever reason does not entitle you to cancel without paying the applicable cancellation charges.

Travel Advice

The Foreign and Commonwealth Office Travel Advice Unit monitors all overseas destinations and offers safety advice to British travellers. You can contact the service on 0845 850 2829 or visit www.fco.gov.uk/travel

Specific seat requests

We will do all we can to try to reserve a specific seat for you, if you have a preference. However, whilst airlines may allow us to request seats, they will not guarantee any specific seat reservation. If this is important to you, it is always best to arrive for your flight early, regardless of having made this request in advance. Please make it clear on your booking form if you have a specific request.

Flight amendments

We generally use special inclusive tour fares when we purchase your air tickets from the airlines. While these fares are very good value they are inflexible in terms of changes and offer no refunds once the tickets are issued. Once your flight is confirmed the airlines will charge an amendment fee or insist on the purchase of a completely new ticket if you make changes.

Internal flights

Smaller local airlines are often more likely to change their schedule at short notice. We will endeavour to inform you of any changes in advance of travelling but this may not always be possible.

Frequent Flyer Clubs

If you collect points through any of the airline frequent flyer clubs please provide your membership details on the booking form and we will ensure that these are recorded against your flight reservation. Please note that on some of our specially negotiated inclusive tour fares are not always awarded.

Special dietary requirements

Special diets should be requested on the booking form, however, it is unrealistic to expect special diets to be catered for in some of the destinations we feature. We will advise the hotels and airlines of your request but we cannot guarantee their availability.

Brochure and itinerary accuracy

We thoroughly check all the information that is included within our brochures and individual tour itineraries, however, changes do occur and errors are occasionally made. Airlines may change their schedules, roads may close and government regulations may alter. Should there be any changes to the travel arrangements you have booked we will do our best to keep you informed of the situation prior to departure.

Data Protection Act

We will hold your name, address and any other details you supply us with on our database. This information will be used to make your travel arrangements and to send you information about Senses Holidays. In order to make your travel arrangements we will need to pass your details to companies and individuals outside the EC where less stringent data protection controls may be in place. We will not pass on your details to third parties for any other purposes.

Terms and condition

Please read the following conditions carefully. All holidays are sold by us subject to these conditions and the other general information in this booklet, our brochures and quotations.

Senses Holidays (No 7, Badgerwood Close, Lowestoft, Suffolk) are member of the Association of Air Travel Organisers' License(ATOL). Senses Holidays (hereafter referred to as we us our) offers a number of products and the trading name is Senses Holidays. In these Terms & Conditions you and your means all persons named on the booking, or any of them as applicable (including anyone who is added or substituted at a later date).

I. Paying for your holiday

(i) The procedure for making a booking is shown in your itinerary quotation and on our website. All bookings are subject to these terms and conditions and by asking us to confirm your booking, the person who makes the booking is taken to have accepted these booking conditions on behalf of all persons named on the booking. Once we have received the applicable payment(s) due at the time of booking (see below), we will, subject to availability of the requested arrangements, send you your invoice. It is at the point when we issue this to you that a valid contract will come into existence between us. Please check your confirmation/invoice and all tickets/documents carefully as soon as you receive them and contact us immediately if you think any details are incorrect.

We regret we cannot accept any liability if we are not notified of any inaccuracies (for which we are responsible) in any document within ten days of our sending it out (five days for tickets). We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so.

(ii) The deposit is part payment of the holiday. The deposit required will be shown on the quotation page of your itinerary. In addition to the deposit, full or part payment of certain elements of your holiday (such as flights) may be required at the time booking or at some point between booking and balance due date. Also see clause I (iv). The deposit and all such additional payments are non refundable except as set out in clause 4. The balance must be paid not later than the date specified on the invoice. This is normally no less than 8 weeks before the departure date. However, there are a few destinations or trip components that require payment no less than 90 days before the departure date which will be specified on your invoice and quotation. Please note if we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all amounts paid or due at that date. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown in clause 3 depending on the date we reasonably treat your booking as cancelled.

(iii) Full payment is required at the time of booking for all bookings made after balance due date as above.

(iv) On occasions, we may be asked by suppliers to make payment to them earlier than normal. Such requests may, for example, be made in order to secure accommodation and other services during periods of peak demand. Whilst suppliers may have no contractual right to make such requests, failure to comply with them may result in the loss of confirmed arrangements. Where this situation arises, we reserve the right to ask you to make payment of the requested sum within a stipulated period and prior to balance due date. We will of course endeavor to avoid doing so if we can. Any such early payment will be non refundable except as set out in clause 4.

2. If you change your holiday

We will apply a standard amendment fees £25 pp, this will in addition to any other fee that we may incur from our suppliers .

If, after the contract between us has come into existence, you want to change your holiday we will do our best to pass your request to the relevant supplier, however we cannot guarantee that such changes can be made. Where a change can be made, we will charge for any additional costs incurred including any costs imposed or incurred by any of our suppliers, and including for example cancellation charges that may be incurred for sectors cancelled. You should note, for example, that a change of name on or other alteration to an airline ticket will usually incur a 100% cancellation charge and full rebooking fee.

3. If you cancel your holiday

If you have to cancel part of the booking or cancel the entire booking once it has been confirmed by us, written notification must be sent to us by recorded delivery post or by email. As proof of receipt by email of your notification to cancel, you must receive and retain written acknowledgement from Senses Holidays. Charges will be applied from the date the letter is received, or the email is acknowledged by Senses Holidays, according to the scale below. The charges are applied as a percentage of the total holiday cost excluding any amendment charges and any amounts paid in addition to the deposit at the time of booking or before balance due date (see clauses I(ii) and I(iv)) which are non refundable in the event of cancellation.

The following cancellation charges apply if your final balance due date is 8 weeks prior to departure. Please note, different cancellation charges apply in relation to certain products – please see your quote for details.

| | |
|-------------------|------------------|
| More than 60 days | Loss deposit |
| 60-42 days | 50% |
| 41-33 days | 60% holiday cost |
| 32-15 days | 90% holiday cost |

Alterations or cancellations by you after commencement of travel and unused services

We will apply a standard amendment fees £25 pp, this will in addition to any other fee that we may incur from our suppliers .

We will do our best to implement any changes to your arrangements you request once they have commenced, but we cannot guarantee this will be possible. In the event of such amendments being made you will be liable for any cancellation charges that may be levied for the services originally booked, and for the cost of booking the revised arrangements and the arrangements themselves. As a basic principle, no refunds will be paid to clients who do not complete a tour. However where we ourselves are able to obtain a refund from hotels or principals for services not used, we will pass this on to you, less any reasonable administration charges.

THE IMPORTANCE OF TRAVEL INSURANCE

If you have taken out holiday insurance you may, depending on the detail of your policy, be able to recover the cancellation charges, check your policy for details. Never travel without insurance, the unexpected can always happen. It is your responsibility to ensure you are adequately covered by insurance. Please read your policy and take it on holiday with you.

4. If we change your holiday

We start planning the holidays we offer many months in advance. Occasionally, we have to make changes to and correct errors in itineraries and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavor to avoid changes and cancellations, we must reserve the right to do so. However, we promise we will only cancel your confirmed booking after balance due date where you have failed to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or where we are forced to do so as a result of „force majeure as defined in clause 5 below. We will not cancel after this date for any other reason.

Most changes are minor. Occasionally, we have to make a significant change. A significant change is a change made before departure which, taking account of the information you give us at the time of booking and which we can reasonably be expected to know as a tour operator, we

can reasonably expect to have a major effect on your holiday. Significant changes are likely to include the following changes when made before departure; a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away^{*}; a change of accommodation area for the whole or a major part of the time you are away, a change of UK outward departure time or overall length of time you are away of twelve or more hours, or a change of UK departure airport to one which is more inconvenient for you (except as between Gatwick and Heathrow).

^{*}Please note: A change affecting a stay in a hotel during a tour where the hotel itself is not the focus of the tour, does not constitute a significant change.

If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:-

(a) (for significant changes) accepting the changed arrangements or

(b) purchasing an alternative holiday from us, of a similar standard to that originally booked if available. Please note: Due to the original and individual nature of our holidays it frequently may not be possible to offer you a comparable holiday to that originally booked.

(c) cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

You must advise us of your decision within 7 days of the date on which we notified you of the significant change or cancellation. Please note, the above options are not available where any change made is a minor one. A minor change is any change which, taking account of the information you have given us at the time of booking or which we can reasonably be expected to know as a tour operator, we could not reasonably expect to have a significant effect on your confirmed holiday.

If we have to make a significant change or cancellation we will pay you the compensation set out below subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where (1) 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 (2) we have to cancel because the minimum number of bookings necessary for us to operate your holiday has not been reached - in this case we will notify you no less than 60 days before departure. Please note: all escorted group trips are based on group arrangements involving a given minimum number of passengers. No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time).

| Period of notification of change before scheduled departure date | Compensation per person |
|--|-------------------------|
|--|-------------------------|

| | |
|-------------------|-----|
| More than 60 days | Nil |
| 60-43 days | £10 |
| 42-29 days | £20 |
| 28-15 days | £30 |
| 14-0 days | £40 |

In the unlikely event that we become unable to provide a significant proportion of the services you have booked after you depart, we will make alternative arrangements for you at no extra charge, or, if this is impossible, or you do not accept these alternative arrangements for a good reason, we will provide you with transport back to the point where your holiday arrangements with us commenced. If we are forced by „force majeure“ (see clause 5) to change or terminate your holiday after departure but before the scheduled end of your time away, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result except as set out above.

5. Force majeure

Except as set out in these terms and conditions, we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise

Terms and condition

suffer any loss or damage (as more fully described in clause 7 (i) below) as a result of circumstances amounting to „force majeure. In these terms and conditions „force majeure means any event or circumstances which we or the supplier of the services in question could not foresee or avoid even with all due care. Such events and circumstances may include, whether actual or threatened, war, insurrection, riots, strikes, civil action, decisions by governments or governing authority, technical or maintenance problems with transport, changes of schedules or operational decisions of air carriers, terrorist activity, industrial action, natural or nuclear activity, epidemics/pandemics, adverse weather conditions, fire and all similar events outside our control.

6. Surcharges

Once the price of your chosen holiday has been confirmed at the time of booking, we will only increase or decrease it in the following circumstances. Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, if transportation costs (e.g. fuel, scheduled airfares and any other airline surcharges which are part of the contract between airlines (and their agents) and the tour operator) or dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports change.

Even in the above cases, only if the amount of the increase in our costs exceeds 2% of the total cost of your holiday (excluding any amendment charges), will we levy a surcharge. If any surcharge is greater than 10% of the cost of your holiday (excluding any amendment charges), you will be entitled to cancel your booking and receive a full refund of all monies you have paid to us (except for any amendment charges) or alternatively purchase another holiday from us as referred to in clause 4. If we change your holiday, 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.

A refund will only be payable if the decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay you the full amount of the decrease in our costs.

You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to cancel or purchase another holiday where applicable. If you do not tell us that you wish to do so within this period of time, we are entitled to assume that you will pay the surcharge. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later.

We reserve the right to make changes to and correct errors in quoted prices at any time before your holiday is confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking.

7. Our responsibility

(i) We promise to make sure that all parts of the holiday we have agreed to arrange, perform or provide as part of our contract with you are arranged, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers). We will not be responsible 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:-

(a) the fault of the person(s) affected or any member(s) of their party or

(b) the fault of a third party not connected with the provision of your holiday which we could not have predicted or avoided or

(c) an event or circumstance which we or the supplier of the service(s) in question could not have predicted or avoided even after taking all reasonable care (see clause 5)

(d) the fault of anyone who is not carrying out work for us (generally or in particular) at the time.

In addition, we will not be responsible where you do not enjoy your holiday or suffer any problems because of a reason you did not tell us about when you booked your holiday or where any problems you suffer did not result from any breach of our contract or other fault of ourselves or, where we were responsible for them, our suppliers or agents or where any losses, expenses, costs or other sum you have suffered relate to any business.

Please note: we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure and we have not agreed to arrange them as part of our contract and any excursion you purchase during your holiday.

(ii) The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the holiday in question.

(iii) We limit the maximum amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death. Except where loss of and/or damage to luggage or personal possessions is concerned or a lower limitation of liability applies to your claim, the maximum amount we will have to pay you for such non personal injury claims if we are found liable to you on any basis is twice the price (excluding any amendment charges) 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 have not received any benefit at all from your holiday.

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £150 per person affected as you are assumed to have taken out adequate insurance at the time of booking. Please also see clause 7(iv) below.

(iv) Where any claim or part of a claim concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question (for example, the Warsaw Convention as amended for international travel by air and/or for airlines with an operating licence granted by an EU country, the EU Regulation on Air Carrier Liability for national and international travel by air, the Athens Convention for international travel by sea and COTIF, the Convention on International Travel by Rail). Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

(v) You must provide ourselves and our insurers with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in clause 9 below.

8. Flights and your responsibility

The flight details shown in your itinerary quotation are for guidance only and are subject to change. Final details will be confirmed on your travel documentation, sent approximately 14 days prior to departure. The times shown on all tickets are local times and check in for both outward and return flights is at least 3 hours prior to the departure times on the travel documents. It is possible that flight times may be changed even after tickets have been dispatched - we will contact you as soon as possible if this occurs.

In accordance with EU Directive (EC) No 2111/2005 Article 9, we are required to bring to your attention the existence of a "Community list" which contains details of air carriers who are subject to an operating ban within the EU. The Community list is available for inspection at http://europa.eu.int/comm/transport/air/safety/flywell_en.htm. In accordance with EU Regulations we are required to advise you of the actual carrier(s) (or, if the actual carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/ the carrier are unable to offer you a suitable alternative the provisions of clause 4 will apply. Any change in the identity of the carrier, flight timings, and/or aircraft type (if advised) will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions.

We can accept no responsibility if you arrive late for the check in and miss your flight as a result nor can we accept responsibility for any loss by you of your holiday/flight travel tickets, vouchers or coupons.

Air travel is subject to operational decisions of carriers and airports which may result in delays and diversions. Please note that minor carriers sometimes change the departure time of short-haul or domestic flights at short notice, and in some instances, schedules shown in the computers of intercontinental carriers differ from those actually flown by smaller local carriers. We advise you that it is your responsibility to be meticulous in locally reconfirming directly with the carrier operating the flight. We accept no liability for the consequences of flights missed owing to the passenger's failure to reconfirm.

Clients flying in economy class to long-haul destinations should be aware that flights are often full and you may not be able to get seats together. We also recommend that you check in early for a long flight, and in any case not less than 3 hours before the scheduled departure time.

If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances which would entitle you to claim compensation or any other payment from the airline under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004, you must pursue the airline for the compensation or other payment due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If your airline does not comply with these rules, you should complain to the Air Transport Users' Council on 020 7240 6061 www.auc.org.uk

We cannot accept liability for any delay unless it has a material effect on your holiday arrangements. See clause 4.

Terms and condition

You undertake to behave with propriety and in such a manner as in no way causes or is likely to cause distress, danger or annoyance to other clients and/or any third party or damage to property. If, in the view of ourselves, our employees, agents or suppliers, you are in breach of this clause, we reserve the right to terminate your contract and neither we nor the providers of any of the services in question will have any further contractual obligations to you either in respect of covering any expenses, paying any compensation or refunds, or arranging for your return home.

When you book with us, you accept responsibility for any damage or loss caused by you. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be paid direct at the time to the accommodation owner or manager or other supplier. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If the actual cost is less than the amount paid, the difference will be refunded. If you fail to do so, you will be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions.

You must ensure that all your travel documents, full passports, visas, vaccination certificates, currency and travellers cheques are in order and valid for travel. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. We are able to give general advice on these matters for British citizens holding a British passport. However, non-British citizens and non British passport holders should check with their embassy or consulate vis-a-vis current requirements. See also our General Information section.

If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

The name on your airline tickets must be the name that appears on your full passport.

Please note that if you believe that we have stated orally that a particular facility or service should be available, but is not in the brochure or in writing from us, please make reference to it on the booking form so that we may confirm it to you when accepting your booking.

9. Complaints

Should you have any complaints about any aspect of your holiday arrangements, you must inform our local representative or tour leader immediately and the supplier of the arrangements concerned. Problems can most easily be dealt with on the spot. Please note, if you do not report a problem or complaint which, if it had been reported at the time it occurred could have been resolved there and then we cannot accept any liability in respect of that problem or complaint. It is sensible to expect a client travelling in the developing world to be reasonably resourceful if things go wrong. If you experience any difficulties, contact us in the UK on our 24 hour emergency telephone service. The number will be found on your pre-departure information and with your tickets. In the unlikely event that an acceptable solution cannot be found, you should then write to us within 28 days of your return with full details of your complaint. If you fail to follow this complaints procedure, your right to claim the compensation you may otherwise have been entitled to may be affected or even lost as a result.

If we cannot reach an amicable solution to any dispute you do have the right to refer the dispute to the Association of Independent Tour Operators which operates an Independent Dispute Service (details on request) for resolution of the dispute by a mediator provided the claim does not involve personal accident, injury or illness.

10. The brochure and quotation

We have taken every care in ensuring that the information in the brochure and given in quotations/itineraries is correct at the time of publication. However we are sure you will appreciate that subsequently minor alterations may arise. We reserve the right to change any of the prices, services or other particulars contained in this brochure or any quotation at any time before we enter into a contract with you. If there is any change we will notify you before we enter into such contract. Where we state that additional information, a fact sheet or a dossier is available

on a particular itinerary or programme, this information should be regarded as a term of the contract.

The hotel classifications given in our brochure, quotations and dossiers and fact sheets are for guidance only. They are not based on any national or international classification system, they are the opinions of our staff or agents and are quite subjective.

11. Special requests

If you have any special request, you must advise us in writing at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met unless we have specifically confirmed this. For your own protection, you should obtain confirmation in writing from us that your request will be complied with (where it is possible for us to give this) if your request is important to you. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.

We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as „standard bookings subject to the above provisions on special requests.

If you have any medical problem or disability which may affect your holiday, please tell us before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. You must also promptly advise us if any medical condition or disability which may affect your holiday develops after your booking has been confirmed. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.

12. Your financial protection

We hold an Air Travel Organiser's Licence (ATOL) issued by the Civil Aviation Authority (ATOL number 6638). When you buy an ATOL protected air inclusive holiday* from us, you will receive a confirmation invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking.

* The air inclusive holidays we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight or flights we arrange for you commences in the UK. For further information, visit the ATOL website at www.atol.org.uk

Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme.

For further details visit www.sensesholidays.co.uk

Please ask us to confirm what protection will apply to your booking.

13. Excursions

Please note that we do not provide or arrange excursions other than those listed in your itinerary and forming part of the arrangements booked and paid for in the UK. Our local representatives or guides may put you in touch with local organisers of excursions if you request but we can have no liability for such excursions, as your contract for such excursions will be with a local company providing the services and not with us.

14. Prices and Brochure Accuracy

Please note, the information and prices shown in our brochures and/or quotations may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of the brochures, quotations and prices at the time of printing or when they are given to you, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen holiday (including the price) with us at the time of booking.

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