

General Information

This General Information must be read in conjunction with our Booking Conditions (page 79) and with the price panels. Please take the time to read them. If you do not, we cannot be held responsible for any misapprehensions you may have about our holidays. Information contained in this brochure may change between its publication and any booking by a customer. Please check with us for changes when booking.

About Sunvil bonding

The air holidays and flights in this brochure are ATOL protected, since we hold an Air Travel Organiser's Licence granted by The Civil Aviation Authority. Our ATOL Number is 808. In the unlikely event of our insolvency the CAA will ensure that you are not stranded abroad and will arrange to refund any holiday money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk. All holidays not including air travel are protected by a bond through The Association of Independent Tour Operators Trust Limited, a DTI licensed body.

Aircraft seat pitches and DVT

We have no control over how much leg room (seat pitch) airlines allow on their aircraft. We cannot guarantee a particular configuration on board, as aircraft types vary. However, these seat pitches are standard throughout the airline industry and comply with the current Civil Aviation Authority guidelines. Advice on measures to prevent Deep Vein Thrombosis (DVT) may be obtained from your GP.

Airport Hotels and Parking

A wide range of airport hotels and parking can be pre-booked via 'Manage My Booking' on our website.

Amendments, late bookings and telephone charges

A fee of £25 per booking will be charged for each amendment to a confirmed booking to cover administration costs. In the case of a minor amendment (eg cancellation of a pre-booked hire car) this charge is per booking; in the case of a major amendment (eg. change of holiday dates, accommodation or resort) this charge is per person. Fax and telephone fees may also be charged when bookings are altered. For an alteration within 8 weeks of departure, we reserve the right to treat the alteration as a cancellation of the original holiday (attracting cancellation charges) and regard it as a new holiday booking.

Children and infants

Children: Children's reductions may apply on the basis of one child per two full fare paying passengers. Children must be under the age of 12 years on the date of departure to qualify and, in hotels, they must occupy the third bed in a three-bedded room.

Infants: Infants under 2 years of age on the date of departure travel for a flat rate of £50. Cots should be requested on the booking form and, for the most part, are payable locally. All baby food is also payable locally. Infants do not qualify for a seat on the aircraft, nor do they have any baggage allowance on most airlines. However, under the terms of our insurance policy, infants are insured free of charge providing the other members of the party are insured with us.

Clients with Disabilities

We always do our best for our disabled clients, but very often we do not have enough information as to the extent of the disability. If you are disabled, we need the details in writing so the accommodation providers can judge if they can meet your requirements. This may well take a little longer but will avoid disappointment.

Currency

At the time of going to press, there was no restriction imposed by the British Government as to the value of foreign currency, Sterling cash or travellers cheques taken out of the United Kingdom. Many shops, hotels and car hire agents abroad will accept Visa Card, Mastercard, Diners Club and American Express cards. The local currency is the Euro.

Excursions Booked Locally

The company does not operate its own excursions. Any excursions booked locally at destination do not form part of the package, whether reserved through our local agent or representative. Sunvil acts solely as an agent for any such excursions and takes no responsibility or accepts any liability for their correct performance.

Facts of life

We believe the information contained in this brochure is true and correct and it is essential that you read our descriptions most carefully to avoid making a wrong decision in your choice of resort. If you are unsure of anything please ask to speak to someone from our office who has actually been to the area you are planning to visit. Our advice is impartial – we would far rather lose you to another company than allow you to visit a location completely unsuited to your needs. Having said that, we would also like to make our own position clear. Seasons change and so do resorts. What is 'quiet' in June can be crowded in August. Tourist facilities depend on the

time of year, weather and/or demand. Please bear this in mind before booking as it is impossible to qualify every statement on every page. Remember too, that our prices tend to reflect these differences throughout the season. If you visit the Azores you must be prepared to accept the local way of life which, due to the climate, can be totally different from ours. Buses tend to run very early in the morning, shops and offices may well close in the afternoon for a siesta and restaurants, bars and discotheques are usually noisier and open later than their British equivalents. Plumbing is rarely perfect. Roads are largely unlit and often have no pavement. Utility boards (water/electricity/telephone) may dig roads up and leave them unprotected. So, if your accommodation is outside one of the towns, be prepared and take a torch! Please bear in mind too that life must go on – buildings must be built, roads must be dug and children will play noisily in the streets. We are not trying to dissuade you from travelling with us but just pointing out that you must take the rough with the smooth when you visit any foreign country with any tour operator. Despite the above, we are certain you will have the holiday of a lifetime but, if you do experience some niggles, try to have patience and understanding and gracefully accept that you cannot live as you would at home.

FCO Travel Advice

Keep up-to-date with the latest UK Government Travel Advice as issued by the Foreign Office before you travel. This can be accessed by telephone (0845 850 2829); the Internet (www.fco.gov.uk/travel/); or BBC text services. As a responsible tour operator, Sunvil follows FCO advice – should it advise against non-essential travel to any of our destinations during a period in which you are booked to travel imminently you may change or cancel your holiday with no penalty.

Festival dates

The dates of events and festivals mentioned in this brochure were correct at the time of brochure launch. However, as the dates are subject to change, please enquire at the time of booking so that we can re-confirm the event is still taking place.

Group travel

We are experienced in making arrangements for special interest groups and welcome enquiries for affinity, conference and incentive travel.

Health

No vaccinations are required for entry into the Azores. However, it is recommended that all travellers obtain the standard triple typhoid/

tetanus/polio inoculation prior to any departure abroad.

Hotel accommodation

Air-conditioning: Where air-conditioning is mentioned this is provided at the discretion of the management and may not necessarily operate all day and every day.

Facilities: Saunas, steam rooms and Jacuzzis may not operate 24-hours a day. Many hotels offer these services at specific times of the day or on a request basis where advance notification of use, sometimes an hour or two, must be given locally.

Ocean View: Ocean view can be guaranteed only where a supplement is charged. Otherwise, we can request ocean view rooms and the hotel will try to honour the request.

Room furnishings: In most cases rooms are furnished with twin beds and, when a double bed is requested we pass the preference to the hotel. Most hotels do have some rooms with double beds – if they do not, they can usually successfully push two single beds together. Soap and towels are provided but not beach towels – please bring your own.

Single rooms: Single rooms are sometimes smaller, tend to be without much of a view, and are more likely to be without balcony. They are also difficult to book in high season. In the low season you may well, however, have a twin for sole use, although it is very much luck of the draw.

Three bedded rooms: Three bedded rooms are available in most hotels but, as they are often twin rooms with an extra bed, they may be rather cramped. We cannot be held responsible if you find the room too crowded.

Local representatives and agents

As this is a tailor-made programme for seasoned travellers we have no local representatives. We have local agents on Sao Miguel who can give any necessary help and guidance and can always be contacted. They have sub agents on the other islands. You will not be visited in your accommodation. Please remember that, wherever you are, most hotel managers, owners and receptionists are often only too keen to help you with local information. Any problems you experience must be reported locally so that we are given the opportunity of solving them. If you cannot reach our local agent then try us in London.

Our out of hours emergency telephone number is 00 44 (0)7050 126444.

Maps

Maps shown in this brochure are not to scale and must only be used for general guidance.



Quality Charter

AITO is the Association for independent and specialist holiday companies. Our member companies, usually owner-managed, strive to create overseas holidays with high levels of professionalism and a shared concern for quality and personal service. The Association encourages the highest standards in all aspects of tour operating.

Exclusive Membership

AITO sets criteria regarding ownership, finance and quality which must be satisfied before new companies are admitted to membership. All members are required to adhere to a Code of Business Practice which encourages high operational standards and conduct.

Financial Security

AITO members are required to protect money paid by customers to the member for any holiday sold under the AITO logo and to comply with UK Government Regulations in this respect. Members submit details of their bonding and guarantee arrangements to the Association on a regular basis.

Accurate Brochures and Websites

All members do their utmost to ensure that all their brochures and other publications, print or electronic, clearly and accurately describe the holidays and services offered.

Professional Service and Continual Improvements

All members are committed to high standards of service and believe in regular and thorough training of employees. Members continually seek to review and improve their holidays. They listen to their customers and always welcome suggestions for improving standards.

Monitoring Standards

AITO endeavours to monitor quality standards regularly. All customers should receive a post-holiday questionnaire the results of which are scrutinised by the Association.

Responsible Tourism

All members acknowledge the importance of AITO's Responsible Tourism guidelines, which recognise the social, economic and environmental responsibilities of tour operating. Those demonstrating their achievements beyond the pure acceptance of this principle are recognised by the award of 2 or 5 star status.

Customer Relations

All members endeavour to deal swiftly and fairly with any issues their customers may raise. In the unlikely event that a dispute between an AITO member and a customer cannot be settled amicably, 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.

Sunvil Holidays is a member of the Association of Independent Tour Operators.

To contact the Association visit www.aito.com or call 020 8744 9280.



Sunvil Holidays has achieved AITO 5-Star Responsible Tourism status

Non-standard holidays

Our holidays can be very flexible. Some of the most popular arrangements are the following:

Longer durations: Any length of stay can be arranged. Please telephone us for a quotation.

Multi-centres: Most of the holidays offered can be combined. Some suggestions are made on the resort pages, but please telephone if you have any specific ideas not mentioned there.

Tailor-made holidays: For holidays in hotels not featured in this brochure or of a longer duration and more complex character please ask us for a quotation. We can arrange flights for one person and accommodation for two, a week in a hotel and a week free with a car, varying durations for different members of your party etc. In fact, we are generally open to suggestion.

Passports, visas and health requirements

VALID PASSPORTS are required. At the time of going to press no visas, inoculations or vaccinations were required by citizens of the United Kingdom and Ireland for travel to the Azores. It is, however, advisable to check with your doctor well before departure. If you do not hold a United Kingdom passport, you must inform us of this fact when booking a holiday and contact the Portuguese consulate to see whether a visa is required in your case. Please note it is your responsibility to ensure that you have correct and current visa documentation - we cannot be held responsible for any trouble or delay at foreign airports.

Payment and ticket despatch

The balance of your holiday cost, as detailed on your confirmation and account, is due 8 weeks before

departure. **No reminders or statements are sent.** We accept payment by credit, debit or charge card. As we are charged for this service by the credit card companies we must levy a 2% (for Mastercard or Visa) or 3% charge (for Amex), on top of the quoted price of the trip. Should credit card companies increase their charges to us this charge may well increase. You will be advised of the exact charge at the time of booking.

Tickets are sent about 10 days before departure.

Persons travelling on their own

All prices are per person. When clients are travelling entirely on their own, there may well be (depending on the individual holiday) additional supplements for transfers or car hire.

Safety standards and regulations

The safety standards and regulations in operation overseas are those of the country in question and may not reach the same level as those we enjoy in the UK. The monitoring, enforcement and compliance with these local regulations is a matter for the authorities of that country and the foreign supplier of the services concerned. The general standards of safety and hygiene, fire precautions etc, will generally be lower than in the U.K. Liability insurance requirements vary considerably from country to country as does the responsibility placed on an organisation by local law. Please therefore, take all precautions to protect yourself and your family whilst on holiday. In particular, you should familiarise yourself with hotel fire escape routes and always be aware of hidden dangers involving swimming pools, balconies and hotel lifts, especially if travelling with children.

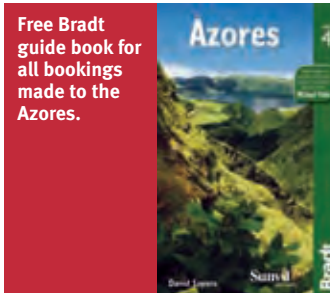
Swimming pools

Please note that the opening/closing date of the pool is an approximate date

and cannot be guaranteed. Pools open/close according to the weather. If summer arrives early then pools are opened earlier than originally stated. The weather is unpredictable and therefore we cannot guarantee that pools will open/close when stated in our brochure. The dates given are simply guidelines.

Turismo Rural

When you are staying at a Turismo Rural property please do not forget you are staying in someone's home. These are not hotels and are run in a very different and informal manner. Many provide only breakfast.



Recommended reading

The Landscape Series

For walkers and explorers, these pocket-sized guides contain walks of all grades, car tours and picnic suggestions, plus bus timetables and large scale walking maps. Choose Landscapes of the Azores. They are intended to be used in addition to a standard guidebook and cost £14.00 per book including P&P.

All orders must be made in writing to:

**Sunflower Books
(Dept. SV), PO Box 115,
Exeter EX2 6YU**

Validity of programme

This brochure is valid for departures from 1 Nov 2011 until the 31 Oct 2012 and was published in October 2011.

How to Book

Our holidays can be booked through selected travel agents (excluding the multiple chains of Tui/Thomson or Thomas Cook).

Alternatively you can call us Monday to Saturday during normal working hours. Once confirmed your signed Booking Form and deposit should be received by us within the next 7 days. For bookings within 8 weeks of departure, the full holiday amount is payable.

A Holiday Confirmation will then be sent giving full holiday details and the balance due (payable 8 weeks before departure). Please check this carefully. No final invoice or statement will be sent. Your tickets and travel documents will be sent approximately 10 days before departure. Again, please check these as flight details may have slightly altered.

The Genevieve

A unique vessel for your River Thames Charter Cruise

Genevieve is a 40 foot beaver stern saloon launch, built by Taylor and Bates of Chertsey in 1914. Her hull planking is African mahogany and all topside and interior fittings are in teak. Back then, her selling price was £1,150!

In 1998, she was found rotting away on a canal in Lancashire and Peter Freebody, owner of one of the foremost UK boatyards for renovating classic boats, was immediately taken in by her shape and decided she must be saved for future generations to enjoy. The extensive, painstaking renovation requested by Sunvil finished in May 2010. The launch is unique and very rare.

The saloon has bevelled windows and opening lights with port and starboard seating. She also has a spacious, canopied, forward cockpit with additional seating. There is another small cockpit aft, with



further seating. Genevieve is powered by a six cylinder Sea Prince petrol engine, smartly sited under a teak and glass engine case. In chilly weather, the engine supplies heat to the saloon and cockpit.

Genevieve is available for private charter April to October and hire charges are from £300 per hour. She can host up to 10 persons. Catering can be supplied.

For further details see www.vintagethamescharters.com