



Please print clearly and sign then send to our address together with your payment. Or send to us via fax on : **0871 310 9001**

VOYANA REF:

SALES CONSULTANT:

SHIP:
CABIN CATEGORY:
SAILING DATE:
UK DEPARTURE DATE:
DEPARTURE AIRPORT:
EMBARKATION PORT:
DISEMBARKATION PORT:

ADDITIONAL HOTEL STAYS TOURS AND EXTENSIONS (where not included in the basic holiday price)
City / Resort 1:
Hotel:
Arrival date: Departure date:
City / Resort 2:
Hotel:
Arrival date: Departure date:

If you provide your e-mail address, we will send you the very best cruise deals the moment they come on sale

E-MAIL ADDRESS:

Please print clearly

If you are travelling to the USA, you will have received a copy of the ESTA letter with this booking form. Please sign here to confirm that you have read and understood this information.

Signature:

INSURANCE Important: ALL PASSENGERS MUST BE INSURED.

a) Name of Insurance Company: _____

b) Policy Number: _____

c) 24 Hour Emergency Services Tel Number: _____

PASSENGER DETAILS	Lead Name	2nd Person
Surname		
First Name		
Mr/Mrs/Miss		
Date of Birth		
Nationality		
Passport No.		
Passport Date/Place of Issue		
Passport Expiry Date		
Occupation		
Home Address		
Postcode		
Telephone Number		
Mobile Number		
In case of emergency		
a) Contact Name		
b) Telephone Number		

BOOKING FORM continued

PASSENGER DETAILS	3rd Person	4th Person
Surname		
First Name		
Mr/Mrs/Miss		
Date of Birth		
Nationality		
Passport No.		
Passport Date/Place of Issue		
Passport Expiry Date		
Occupation		
Home Address		
Postcode		
Telephone Number		
Mobile Number		
In case of emergency a) Contact Name b) Telephone Number		

AUTOMATIC BALANCE

If you would like us to automatically take the balance of payment for your holiday 63 days prior to departure please tick this box

* If you are booked on Crystal, Cunard World Sectors, Seabourn, Silversea, Windstar, Holland America (if over 25 days), Oceania, Regent Seven Seas, Seadream, Voyages of Discovery or P&O World Sectors' cruises and tick this box, your balance will be taken 100 days prior to departure.

Credit Card - Mastercard Visa Switch/Maestro Amex

Please Note: Bookings made with a credit card will incur an additional 2% charge.

Name on Card: _____

Card Number

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Expiry date: _____

Valid from date: _____

Issue number (switch, if shown): _____

security number (CVV2) : _____

(3 digit code printed on the back of your Debit/Credit card)

MEDICAL DECLARATION

Please name any members of your party suffering from a physical or mental disability which may affect their mobility during the holiday.

NB: A doctor's certificate must be produced on request

DINING ROOM REQUEST

cannot be guaranteed)

Main Sitting (early dinner)

Late Sitting (late dinner)

SPECIAL REQUESTS

(cannot be guaranteed)

(eg: birthday, anniversary, special diets, table with friends, etc):

SIGNATURE

On behalf of all persons named above, who have given me authority to sign this agreement, I declare that I have read all the relevant information and accept the conditions.

Signature: _____

Date: _____

Name (printed):

Voyana - Important Information

Our Booking Conditions and Travel Insurance - please read this page carefully

WE ADVISE ALL PASSENGERS TO ENSURE THAT THEY ARE ADEQUATELY INSURED FOR THEIR HOLIDAY

GENERAL INFORMATION

All holidays are subject to availability and are offered through Voyana Limited and other suppliers contracted to provide the services specified. Once you have decided on the holiday you require, please carefully read the following conditions. They will form part of your agreement with Voyana Limited (hereafter known as 'the Operator' or 'us').

1. YOUR CONTRACT WITH US

In making the booking the party leader who must be at least 18, confirms that he/she is so authorised and all persons named agree to be bound by these terms and conditions.

a) If you book only one component of a holiday with the Operator (e.g. a cruise or hotel, without a flight), the Operator acts only as a booking representative for the supplier concerned and accepts no liability for the provision of the service involved.

b) If you book with a travel representative and your booking with that representative includes, but is not limited to, the Operator arrangements, your contract is with your travel representative and not with the Operator. The Operator is simply a supplier to your travel agent.

c) In all other cases your contract will be with the Operator.

Your contract with the Operator and any matters arising from it shall be governed by and construed in accordance with English law and is subject to the exclusive jurisdiction of the courts of England and Wales.

2. PAYMENT AND CONFIRMATION

A minimum non-refundable deposit of 20% of the total holiday cost per person is required (together with a further non-refundable sum if a special promotional airfare is being used) and must be paid at the time of booking. Save as otherwise provided herein, balance payment is due not less than 63 days before departure or where a booking is received by the Operator within 63 days of departure, full payment is required.

In respect of bookings with Cunard on their World Voyages, Crystal, Seabourn, Regent, Silversea, Windstar, Oceania, Holland America (where sailing is over 25 days), P & O on their World Voyages, Seadream and Voyages of Discovery, final payment is due not less than 100 days before departure or where a booking is received by the Operator within 63 days of departure, full payment is required. If the balance is not received by the due date, the Operator reserves the right to cancel the booking and the charges detailed in clause 9 will apply. Payment by credit / charge cards may attract a charge. Details will be clarified at the time of booking. In respect of bookings for Oceania cruises more than 19 days in length and Crystal multiple-voyage cruises of 42 days or more, payment is due not less than 160 days before departure.

If we accept your booking, our contract with you is made when you or your travel representative ask us to confirm a booking and monies are exchanged to secure the required services (either via cash, cheque, credit card or electronic transfer). At this stage a binding contract comes into existence between you and the Operator. (Please note, though, that if you book a tailor-made itinerary or an excursion / tour including accommodation, flights etc, this will only be requested by the Operator once your request together with a deposit has been received). Your booking confirmation will indicate your holiday cost and you will be advised of any cruise, accommodation, flights etc. which are still on request and not confirmed at the time. Naturally we will try to obtain final confirmation of all your holiday components as soon as possible. If a particular flight, hotel or similar cannot be confirmed you will be offered an alternative or, failing that, a refund.

It is your sole responsibility, to check the confirmation invoice carefully, as soon as it is received and to let the Operator or your travel representative know immediately in the event of any error.

3. TRAVEL DOCUMENTATION

Travel documents will be sent approximately 1-2 weeks before the departure of your holiday, if your booking is made within 6 weeks of departure, final documents will be sent provided cleared funds have been received for the full value of your holiday cost. Your travel documentation will be made available for collection, or sent by courier upon the payment of a fee. Non-UK residents may incur an additional delivery charge. For some countries you will be handed your internal flight/train/hotel vouchers by your tour manager/the Operator representative on arrival at your holiday destination.

4. SPECIAL REQUESTS, DISABILITY AND MEDICAL CONDITIONS

Where special requests for flight seats, room allocation, diet considerations etc. are requested, we, the Operator must be made aware of them in writing at the time of booking. Whilst we are happy to pass on your requests to airlines, cruise lines and hotels/ resorts and every effort will be made to ensure that your requests are fulfilled, they cannot be guaranteed. Furthermore, the Operator will not be liable for claims for consequential loss where advice of special needs and requirements has

not been received in writing at the time of booking.

If you or any member of your party has a disability or medical condition which may affect your holiday arrangements, please tell us before you book, so we can try to assist you in choosing a suitable holiday; additionally you must provide us with full written details at the time of booking (or as soon as possible if the condition arises after the booking has been made). If there is a change in the general health of any of the persons shown on the booking, medical advice should be sought prior to travel and both we and your insurers should be notified. All persons should be fit to travel and should not travel contrary to medical advice. All pre-existing medical conditions or disabilities including the use of a wheelchair must be declared. If we / the cruise line / the airline / other supplier reasonably feel unable to properly accommodate the particular needs of the person concerned, we reserve the right to decline the booking or, if full details are not given at the time of booking, cancel when we become aware.

5. IF YOU HAVE BOOKED USING THE SERVICES OF A TRAVEL AGENT

Any travel representative/ company through which you have made a booking, will act to relay information from you to us and vice versa. The Operator is not responsible for any failure by your travel representative/ company to do this properly, or in good time, nor for any advice given to you by your travel representative which did not originate from the Operator.

Any money you pay to your travel representative for your booking will be held by the representative on our behalf until it is paid to us.

6. IF YOU MAKE A CHANGE TO YOUR BOOKING

If you wish to make any alterations to your holiday after the booking confirmation has been issued, and we are able to make the required change, an amendment fee of £125 per alteration per person will apply. However, if you change your booking less than 63 days before departure, this will be treated as a cancellation and a new booking; and you will be liable for the cancellation charges set out in this contract. Please note that a request to change the date/s of a holiday is a cancellation of the holiday booked and the provisions of clause 9 will apply. If you wish to change any aspect of your holiday / tour/ cruise after it has commenced, the Operator and/or their agents will do their best to accommodate your request, subject to you being responsible for any cancellation/retention charges that may be levied for the arrangements originally booked, for the cost of your new arrangements and for any costs incurred by the Operator and/or their agents in attempting to secure or securing any revised arrangements.

If you wish to transfer your booking to another person, requests must be made in writing with full details of the person who will replace you. A payment of £125 to cover our administration costs plus such amount as our suppliers will require to effect the change. Please note that, in some cases, suppliers such as air/cruise lines treat name changes as a cancellation, levying cancellation charges and requiring payment for a new ticket. These charges will be payable by you. Any outstanding balances must be settled by you. Should the occupancy of rooms increase or decrease as a result of the change then room charges will be calculated as of the day the change is made and any extra charges / reductions will be passed on to you. In the event that you do not pay these charges, clause 9 will apply.

7. ALTERATIONS MADE TO YOUR HOLIDAY

The Operator reserves the right to alter any of the prices, facilities or services described in its website or promotional material at any time. Any changes affecting your holiday will be notified to you at the time you make your booking or if after you have made a booking as soon as possible. Such changes will normally be minor, but may be major - i.e. a change of scheduled departure time by more than 12 hours, a change of airport except between airports serving the same city/resort, a change to a lower standard of accommodation, a change of resort or a radical change of itinerary.

If there is a major change the Operator will try to inform you or your travel representative/company as soon as possible and offer you the choice of alternative arrangements or a refund of all monies paid. In addition, unless the material change is caused by 'force majeure' (defined below), you will be entitled to receive compensation on the following scale:-

Period before departure when you are notified of a material change	Compensation per person
More than 63 days	nil
43-63 days	£10.00
42-29 days	£20.00
28-15 days	£25.00
14-0 days	£30.00

Force majeure includes war, threat of war, riot, civil disobedience or strife, industrial dispute, terrorist activity, acts of God, natural or nuclear disaster, fire, adverse weather conditions, level of water, technical or maintenance problems with transport and changes of schedules or operational decisions of transport providers, closure of airports or any unforeseeable or

unavoidable event beyond the control of the Operator or its suppliers.

- A minor change is any change which does not come within the definition of a major change. Although the Operator will try to notify you of minor changes, it is not obliged to do so, nor is it obliged to offer you the opportunity to change your booking, receive a refund or receive compensation. Minor changes include (but are not limited to) the following and the Operator is permitted where necessary to arrange the same:

- Changes to the scheduled destinations but not all of them;

- Changes in the scheduled date and hour of arrival or departure. Where necessary, hotel accommodation and reasonable sustenance during any delay will be provided to you at no additional charge or we will indemnify you in respect of the same;

- If, after you depart, it becomes apparent that a significant proportion (more than 50% of the land arrangements) you have booked cannot be provided, the Operator will make suitable alternative arrangements at no extra cost to you and will, where appropriate and provided the change in your arrangements has not been caused by force majeure, compensate you for the difference in value between the arrangements you should have received and the alternative arrangements made. In particular, because the Operator neither owns, manages nor controls the accommodation / transportation that it uses, it is possible that the Operator may be advised that your reserved accommodation is not available when you arrive at your destination. In this event the Operator will endeavour to secure accommodation of at least the same standard at that destination. If only accommodation of a lower standard is available the Operator will refund the difference between the prices of the accommodation booked and that received, and will pay £30 per person for any inconvenience caused. The amount will be paid on your return from holiday.

Alteration to Cruise Itinerary - We regret we cannot guarantee that ships will call at every advertised port or follow every part of the advertised itinerary. The Operator's suppliers and the Master of the ship have the right to omit any ports, call at any additional ports, deviate from the advertised itinerary in any way or substitute another ship or port. In addition the Operator will not be responsible for any failure of a supplier to meet the arrival or departure times advertised.

8. CANCELLATION BY YOU

Should any passenger cancel their holiday, notification must be sent in writing to the Operator at Suite 8 Buckingham House East, Stanmore, HA7 4EB by recorded delivery or via the passenger's travel agent, together with the confirmation and any tickets for cancellation.

For all cruise lines other than Crystal, Seabourn, Regent, Silversea, Windstar, Oceania, P & O on their World Voyages and Seadream, to cover the estimated loss incurred by cancellation, the Operator makes a charge payable by the passenger according to the following scale: More than 63 days before departure - loss of Deposit 62-45 days before departure - loss of 45% of total price 44-19 days before departure - loss of 75% of total price. 18-8 days before departure - loss of 90% of total price 7 days to day of departure - loss of 100% of total price. In respect of bookings with Crystal, Seabourn, Regent, Silversea, Windstar, or Seadream, to cover the estimated loss incurred by cancellation, the Operator makes a charge payable by the passenger according to the following scale: More than 90 days before departure - loss of Deposit 93-64 days before departure - loss of 25% of total price 63-34 days before departure - loss of 50% of total price 33 days or less, or non appearance or non receipt of written notice of cancellation - loss of 100% of total price subject however that if any air ticket/s or other holiday component ("Component") has had to be purchased and paid for, in full or part, the cost of such Component will be an additional loss to the relative "Loss" amount indicated above.

■ In respect of bookings with Oceania, to cover the estimated loss incurred by cancellation, the operator makes a charge payable by the passenger according to the following scale: For cruises less than 20 days More than 93 days before departure - loss of deposit 93-63 days before departure - loss of 25% of total price (no less than £250pp) 62-33 days before departure - loss of 50% of total price 32-18 days before departure - loss of 75% of total price 17 days or less before departure - loss of 100% of total price. For cruises more than 19 days and Crystal multiple-voyage cruises of 42 days or more. More than 154 days before departure - loss of deposit 153-123 days before departure - loss of 25% of total price (no less than £250pp) 122-93 days before departure - loss of 50% of total price 92-63 days before departure - loss of 75% of total price 62 days or less before departure - loss of 100% of total price.

■ In respect of bookings with P & O on their World Voyages, to cover the estimated loss incurred by cancellation, the operator makes a charge payable by the passenger according to the following scale: More than 94 days before departure - loss of deposit 93-45 days before departure - loss of 45% of total price

44-19 days before departure - loss of 75% of total price 18-8 days before departure - loss of 90% of total price 7 days or less before departure - loss of 100% of total price. In addition any cancellation costs charged to or incurred by the Operator from third parties (i.e. airlines, hotels, cruise companies, etc) as a result of the Passenger cancellation will be payable by the Passenger in full. No refunds will be made in the event of interruption or cancellation by the Passenger after the start of travel. In the event of cancellation or curtailment of the cruise by the cruise line and the cruise line has offered the Passenger a refund, the Operator shall only be obliged to pay the passenger when the Operator has received payment from the relative cruise line and the Passenger hereby agrees to this condition.

■ In respect of bookings with Voyages of Discovery, to cover the estimated loss incurred by cancellation, the Operator makes a charge payable by the passenger according to the following scale: More than 91 days before departure - loss of deposit. 91-36 days before departure - loss of 60% of total price. 35-15 days before departure - loss of 90% of total price. 14 days or less, or non-appearance or non-receipt of written notice of cancellation - loss of 100% of total price subject however that if any air ticket/s or other holiday component ("Component") has to be purchased and paid for, in full or part, the cost of such Component will be an additional loss to the relative "Loss" amount indicated above.

9. CANCELLATION BY US

At any time whether prior to or after the commencement of the holiday the Operator or any of its suppliers' may by notice in writing to the Passenger or by notice in the Press cancel the holiday, if it reasonably considers that such a course is justified on operational or other reasonable grounds. If cancellation is by reason of force majeure which shall include (but not be limited to) war or threat of war, riots, civil commotions, disasters, acts of God, terrorist activities, natural and nuclear disasters, fire, technical problems with transport, closure of ports, strikes or other industrial action, re-scheduling or cancellation of flights by an airline, or financial failure of an airline or any other event outside the control of the Operator or any of its suppliers, there shall be no compensation payable to the Passenger. If cancellation is not by reason of force majeure then compensation will be paid in line with clause 7 of these booking conditions. If the holiday has commenced then the Operator's supplier will provide the Passenger with transportation to the place of departure. In the case of total cancellation the Passenger will be offered either:

- A full refund of money paid;
- An alternative holiday of equivalent or superior quality at no extra cost to the Passenger;
- An alternative holiday of lower quality with a refund of the difference in the advertised price.

10. PRICE GUARANTEE AND TAXES

We guarantee that no price changes will be made within 30 days of departure. In the event that prices have to increase due to government action, currency exchange rates, fuel costs, over flying charges, airport charges and changes to scheduled airfares, the operator will absorb an amount equivalent to a 2% increase in the holiday price (excluding insurance premiums and amendment charges). If the increase exceeds 10% of the holiday price, you will be entitled to cancel the reservation without penalty. You will be notified of any price changes as soon as reasonably possible and your decision to proceed with the holiday or otherwise must be submitted in writing to the Operator within 7 days of receiving notification. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then no refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday due to contractual and other protection in place. We reserve the right to reduce unsold holidays at any time and correct errors in both advertised and published prices as we become aware of them. At some airports, there may be local departure taxes payable. Such taxes are payable by and are the sole responsibility of the passenger.

11. YOUR RESPONSIBILITIES

You have certain responsibilities with regard to your holiday booking, and these responsibilities are set out below. The Operator will not be liable for any loss, damage, illness, discomfort or costs of whatever kind which you may sustain as a result of failing to discharge the responsibilities described in this clause:-

- Visas: We are able to provide general information about visa requirements; we will endeavour to notify you when advised of any changes which occur before you travel. However your specific visa and other immigration requirements are your sole responsibility and you should confirm these with the relevant Embassies and/or Consulates. As regulations may occur at short notice it is advised that clients keep themselves abreast of any changes. The Operator is not responsible for any failure by the client/s to obtain the relevant travel documentation.
- Passports: A full British citizen's passport (valid for at

Voyana - Important Information

Our Booking Conditions and Travel Insurance - please read this page carefully

WE ADVISE ALL PASSENGERS TO ENSURE THAT THEY ARE ADEQUATELY INSURED FOR THEIR HOLIDAY

at least 6 months beyond the end of your holiday) is required for travel.

c) Health: We recommend that all clients should consult their health service or physician to determine the travel and health requirements for their chosen destination/s. Medical advice and requirements change frequently and therefore guests must seek professional medical advice regarding vaccination requirements for their holiday.

Further Information on Access to Health Care Abroad can be found on the Department of Health website www.dh.gov.uk or by calling 0300 123 1002 .

The latest Foreign Office Advice notifications are also available on the Internet under the address <http://www.fco.gov.uk/>. You can contact the ABTA Information Department on 0901 201 5050 (calls charged at 50p/minute) and The Foreign & Commonwealth Office website at www.fco.gov.uk/knownbeforeyougo to find out in a flash how best to avoid trouble. If you have any medical condition that may affect your ability to enjoy and pursue fully the arrangements you book with us, you must notify us immediately. The Operator reserves the right, where appropriate, to ask you to provide written certification of your medical fitness prior to departure. It is your responsibility to ensure that you obtain all recommended inoculations, take all recommended medication and follow all medical advice in relation to your holiday.

d) Documents: It is YOUR responsibility to ensure that passports, visas, vaccination certificates and all other necessary documents are in order and, where appropriate, in your possession. It is also your responsibility to arrange adequate insurance cover for your booking and to take relevant details of the policy with you, we suggest that details/copies of these as well as contact information for you whilst you are away are left with a friend/family member at home.

e) Transportation: It is your responsibility to ensure that you arrive in good time to board all flights or other methods of transportation. To assist you, we will notify you of the times by which you should arrive at all points of departure. If you miss a flight or other transportation we will try to arrange alternative transportation, but reserve the right to recover from you any costs we incur in making such arrangements.

f) Behaviour: You must not behave in a way which may cause distress or cause an annoyance to others or which may create the risk of danger or damage to property. If you are subject to arrest, or are prevented from travelling at the discretion of an airline or other transport providers, or if you are evicted from a hotel at the discretion of the hotel management, the Operator will not refund any portion of the cost of your holiday and, if the Operator incurs any expense as a result of your behaviour, you will be obliged to compensate the Operator for that expense. The Operator pursues a policy of debt recovery through whatever means appropriate.

12. OUR LIABILITY TO YOU

We are responsible for making sure that each part of the holiday you book with us is provided to a reasonable standard and as described in our brochure or on our website or in any amendments to it. These services will be provided by independent suppliers contracted by us.

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:

- The fault of the person/s affected or any member/s of their party or
- The fault of a third party not connected with the provision of your holiday which we could not have predicted or avoided or
- An event of circumstance which we or the supplier of the service/s in question could not have predicted or avoided even after taking all reasonable care
- 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.

For claims or complaints concerning international travel by air or road or involving a stay at a hotel, the most we will have to pay you is the most we would have to pay you if we were a carrier or hotel keeper in accordance

with the applicable International Convention or regulation (e.g. Montreal Convention as amended or EU Regulation or Air Carrier Liability for travel by air). When making any payment, we are entitled to deduct any money, which you have received or are due to receive from the carrier or hotelier for the complaint or claim in question.

Please note: The provisions of the Convention relating to the Carriage of Goods and their Luggage by Sea 1974 ("The Athens Convention") apply to any cruise component as well as the process of getting and/or off the ship. The Athens Convention limits the maximum amount we have to pay in the event of death or personal injury or loss or damage to luggage and makes special provision for valuables.

13. CONTRACT

i) Any claim for loss of life or injury shall be notified to the Operator in writing within 6 months from the day when the loss of life or injury occurred.

ii) For the purposes of this contract, the word "Passenger" includes the person signing the booking form and all persons including children detailed therein. All contracts incorporating these terms shall be governed by English Law. No contract shall exist until the Operator has received the booking form from the customer.

iii) Any other claim not included in this subheading shall be notified within 21 days after the Passenger's arrival at destination at completion of the Holiday.

iv) Any claim shall be time barred if proceedings are not brought within two years from the date of the incident giving rise to the claim, or in the case of claims governed by the Athens or Warsaw Conventions, from the dates specified in those Conventions.

14. TRAVEL INSURANCE

It is a condition of your contract with us that you take out insurance at the time of, or prior to, making your booking, and if you do not purchase the policy we offer, you must purchase an appropriate alternative. The Operator cannot be held responsible if you purchase an inadequate insurance policy or if you fail to notify the Operator of factors affecting your particular requirements for cover. Insurance premiums should be paid at the time of booking and are non-refundable. They are not considered to be part of the "Holiday Price", but are a necessary supplement to it.

15. BUILDING WORK

Many hotels and resorts are continuing to develop and expand, in some cases rapidly and intensively and often with little or no advance warning. General refurbishment at hotels at hotels is necessary to maintain standards; we have no control over such work and cannot be held responsible. However, once we are informed we will endeavour to notify you of any such activity as soon as possible, however near to your departure this may be.

16. FLIGHTS

The cost of air travel for fly/cruise holidays is included in the fare. The Operator reserves the right to select the carrier and the routing for all such holidays. All flights will be operated on scheduled or chartered services of various airlines. Flight timings and routes will be confirmed with your travel documents, which will be sent out about one week before departure. In the event that an airline shall cancel or re-schedule flight/s the Operator shall have no liability to the passenger/s for any additional expense or cost incurred by the passenger/s due to such action by an airline. Where long flight delays result in lost holiday time, no refunds are given by hotels for unused accommodation, as rooms are held for delayed arrivals, not re-let. In such circumstances, you may be able to make a claim on your insurance policy. For travel on dates other than those published, or on a particular carrier or routing, a higher fare may apply. In some instances flight availability may necessitate departure from Heathrow and return to Gatwick or vice versa. Most airlines operate a no-smoking policy on selected flights. The Operator cannot guarantee that designated flights will have a smoking section. Flights booked by the Operator comply with the bonding requirements of the Civil Aviation Authority (licence number ATOL 2936). The Operator in its absolute discretion shall be entitled to substitute a carrier/s for an alternative carrier/s of similar quality.

17. AIRLINE FAILURE

In the event that the airline on which the Customer is travelling or going to travel ceases trading or is otherwise unable to fly the Customer, the Customer agrees and accepts that the Operator's entire liability to the Customer shall comprise: a) (if the Customer has already commenced his holiday) the reimbursement of the cost of the relative flight ticket (or the relative unused portion of it) and repatriation by the Operator by a scheduled carrier in economy class. b) (if the customer has not commenced his holiday) reimbursement of the cost of the relative flight ticket and (provided the

Operator is able to do) offer alternative flight/s at the sole cost of the Customer.

18. HOTEL ACCOMMODATION

The hotels offered are subject to change. If for any reason a particular hotel becomes unavailable the Operator reserves the right to substitute one of equal quality. Your designated hotel will be shown on your travel documents, which will be sent approximately one week before departure. The categories of these hotels are those allocated to them by the National Tourist Organisation or other official bodies in the countries in which they are situated, and do not give any other indication of their standard or quality.

19. LUGGAGE

As airlines change from time to time, their free luggage allowances and because there is usually a significant gap between booking a cruise holiday and the date of departure, regrettably, we are unable to advise of a particular airline's free baggage allowance and customers should make their own up to date enquiries a few days before travel either via the relative airline's website or its premium rate phone number. In addition, it can also be the case that the free luggage allowance can vary substantially between what is the free luggage allowance on the outbound flight/s and what is the free luggage allowance on internal and/ or the inbound flight/s.

20. WEBSITE AND PROMOTIONAL MATERIAL ACCURACY

All facts on our website and brochure material are checked by us in consultation with our overseas suppliers. Changes can occur, which are beyond our control. If you have already booked, we'll do our best to tell you about changes, if there is time, before departure. Please note that where Artist's Impressions and Computer Generated Images have been used, it is intended solely to give you an idea of how the property will look. It is not always an exact replica of the finished building. Should details change, we will advise you of the alterations via our website, or if you have already booked, by post as soon as possible.

As the Operator is a tour operator, your holiday may be re-packaged from the package offered by the cruise line or other supplier, in the Supplier's brochure. Therefore, there may be differences between what is offered by the Supplier and what is offered by the Operator. In such circumstances you cannot rely on what is being offered by the Supplier unless and until the same has been confirmed in writing by the Operator.

21. IF YOU HAVE A PROBLEM

Please tell our local representatives immediately and they will attempt to resolve the matter to your satisfaction. It is in everyone's interests to sort the matter out as quickly as possible. If the matter cannot be resolved, then please report to the matter to our representative and then follow it up in writing to us, within 28 days, on your return to the UK by sending your letter by recorded delivery to Customer Services, Voyana Limited, Suite 8, Buckingham House East, The Broadway, Stanmore, HA7 4EB. We will respond within 28 days of receipt of your letter. Please ensure that your booking reference and any pictures are included. If you fail to do this, any right to compensation, which you may have, will be extinguished or reduced.

In the unlikely event that the Customer shall have an unresolved complaint/s with the Operator, the matter can be referred to arbitration under a special scheme administered by the Chartered Institute of Arbitrators. The scheme provides for a simple and cheap method of arbitration based on documents alone. The scheme does not apply to claims over £5,000 per person or £15,000 per booking. Where a claim includes, in part, a claim of personal injury or illness, a limit of £1,000 per person applies to that part of the claim. The rules of the scheme state that the application for arbitration and Statement of Claim must be made within nine months of the date of the return from holiday, though in special circumstances claims outside of this period may be considered. Details may be obtained from ABTA. Information regarding complaints may be shared with other tour operators.

22. WHAT YOUR HOLIDAY PRICE INCLUDES

Your holiday price includes items as listed on your latest booking confirmation. In addition and where flight/s are included, we have also included prepayable taxes and service charges.

23. WHAT YOUR HOLIDAY PRICE EXCLUDES

Inter Alia; travel insurance, the cost of personal items such as laundry, drinks with meals or otherwise, incidentals etc., Airport security charges if levied by any airport to cover the cost of security arrangements, Airport departure taxes payable locally, Optional excursions / extras, Cost of visas, passports, Transport between your residence and UK airport / port / station,

Gratuities for service provided on a personal basis, Meals other than those specified.

24. TRANSPORTATION

Air, rail, road and other departure times are supplied by our nominated representatives /carriers. They are subject to, air traffic control restrictions, weather conditions, the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that departures will take place at the times shown either on our website, your documentation or your booking confirmation. The timings are estimates only. The Operator does not have any liability to you for any delays which may arise. Further, your dealings with all representatives /carriers are subject to the conditions of carriage of the carrier, some of which may limit or exclude liability. We will supply you with relevant details concerning your transportation at the time of booking. However, if any of these details change subsequently, and you choose to cancel as a result, our normal cancellation charges will apply. Any arrangements in the event of a delay will be at the sole discretion of the airline or other representatives/carrier involved.

25. EXCURSIONS/AGENTS AND REPRESENTATIVES

a) Excursions only form part of your holiday arrangements if they are described in a tour itinerary or are purchased before departure. (e.g. Game drives in wildlife reserves will be subject to the rules and regulations applicable to the particular reserve at the time of your visit and as laid down by the relevant government. Such rules and regulations are subject to change without notice and are beyond the control of the Operator.)

b) Our acceptance of liability for the acts of our representatives or agents is only binding if our representatives or agents are acting with our authority and/or performing their duties as described. This excludes for example any social contact that you may have with them.

26. DATA PROTECTION

It may be necessary to ask you for details of a personal nature such as dietary requirements, physical/ medical disabilities. It may be passed to suppliers who at our discretion need to know such details in advance. We may also use your details to pass to other divisions in our company whom we may feel would be of interest to yourself. This information will be held in the company and open for your inspection Monday - Friday during our business hours. Notice is required.

27. FINANCIAL SECURITY

The Operator has complied with financial bonding requirements of the Civil Aviation Authority ATOL Licence no. 2936 and ABTA W1428/ F5254) to ensure that clients would be repatriated and/or refunded in the unlikely event of the Operator insolvency.

PLEASE NOTE: These conditions replace any previous conditions printed before 02/09/2009

INSURANCE

We offer competitive Travel Insurance arranged by Holiday Extras.

Please ask us about our very competitive rates and levels of cover.