

Tailor-made: How to book

The following process summarises the booking stages, detailed in our Important Information, Booking Conditions and Booking Form. For detailed or specific information please see these documents which form the basis of your contract with us.

1. Call to discuss your holiday and request a quotation

Please visit our website then call us to discuss your holiday requirements. We will provide as much information and advice as possible regarding our plans. We will then prepare your initial quotation, which has been designed to provide the price and simple framework for your holiday. A full itinerary will be provided when we confirm your holiday. Please note that due to the individual nature of our holidays it may take several days to produce your initial quotation.

2. Complete the booking form and return it along with your payment

Once you have decided to proceed please read the Important Information, Booking Conditions and Booking form (additional copies can be download them from our website) and then complete the booking form, ensuring that the booking form is signed and dated by the first named person on the booking, the party leader, and that you give us all of the information requested for each party member, including full passport details, as we need this to confirm your air tickets. The booking form must be returned to Scott Dunn by post, fax or email (if scanned or you have a digital signature), together with all applicable payments. Payment can be made by bank transfer, debit card, cheque or credit card in pounds sterling. On request bank transfers can be accepted in euros, US dollars and Swiss francs to our UK or European based bank accounts. Unfortunately we are unable to complete a booking without a signed booking form on file.

3. We will acknowledge your payment and book your holiday

Subject to availability of your chosen arrangements and receipt of all applicable payments we will book your arrangements, process your deposit (or full balance payment if booking within 3 calendar months of departure) and send you a receipt letter. Once we have processed your initial payment a contract between us will come into existence. Occasionally we will be unable to book your holiday exactly as quoted due to availability or other issues. In this case we will contact you to discuss the options and provide a revised quote where necessary. If we are unable to provide a suitable alternative, we will return your original payment in full.

4. We will issue your confirmation invoice when all bookings are confirmed

Once all aspects of your booking have been confirmed, we will issue a confirmation invoice specifying the outstanding balance and due date for the final payment, together with an itinerary and any additional holiday information. Once your confirmation invoice has been issued you are not able to make any changes without incurring additional charges.

5. Send us your final balance payment three months prior to travel

Three calendar months before your holiday with us begins your final balance will be due. Payment can be made by way of bank transfer (details on booking form), debit card or cheque. Credit cards are accepted for final balance but a charge of 2% will be added to the invoice to cover the charges levied by the credit card companies. We choose not to build this charge into our prices, as the majority of our guest's pay by bank transfer, debit card or cheque and we believe that it would be unfair to indirectly charge them a levy.

6. We will send your final travel documents two weeks prior to travel

Your final documents will be sent to each address on your booking form approximately two to four weeks prior to your departure, unless otherwise specified. For bookings that have been made within a two weeks of departure or with an overseas address we will e-mail written confirmation along with the relevant travel documents, unless flights tickets are included in which case they will be couriered to you at your expense.

Tailor-made: Important information

The following Important Information should be read in conjunction with our Booking Conditions, as together they form the basis of your contract with us. Please read these carefully as they set out our respective obligations.

Airline airport check-in

Check-in times for your international and internal flights will be outlined in your final itinerary. It is important you adhere to these times. Should you fail to check in before check-in closes (usually no less than 1hr prior to departure), the airline has the right to refuse you to board the flight and will not provide you with any refund. Most passengers arrive at check-in at the pre-assigned check-in time and therefore the queues tend to be the longest at this time. In general it is always worth checking in earlier if possible as not only should the queues be shorter and the experience more relaxing, but you will have a much better choice of seating. Please note that the check-in time relates to when you should be at the actual check-in desk, not the time you should arrive at the airport. Long queues for security checks and for check-in should be taken into consideration when planning your journey to and arrival time at the airport. Self-service check-in machines can be found at all major UK airports and many international airports. Self-service check-in can be a fast, efficient way of checking-in, avoiding queues and giving you the opportunity to personally select your seat number. Any hold baggage needs to be dropped off at the Fast Bag Drop counters.

Airline on-line check-in

Many airlines now give you the option of checking-in on-line up to 24 hours before departure from the comfort of your home. The major advantage is the ability to choose your own seating and to smooth experience at the airport on departure.

If you are travelling with British Airways, log onto www.ba.com and click on manage my booking, or use the link on the Scott Dunn

website. Don't forget that you will also have to check-in for your return journey 24hrs before the return departure date. If you are unable to access the Internet please ask your hotel or our representative for assistance.

Airline e-tickets

Most air tickets issued in the UK are now e-tickets. E-tickets are an electronic ticketing solution and do not comprise any paper ticket coupons, though you will be provided with an e-ticket receipt, that can be printed out. E-tickets can be used to check-in on-line, using the self-service machines or at the staffed check-in desks.

Airline seating

The pre-allocation and acceptance of seating requests is becoming more and more restrictive. Often it is only families, holders of frequent flyer cards and Premium class passengers who are able to request specific seating. Seating requests for Premium class are still accepted (though not guaranteed) by most major airlines on longhaul routes but many airlines no longer accept seating requests on domestic, shorthaul and in Economy Class.

However, this is not the case with British Airways, where only families travelling with infants, Gold and Silver Executive cardholders, First Class and some Club Class passengers are able to pre-allocate seats at the time of booking and only on longhaul flights. Only some Club Class tickets are able to pre-book seats so please speak to your sales consultant to see if your tickets are eligible. Families travelling with children, cannot request specific seating but will be automatically pre-assigned seating 48hrs prior to departure. British Airways cannot guarantee that families will be seated together, although children will always be seated with a parent. British Airways operates an on-line check-in service within 24hrs of departure, where you can choose your own seating. We highly recommend that you use this service, particularly if seating has not already been pre-assigned. Please contact your consultant if you require any assistance with on-line check-in.

Please ensure that you let us know your seating preferences at the time of submitting the Booking Form and we will do our best to request seating where possible. Do note that airline seating is always only on request and airlines always reserve the right (which they often exercise) to rearrange the seating. We cannot therefore guarantee ANY seating requests.

Airline luggage allowance

Most airlines offer some free luggage allowance. The allowance varies from airline to airline and between different aircraft types. Please consult the airline, your consultant or your travel documentation for details.

The free luggage allowance for international flights on British Airways is complex but in summary: World Traveller: 1 piece (exceptions are Caribbean, USA, Mexico, Brazil & Central America where 2 pieces are allowed), Club Europe and World Traveller Plus: 2 pieces, Club World and First Class: 3 pieces. Baggage allowances are per person and bags must not exceed 23kg each or 158cm (H+W+L). Any additional pieces of baggage will be charged at £90 longhaul or £35 shorthaul per bag (with discounts if paid on-line) and overweight bags (up to 32kg) at £25 per bag. In addition you will be allowed up to 2 pieces of cabin luggage. For connecting flights on the same ticket the most generous allowance is applied. For full details please visit www.ba.com and see the baggage instruction in the information area.

For all other airlines please refer to your travel consultant, ticket or contact the airline. Please note that low cost carriers may have very restrictive free luggage policies. Please note that for some internal flights you may be on a light aircraft where a strict luggage restriction of 10-15kg per person plus hand luggage is imposed. On many light aircraft large suitcases with rigid frames are prohibited, as they cannot be packed in the hold of light aircraft. The ideal luggage to bring is a soft canvas or leather bag or holdall. If this is going to cause a problem please call to discuss the possibilities.

Airline reconfirmation

Many international airlines, with the exception of British Airways, require you to reconfirm your flight(s), including your return flight(s), at least 72 hours before the flight(s) concerned departs. We therefore strongly advise that you do so. Please be particularly aware of this issue when travelling on smaller regional airlines and during peak season. If for whatever reason you do not use your outbound flight, the inbound sector will automatically be cancelled. This process is automated and standard airline procedure.

Air taxes and surcharges

Current regulations require that all passengers (including children) departing from a UK airport must pay an Air Passenger Tax (APT) as shown in the table below, and a Passenger Service Charge (PSC), which varies from airport to airport.

Air Passenger Tax	Short haul	Long haul
Economy Class	£10	£40
Premium Classes (inc Premium Economy)	£20	£80

In addition to the Government imposed APT and PSC, airlines usually apply surcharges to cover the increased cost of insurance, fuel and other charges. Fuel surcharges vary from airline to airline, between shorthaul and longhaul flights and between classes of cabin.

The prevalent UK taxes (APT and PSC) and the various surcharges will be included on your international air tickets plus any other overseas taxes that are pre-payable in the UK. However, in some countries departure taxes, especially domestic services, are only payable at the airport in local currency on departure. Foreign currency is often not accepted or given as change so it's a good idea to put the required amount of money away at the beginning of your holiday to ensure that you are not caught out on departure and find yourself having to go and change money.

Please note that all taxes and surcharges are subject to constant change and may vary after confirmation invoice has been issued.

Air ticket flexibility

Most of the air tickets that we sell are based on our contracted airfares. These airfares, although extremely competitively priced are designed for use with tour operator packages and are usually much more restricted in terms of flexibility than the more expensive 'published' fares. Alterations and refunds including premium classes are usually not permitted. If you require a fully flexible air ticket please call us to discuss prior to booking but bear in mind that there may be a significant increase in the airfare.

Air flight details

Your flight details are provided along with your tickets with your final documents. It is your responsibility to ensure that the details are correct and the name on your ticket matches that on your passport. Flights may be classed as non-stop, direct or indirect. A direct flight has a single flight number, but may land to refuel or collect/drop off passengers en route. Only flights classed as non-stop are truly direct.

Air flight reservations

Flights cannot be held unless the full name of the passenger is provided. Therefore flights cannot be automatically held for all members of a ski booking unless their full details are supplied on the Booking Form. Once flights have been confirmed they are non refundable and non changeable.

Company details

Scott Dunn is a trading name of Ski Scott Dunn Ltd and is registered in England under company number 2021650. We are accredited by IATA (International Air Transport Association) licence number 9123848/6. VAT registration number 412006028. We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 2471). We are also members of various trade associations including AITO, ATTA and LATA.

Tailor-made: Important information

Credit cards

Most credit cards are widely accepted around the world, but please note that fees charged for their use vary dramatically from country to country. Fees in excess of 10% are not uncommon and exchange rates can be poor. Please check before using your credit card.

Insurance

It is a condition of booking with us that you and all members of your party obtain travel insurance, covering all elements of your holiday arrangements. If you are unable to supply details of sufficient travel insurance or a signed waiver, then we will be unable to issue your final travel documents. We highly recommend that you obtain travel insurance at the time of booking, rather than leaving it until close to your departure date, as this will provide cover in case you need to cancel your booking prior to departure. It is vital to ensure that your travel insurance policy, particularly general policies, such as annual or credit card policies, provide adequate cover for cancellation, missed departure, unused accommodation and all activities, particularly those considered hazardous, that you plan to undertake. Activities considered hazardous include such activities as diving, rafting, trekking, skiing, horse-riding, paragliding, kite surfing, bungee jumping, travel in light or single-engine aircraft, safaris and many more. If in doubt whether an activity is covered please ensure that you contact your travel insurance company. In many instances, insurance designed to cover a specific single journey or specific activity will provide a much higher level of cover, than the general annual or credit card policies. Virtually all insurance policies will exclude any undisclosed pre-existing conditions, medical or otherwise, if in doubt always check with the insurance company prior to departure. Please see our booking conditions for further information.

Passports, visas and health

Many countries require passports, visas and health certificates to be presented before entry is permitted. Please ensure that you and all members of your party, including infants and children, are in possession of a passport, valid for at least 6 months, prior to departure. We will advise the passport, visa and health requirements for British Citizens at the time of booking but we strongly advise that you contact the relevant embassy(ies) or consulate(s) and your doctor, in good time prior to travel, in order to check the latest advice and regulations, as they can change at short notice. A full British passport presently takes approximately 2 to 6 weeks to obtain. If you or any member of your party is 16 or over and do not yet hold a passport, our recommendation is that you should apply for one at least 6 weeks before your holiday, as the UK Passport Service has to confirm your identity before issuing your first passport and may ask you to attend an interview. Many countries require that passports are valid for 6 months after the return date and airline/immigration officials may prohibit entry unless this rule is observed. Please also ensure that the name on the passport corresponds with your airline tickets and that your passport contains at least one completely blank page to allow for immigration stamps. If you or any member of your party is not a British citizen or holds a non-British passport, you must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending to travel. If you are planning to combine some business with your holiday or if you are planning a visit for more than 30 days, different/additional visa requirements to those referred to above may apply to you. If these circumstances apply to you please contact the Embassy or Consulate of the country(ies) to or through which you are intending to travel, for further advice. Please note that visas can take several weeks to obtain, however, specialist visa companies, such as CIBT: Global Visa and Passport Professionals (08708 900185 or www.ukcibt.com) can process visas and passport

renewals within a few days. Typically these companies charge approximately £25 service charge plus the cost of the visa plus postage. If you are going on your honeymoon, we suggest you carry your Marriage Certificate. Please note however that airlines now require the name on your passport to match your flight tickets even if you are newlywed, so if you are planning on travelling in your married name make sure you have changed the name in your passport before your holiday. Many countries require certificates for mandatory vaccinations depending upon recent travel and current policy. It is your responsibility to ensure you are aware of all recommended vaccinations and health precautions in good time before departure. Information on health while travelling is contained in the Department of Health leaflet T7 (Health Advice for Travellers) available from the Department of Health by telephone on 0870 1555455 or via its website www.dh.gov.uk and from most Post Offices. For holidays in the EU / EEA you should obtain an EHIC (European Health Insurance Card) prior to departure from the Department of Health (see leaflet T7 and the website www.dh.gov.uk).

Please note that some vaccinations and prophylaxis courses must be started up to 6 weeks before travel. Health requirements and recommendations may change and you must check the up to date position in good time before departure.

See our Booking Conditions for further information regarding passports, visas and health requirements.

Problems and emergencies

If any problems occur whilst on your holiday, please contact the manager of the hotel or our representative in the region. If this does not resolve the problem please contact one of the Scott Dunn offices in the UK or our out of hours line. We would much prefer to resolve any problem at source and at the time of occurrence (if possible). Please see our booking conditions for further information. If you fail to follow the simple complaints procedure set out here and in our booking conditions, your right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result.

Our contact numbers at Scott Dunn are
Head office (Working hours)
+44 (0) 20 8682 5000

Head office (Out of hours emergency assistance 8am – 11pm UK)
+44 (0) 20 8682 5099

The telephone numbers for your particular hotel/s and that of the Scott Dunn representatives in your region can be found on the contact sheet included in your travel pack.

Tailor-made: Booking conditions

TERMS AND CONDITIONS

The following Booking Conditions apply to all "packages" (see (b) below) booked with Ski Scott Dunn Limited trading as Scott Dunn ("we", "us" or "our"). Together they form the basis of your contract with us. Please read them carefully as they set out our respective obligations.

In these booking conditions "you" and "your" means all persons named on the booking including anyone who is added or substituted at a later date.

1. Booking and paying for your holiday

a) To book a holiday please call us to confirm current prices or to request a quotation. If you are happy with the price or quotation, you should complete, sign and return our Booking Form, in order to request your booking. Your doing so enables us to ensure that we have the correct details for your booking including the names, addresses and any special requirements or other information for all persons travelling. If you fail to complete and return the Booking Form at the time of booking, errors may arise which may result in you incurring additional costs. The Booking Form must be signed by the first named person on the booking ("party leader"). The party leader must be authorised to make the booking on the basis of these booking conditions by all persons named on the booking and by their parent or guardian for all party members who are under 18 when the booking is made. By signing the Booking Form, the party leader confirms that he/she is so authorised. The party leader is responsible for making all payments due to us. The party leader must be at least 18 when the booking is made.

The completed and signed Booking Form should be returned to us when requesting your booking. The payments referred to in (1e) below must be made at the time of requesting your booking. A contract between us comes into existence, as set out in (1c) below, whether or not we receive your Booking Form prior to processing your deposit or full payment.

b) The nature of the holidays we arrange means we are often not in a position to confirm every requested element at the time of booking. Once we reasonably expect the key elements of your holiday to be available, we will process your payment and a contract between us will come into existence, as set out in (1c) below. If for any reason we do not expect the key elements of your holiday to be available we will not process your payment and will advise you accordingly. Processing your payment is not a guarantee or representation that your requested arrangements will be provided. Obtaining confirmation of all elements from suppliers may take 2 weeks or more. In some cases it may not be possible to confirm all elements as requested and changes may need to be made. Occasionally, we have to cancel a booking prior to issue of the confirmation invoice where we are unable to confirm all key elements and/or offer suitable alternative arrangements. If we have to cancel or the arrangements we are able to confirm when we issue a confirmation invoice are significantly different to those requested and any alternative arrangements we offer you are not acceptable, we will refund all monies you have paid us. You are not, however, entitled to cancel without paying our normal cancellation charges where any changes affect elements of the holiday, which are not key elements or are otherwise minor, as defined in clause 4 below. As bookings can only be accepted on the basis set out above, no compensation will be payable where your booking is cancelled or a significant change made (which you accept) in accordance with this clause.

c) A contract between us will come into existence when we process your credit/debit card payment or deposit your cheque/cash for your deposit or initial payment into our account, at which time we will either issue a deposit receipt letter acknowledging the acceptance of your booking or in the case that all arrangements can be confirmed at that time a confirmation invoice. If a confirmation invoice cannot be issued we will seek confirmation of all requested elements of your booking from the suppliers concerned as set out above. We will issue a confirmation invoice once we are in a position to confirm

the available arrangements. The arrangements shown on your confirmation invoice are those that we are contracting to provide. This invoice will be sent to the party leader or your travel agent. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information that appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. 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. You must ensure that the name of each party member given to us at the time of booking matches the name exactly as it appears on that party member's passport.

d) A deposit as specified on your Booking Form, or as advised by your travel consultant or equal to full payment if booking within 3 calendar months of departure, must be paid at the time of booking. For certain arrangements the suppliers concerned require full payment, for those arrangements, at the time of booking. If this applies to your booking we shall advise you of this prior to booking. For the purposes of clause 3 such payments will also be classed as deposits.

The balance of the holiday cost must be received by us not less than 3 calendar months prior to departure. This date will be shown on the confirmation invoice and reminders are not sent. 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 the cancellation charges set out in clause 4 will apply. In such cases a written notice of cancellation and a cancellation invoice would be sent to you.

Please note that for all bookings received within 21 days of departure, a late booking fee of £75 will be added to your invoice to cover additional administrative expenses. All payments must be made by cheque, bank transfer or acceptable credit or debit card.

Credit card payments will be subject to a 2% fee, except for deposit payments that do not exceed 25% of the total holiday price.

e) All monies you pay to one of our authorised travel agents for a holiday with us, that does not include a flight (or flights), will be held by the agent on your behalf until we issue our confirmation invoice. After that point, your agent will hold the monies on our behalf. All monies paid to one of our authorised travel agents for a holiday with us that includes a flight (or flights) will be held on our behalf until they are paid to us or refunded to you.

2. Alterations by you

Should you wish to make any alterations to your confirmed holiday the party leader must notify us as soon as possible in writing. Whilst we will endeavour to assist we cannot guarantee that any request will be met. If we can make the requested change you will be provided with a quote detailing any additional costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers and our amendment fees of £75 per person. Please note that some airline tickets (e.g. advance purchase and net fare tickets) cannot be changed once booked, without incurring considerable cost. Some accommodation is priced according to the number of people in the booking. If one of your party cancels so that fewer people share the accommodation, then the cost may go up.

3. Cancellation by you

Cancellations must be notified to us in writing by the party leader. Your notice of cancellation will only be effective when we receive it in writing at our offices. As we incur costs from the time you make your booking, the following cancellation charges will be payable. Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost payable by the person(s) cancelling excluding insurance premiums, late booking and amendment fees. Insurance premiums, late booking and amendment fees are not refundable in the event of cancellation.

Period before departure: cancellation charge per person
6 calendar months or more: deposit
3 calendar months or more: 25%
2 calendar months or more: 50%
1 calendar month or more: 75%
Less than 1 calendar month or no show: 100%

In any period, the greater of the deposit or percentage will apply.

If any member of your party is prevented from travelling, the person(s) concerned may transfer their place to someone else (introduced by you) as long as the following conditions are met:

- (i) all suppliers and third parties accept the transfer of names or are able to re-book.
- (ii) you sign an authorisation to transfer the holiday into another name.
- (iii) the transferee signs a Booking Form.
- (iv) the transferee provides us with new travel insurance details.

Where a transfer to a person of your choice can be made, all costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result together with an amendment fee of £75 must be paid before the transfer can be effected. Any overdue balance payment must also be received.

4. Changes and cancellations by us

Occasionally we have to make changes and correct errors in our booking information both before and after bookings have been confirmed. We may also have to cancel confirmed bookings due to factors outside our control, mistakes, or if the minimum number of bookings required for a particular holiday have not been received. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. We will notify you (or your travel agent) of cancellation at the earliest opportunity and in the case of minimum number of bookings not being achieved at least 30 days before departure.

Tailor-made: Booking conditions

Most changes will be minor. Occasionally we may 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 include (i) a change in your flight departure time by more than 12 hours (ii) a change of your departure or arrival airport to one that is significantly more inconvenient to you (iii) a change in your destination locality or (iv) a change of accommodation to that of a lower standard. If we have to make a significant change we will inform you (or your travel agent) as soon as reasonably possible. If there is time to do so before departure we will offer you the choice of one of the following options:

- (i) accepting the changes (for significant changes) or
- (ii) purchasing an alternative holiday from us, of a similar standard to that originally booked. If available we will offer you at least one alternative holiday of equivalent or higher standard for which you will not be asked to pay any more than the price of the original holiday. If this holiday is in fact cheaper than the original one, we will refund the price difference. If you do not wish to accept the holiday we specifically offer you, you may choose any of our other then available holidays. You must pay the applicable price of any such holiday. This will mean your paying more if it is more expensive or receiving a refund if it is cheaper or
- (iii) cancelling or accepting the cancellation and receiving a full refund of all monies due.

If we have to make a significant change or cancel we will, where compensation is appropriate, pay you reasonable compensation, with a minimum of £100 and usually no more than £500 per booking, depending on the circumstances and when the significant change or cancellation is notified to you, subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where:

- (i) 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
- (ii) we have to cancel because the minimum number of bookings necessary for us to operate your holiday has not been reached (see above) or
- (iii) where your booking is cancelled or a significant change made (which you accept) prior to or at the time of confirmation, as set out in clause 1b.

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) or where a change is a minor one. A change of flight time of less than 12 hours, airline (except as specified in clause 15 "Flights"), type of aircraft (if advised) or destination airport will all be treated as minor changes.

Please also see clause 16 "Late Arrivals, Delay and Denied Boarding Regulations".

Very rarely, we may be forced by "force majeure" (see clause 8) to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, 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.

5. Prices

All prices published in our brochures, marketing material and our website are for guidance only and are based on exchange rates in effect on the publication date. Although every effort is taken to ensure prices are accurate at the time of publication we cannot guarantee these prices. Please note, changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking.

We reserve the right to alter or correct errors in any quoted or published prices at any time prior to a contract between us coming into existence. We will advise you of any error of which we are aware and of the then applicable price prior to this point.

Once the price of your chosen holiday has been confirmed on your confirmation invoice then subject to the correction of errors, we will only increase or decrease the price 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, in the event of any change in our transportation costs or in dues, taxes or fees payable for services such as fuel surcharges, landing taxes or embarkation or disembarkation fees at ports or airports or in the exchange rates which have been used to calculate the cost of your holiday.

Even in the above cases, only if the amount of any increase in our costs exceeds 2% of the total cost of your holiday (excluding insurance premiums and any amendment or late booking fees) will we levy a surcharge. If any surcharge is greater than 10% of the cost of your holiday (excluding insurance premiums and any amendment or late booking fees), 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 or late booking fees) or alternatively purchase another holiday from us as referred to in clause 4 "Changes and Cancellations by us".

You have 14 days from the issue date printed on the surcharge invoice to tell us if you want to choose option (ii) or (iii) as set out in clause 4. If you do not tell us that you wish to choose either of these options within this period of time, we are entitled to assume that you do not wish to do so and 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.

Please note that arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday due to contractual and other protection in place.

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

We promise not to levy a surcharge within 30 days of departure. No refund will be payable during this period either.

In accordance with Air Navigation Orders, an infant must be under 2 years of age on the date of their return flight to qualify for infant status. If it becomes a legal requirement for infants to have separate airline seats, we will have to pass the cost of this onto any guest travelling with an infant.

6. Insurance

It is a condition of booking that you are covered by adequate liability, medical and holiday cancellation insurance from when the contract between us comes into existence. When obtaining travel insurance you must ensure that the insurer is aware of the type and destination of travel and any activities which you plan to undertake that may be considered high risk such as skiing, scuba diving, white water rafting, travel by light aircraft, paragliding, kite surfing, wind surfing, safaris, mountain trekking and so on. Please ensure that you are fully covered, in particular with regard to the maximum cancellation amount, and that details of your insurer and policy number are provided to us for our records. We may need to refer to this if you are involved in an accident. If you are unable to provide us with insurance details at the time of booking you, and all your party, must

complete an insurance responsibility waiver form. If insurance details are not provided and you do not complete this waiver then we reserve the right to refuse to accept your booking or cancel your holiday with loss of deposit if you fail to do so. Scott Dunn will not be held responsible for any expenses, loss or damage you incur as a result of your failure to comply with this clause or the requirements of your travel insurance policy. Please read your policy details carefully and take them with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.

7. Visas passports and health requirements

Please see the separate Important Information document for more detailed information on the passport, visa and health requirements applicable to your holiday. It is the party leader's responsibility to ensure that all members of the party are in possession of all necessary travel and health documents before departure. You must pay all costs incurred in obtaining such documentation. 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 all required documentation. 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.

8. Force majeure

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of "force majeure". In these booking conditions "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include political disputes, acts of war, threat of war, riots, terrorist activity (actual

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or threatened), border closures, industrial action (actual or threatened), technical problems with machinery, transport or equipment, government intervention, natural disasters, fire or explosion, inclement weather and acts of God.

9. Suppliers' conditions

Independent suppliers provide most accommodation, services and transport. All bookings are subject to the third party conditions and regulations of these carriers/transport proprietors/accommodation providers and service suppliers. These conditions may limit or exclude liability to you and may be subject to provisions of international conventions - copies are available from us on request. Many third party suppliers require a waiver of responsibility to be signed, which may limit some of your rights vis a vis those suppliers.

10. Our liability

a) We promise to make sure that the holiday arrangements we have agreed to make perform or provide as applicable as part of our contract with you are made, 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).

b) We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: (i) the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or (ii) the act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable or (iii) force majeure as defined in clause 8 above.

c) 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 by us and we have not agreed to arrange them as part of our contract and any excursion you purchase in resort. In addition, regardless of any wording used by us on our website, in any advertising material or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

d) 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 that might lead a reasonable holiday maker to refuse to take the holiday in question.

e) As set out in these booking conditions, we limit the maximum amount we may have to pay you for any claims you may make against us.

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 £1500 per person affected unless a lower limitation applies to your claim under this clause or clause (f) below. You must ensure you have appropriate travel insurance to protect your personal belongings.

g) Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (i) 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 (ii) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses.

h) You must provide our insurers and ourselves 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 18 below. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with our insurers and us, if our insurers or us want to enforce any rights that are transferred.

11. Brochure accuracy

All reasonable care has been taken to ensure that the descriptions, facts or opinions in our brochures and itineraries are accurate at the time of printing. Opinions expressed are personal to the authors and photographs only relate to a specific destination when

specifically captioned. The layout and furnishing of rooms shown in photographs may change. During the lifespan of our brochure, advertised facilities, services, schedules, and laws and suppliers' programmes may also change. Errors may also occasionally occur. You must therefore ensure you check all details of your chosen holiday (including the price) with your travel agent or us at the time of booking. We cannot accept responsibility for any descriptions, facts or opinions published in any third party or suppliers' brochures or promotional material.

12. Behaviour and damage

a) When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be made direct to the accommodation owner or manager or other supplier or to us as soon as possible. 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. You will also be responsible for meeting any claims subsequently made against us and all costs incurred by us (including our own and the other party's full legal costs) as a result of your actions. You should ensure you have appropriate travel insurance to protect you if this situation arises.

We expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including

any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

b) The type of travel, which we offer, requires flexibility and must allow for alternatives. The outline itinerary as given for each holiday must therefore be taken as an indication of what each trip may accomplish, and not as a contractual obligation on the part of Scott Dunn. It is understood that the route schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events which may include sickness, mechanical breakdown, flight cancellations, strikes, events emanating from political disputes entry or border difficulties, climate and other unpredictable or unforeseeable circumstances.

13. Acceptance of risk (by you)

You acknowledge that the nature of travel is adventurous and that as such some holidays may involve a significant amount of inherent personal risk. These include injury, disease, loss or damage to property, inconvenience and discomfort. Some activities incidental to the holiday may carry inherent risks and if you wish to participate you may be requested to sign an additional waiver form by the local supplier. It is your responsibility to ensure that you are physically fit enough to participate, that you have adequate protective clothing and safety equipment and take sensible precautions for your own safety and for the safety of any children for whom you are responsible.

14. Overseas standards, expectations and safety

Please note it is the requirements and standards of the country in which any services, that make up your holiday are provided, which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may often be lower. The infrastructure standards in certain overseas countries are often quite different from those accepted as the "norm" in the UK. This can include levels of service and the reliability of transport, food,

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accommodation, communications, power and water supplies to name but a few. In addition you must take reasonable precautions for your own safety whilst on holiday. For example, you are advised not to walk alone at night in unlit areas and not to display jewellery or valuables.

15. Flights

a) It is a requirement of some airlines that all onward and return flights are reconfirmed at least 72 hours before departure. Therefore it is essential that you contact the appropriate airline or our representatives on arrival to reconfirm your flights. Remember to check current timings as they are subject to change and we recommend that, where possible, guests check in on-line 24 hours prior to departure.

b) Many airlines, airports and governments levy a variety of taxes and surcharges including but not limited to departure, arrival, noise, environmental, fuel and security taxes or surcharges, which are often payable locally unless specifically shown on your tickets as being prepaid.

c) If you fail to utilise the outbound portion of your flight ticket the inbound portion will automatically be cancelled.

d) 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 "Changes and cancellation by us" will apply. We are not always in a position at the time of booking to confirm the flight timings that will be used in connection with your flight. The flight timings shown in our brochure, on our website and/or detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. Flight timings are outside our control. They are set by airlines and are subject to various factors including air traffic control restrictions, weather conditions, potential technical problems and the ability of passengers to check in on time.

Specific instructions relating to departure and travel arrangements will be sent with your air or other travel tickets approximately 2 weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs. Please note also your responsibility under 15(a) above.

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.

16. Late arrivals, delay and denied boarding

We cannot accept responsibility if you miss your flight or transfer due to late check in, check in queues, delays in connecting transport or due to delays introduced by security procedures. 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.

17. Accommodation

The accommodation provided is only for the use of those persons named on the confirmation invoice and subletting, sharing or assignment is prohibited.

18. Claims and complaints

In the event that you have cause for complaint whilst on holiday you must immediately bring it to the attention of our local representative (or if none to a Scott Dunn UK office, in which case we will reimburse reasonable communications costs) and to the management of the accommodation or relevant supplier, obtaining written confirmation from them of the complaint so that we will have the opportunity to correct the matter during the holiday. If you fail to do so you deprive us and our suppliers of the chance to investigate your complaint and to do our best to rectify it. If we are unable to resolve matters whilst you are on holiday and

you remain dissatisfied you must write to us within 28 days of your return with full details. Please quote your booking reference on all correspondence. If you fail to follow this simple complaints procedure, your right to claim any compensation may be affected or even lost as a result.

19. Consumer protection

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 2471). When you buy an ATOL protected air inclusive holiday or flight* 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. (Please note: Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme. Please ask us to confirm what protection may apply to your booking.)

*The air inclusive holidays and flights 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.

20. Law and jurisdiction

We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description that arises between us (except as set out below). We both also agree that any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between us must be dealt with by the AITO arbitration scheme (see below) or by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If

proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any dispute, claim or other matter of any description which arises between us governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

AITO's low-cost Independent Dispute Settlement Service may be called upon by either side to bring the matter to a speedy and acceptable conclusion if the scheme is available for the claim in question.

21. Personal information and privacy

Your personal information and that of your party is important to us. We will always treat it with the respect it deserves and will never pass it to any third parties, except those that need this information in the course of providing the holiday services you have booked. We may contact you from time to time with holiday information and offers that we think might be of interest. Should you wish to stop hearing from us, by email or by any other means, please email us at unsubscribe@scottdunn.com, detailing how you wish us to use and store your personal information.

We are now required to collect Advance Passenger Information (API) for passengers prior to travel to many destinations. This information is required for immigration control and to aid aviation safety and security, and as such we require full passport details, passenger names, dates of birth and nationalities to pass onto the relevant airlines. In addition please note that we are required to pass on your mobile and email details to many airlines in case they need to contact you prior to travel. This information will not be retained by the airlines after your travel has been completed and will be used solely in the course of conducting your travel arrangements. Scott Dunn will not be held responsible if you fail to provide or comply with relevant API requirements.

Please complete both sides of this booking form and return it to us with your deposit to the address below. Please also ensure you have read our booking conditions as we cannot be held responsible for any mistakes or subsequent charges related to incorrect information, pre-entered or otherwise, on this form. To this end, please confirm that any pre-filled information is correct when signing the booking form.

NAME & ADDRESS FOR CORRESPONDENCE

Name:

Address:

Postcode:

Tel (day): Tel (eve):

Mob: Fax:

Email:

HOLIDAY DETAILS

Holiday/hotel name:

Quote reference:

UK departure date:

PAYMENT DETAILS

All payments must be made through the party leader. Whilst for your convenience we are happy to take deposits by credit card, we prefer payment by bank transfer (see below for details), debit card or cheque (payable to Scott Dunn) for the balance of your holiday. If you wish to pay the final balance of your holiday by credit card, a 2% fee will be charged reflecting our incurred costs. This does not apply to debit card payments (Delta/Maestro/Switch). Please note, full payment is required if less than 3 months prior to departure.

Please tick:

I enclose the deposit* per person of £

Already paid on phone

I enclose full payment (if within 3 months) of £

METHOD OF PAYMENT

Please choose one of the following payment options:

Bank transfer (preferred payment option, see below)

Debit card Credit card** Amex** Cheque

** Please note: except for deposits, a 2% surcharge will be applied to credit card payments (not applicable to debit cards).

BANK TRANSFER

Please quote invoice number and party leader name with transfer:

Scott Dunn, NatWest Bank, 34 Southampton Road,
Eastleigh, Hampshire SO50 9XN

Account no: 40517977 BIC: NWBKGB2L

Sort code: 52-41-07 IBAN: GB66 NWBK 5241 0740 5179 77

CARD PAYMENT

Card number:

Name on card:

Card type type (eg MasterCard, Visa Debit etc):

Valid from: Expiry date:

3 or 4 digit security code (on reverse of card): Issue no (Maestro/Switch only):

* The amount of the deposit required is based on the value of the holiday. Please include £300 per person (excluding infants) for holiday value of up to £3,000 per person; £500 per person up to £5,000; £1,000 per person up to £10,000; £1,500 per person for £10,000 or over. For European Escapes holidays (ski hotels and Mediterranean hotels), please enclose 35% of the booking value. In certain circumstances we may need to include additional sums for elements of the holiday that require pre-payment to a third party.

RESPONSIBLE TOURISM

Charity: Scott Dunn will make a donation to our selected charities for every booking made. This year we anticipate the sum will be in excess of £25,000.

Tick here if you would like to receive information from our chosen charities and how you can contribute further.

Carbon offsetting: This is an opportunity to contribute towards programmes aimed at reducing the impact of your CO₂ footprint.

Tick here if you wish to carbon offset your holiday. We suggest a donation of: £20 per person for long haul and £7 per person for short haul return flights.

We have left the total open for you to contribute as you wish. This will be added to your invoice. Total £

For more information about our Responsible Travel programme including our chosen charities and carbon offsetting partner as well as a carbon calculator link, please go to www.scottdunn.com/rt.html

DECLARATION

I have read, understood and agree to Scott Dunn's booking conditions, "important information" and privacy statement. I am authorised to make the booking on the basis of these booking conditions, the important information and the privacy statement by all persons named on the booking and by their parent or guardian for all party members who are under 18 when the booking is made. I accept responsibility for myself and all members of my party for complying with the necessary health, immigration, visa and passport requirements relevant to my party's booking. I confirm that I am 18 years of age or over. I confirm that to the best of my knowledge all information listed on this booking form is correct. I agree to make all payments due by the due date(s).

Signature:

Date:

Please sign and return this booking form to us by fax or post. Thank you.

	INDIVIDUAL DETAILS	ADDRESS	CONTACT DETAILS	AIRLINE ADVANCE PASSENGER INFORMATION (APIS)	TRAVEL INSURANCE
	Please write your title and full name, exactly as it appears in your passport.	Please enter the address for each member of your party if different from overleaf.	For contact use and as an airline requirement, please enter the email and mobile number of each adult party member.	Full passport information is required for international travel and is an airline APIS requirement.	It is a condition of booking that you must be covered by suitable travel insurance, and necessary in an emergency. Please provide details below.
Guest 1	Title/firstname/surname: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Address: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Email: <input type="text"/> <input type="text"/> Mobile no: <input type="text"/> Frequent flyer airline: <input type="text"/> Frequent flyer card no: <input type="text"/>	Passport no: <input type="text"/> Country of issue: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/> Nationality: <input type="text"/> Date of birth: <input type="text" value="DD-MM-YYYY"/>	Travel insurance company name: <input type="text"/> <input type="text"/> Emergency assist. tel no: <input type="text"/> Policy no: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/>
Guest 2	Title/firstname/surname: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Address: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Email: <input type="text"/> <input type="text"/> Mobile no: <input type="text"/> Frequent flyer airline: <input type="text"/> Frequent flyer card no: <input type="text"/>	Passport no: <input type="text"/> Country of issue: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/> Nationality: <input type="text"/> Date of birth: <input type="text" value="DD-MM-YYYY"/>	Travel insurance company name: <input type="text"/> <input type="text"/> Emergency assist. tel no: <input type="text"/> Policy no: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/>
Guest 3	Title/firstname/surname: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Address: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Email: <input type="text"/> <input type="text"/> Mobile no: <input type="text"/> Frequent flyer airline: <input type="text"/> Frequent flyer card no: <input type="text"/>	Passport no: <input type="text"/> Country of issue: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/> Nationality: <input type="text"/> Date of birth: <input type="text" value="DD-MM-YYYY"/>	Travel insurance company name: <input type="text"/> <input type="text"/> Emergency assist. tel no: <input type="text"/> Policy no: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/>
Guest 4	Title/firstname/surname: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Address: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Email: <input type="text"/> <input type="text"/> Mobile no: <input type="text"/> Frequent flyer airline: <input type="text"/> Frequent flyer card no: <input type="text"/>	Passport no: <input type="text"/> Country of issue: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/> Nationality: <input type="text"/> Date of birth: <input type="text" value="DD-MM-YYYY"/>	Travel insurance company name: <input type="text"/> <input type="text"/> Emergency assist. tel no: <input type="text"/> Policy no: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/>
Guest 5	Title/firstname/surname: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Address: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Email: <input type="text"/> <input type="text"/> Mobile no: <input type="text"/> Frequent flyer airline: <input type="text"/> Frequent flyer card no: <input type="text"/>	Passport no: <input type="text"/> Country of issue: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/> Nationality: <input type="text"/> Date of birth: <input type="text" value="DD-MM-YYYY"/>	Travel insurance company name: <input type="text"/> <input type="text"/> Emergency assist. tel no: <input type="text"/> Policy no: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/>
Guest 6	Title/firstname/surname: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Address: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Email: <input type="text"/> <input type="text"/> Mobile no: <input type="text"/> Frequent flyer airline: <input type="text"/> Frequent flyer card no: <input type="text"/>	Passport no: <input type="text"/> Country of issue: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/> Nationality: <input type="text"/> Date of birth: <input type="text" value="DD-MM-YYYY"/>	Travel insurance company name: <input type="text"/> <input type="text"/> Emergency assist. tel no: <input type="text"/> Policy no: <input type="text"/> Expiry date: <input type="text" value="DD-MM-YYYY"/>

EMERGENCY CONTACT DETAILS (Someone who is not travelling with you):

Name:
Tel:
Relation to you:

ADDITIONAL INFORMATION Please provide any additional information including: dietary, childcare, cots, seating requirements, flight details if you are arranging this yourself, etc:

	INDIVIDUAL DETAILS	ADDRESS	CONTACT DETAILS	AIRLINE ADVANCE PASSENGER INFORMATION (APIS)	TRAVEL INSURANCE
Guest 7	Please write your title and full name, exactly as it appears in your passport.	Please enter the address for each member of your party if different from overleaf.	For contact use and as an airline requirement, please enter the email and mobile number of each adult party member.	Full passport information is required for international travel and is an airline APIS requirement.	It is a condition of booking that you must be covered by suitable travel insurance, and necessary in an emergency. Please provide details below.
	Title/firstname/surname: <input type="text"/>	Address: <input type="text"/>	Email: <input type="text"/>	Passport no: <input type="text"/>	Travel insurance company name: <input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	Country of issue: <input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	Mobile no: <input type="text"/>	Expiry date: <input type="text"/>	Emergency assist. tel no: <input type="text"/>
Guest 8	Title/firstname/surname: <input type="text"/>	Address: <input type="text"/>	Email: <input type="text"/>	Passport no: <input type="text"/>	Travel insurance company name: <input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	Country of issue: <input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	Mobile no: <input type="text"/>	Expiry date: <input type="text"/>	Emergency assist. tel no: <input type="text"/>
	<input type="text"/>	<input type="text"/>	Frequent flyer airline: <input type="text"/>	Nationality: <input type="text"/>	Policy no: <input type="text"/>
Guest 9	Title/firstname/surname: <input type="text"/>	Address: <input type="text"/>	Email: <input type="text"/>	Passport no: <input type="text"/>	Travel insurance company name: <input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	Country of issue: <input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	Mobile no: <input type="text"/>	Expiry date: <input type="text"/>	Emergency assist. tel no: <input type="text"/>
	<input type="text"/>	<input type="text"/>	Frequent flyer airline: <input type="text"/>	Nationality: <input type="text"/>	Policy no: <input type="text"/>
Guest 10	Title/firstname/surname: <input type="text"/>	Address: <input type="text"/>	Email: <input type="text"/>	Passport no: <input type="text"/>	Travel insurance company name: <input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	Country of issue: <input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	Mobile no: <input type="text"/>	Expiry date: <input type="text"/>	Emergency assist. tel no: <input type="text"/>
	<input type="text"/>	<input type="text"/>	Frequent flyer airline: <input type="text"/>	Nationality: <input type="text"/>	Policy no: <input type="text"/>
Guest 11	Title/firstname/surname: <input type="text"/>	Address: <input type="text"/>	Email: <input type="text"/>	Passport no: <input type="text"/>	Travel insurance company name: <input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	Country of issue: <input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	Mobile no: <input type="text"/>	Expiry date: <input type="text"/>	Emergency assist. tel no: <input type="text"/>
	<input type="text"/>	<input type="text"/>	Frequent flyer airline: <input type="text"/>	Nationality: <input type="text"/>	Policy no: <input type="text"/>
Guest 12	Title/firstname/surname: <input type="text"/>	Address: <input type="text"/>	Email: <input type="text"/>	Passport no: <input type="text"/>	Travel insurance company name: <input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	Country of issue: <input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	Mobile no: <input type="text"/>	Expiry date: <input type="text"/>	Emergency assist. tel no: <input type="text"/>
	<input type="text"/>	<input type="text"/>	Frequent flyer airline: <input type="text"/>	Nationality: <input type="text"/>	Policy no: <input type="text"/>
	<input type="text"/>	<input type="text"/>	Frequent flyer card no: <input type="text"/>	Date of birth: <input type="text"/>	Expiry date: <input type="text"/>

EMERGENCY CONTACT DETAILS (Someone who is not travelling with you):

Name:

Tel:

Relation to you:

ADDITIONAL INFORMATION Please provide any additional information including: dietary, childcare, cots, seating requirements, flight details if you are arranging this yourself, etc: