

# General Information

The following notes are to be used in conjunction with our Booking Conditions (page 87) 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. You will be told of any changes when booking.

Sunvil is a fully bonded operator. We are licensed by the Civil Aviation Authority (ATOL 808) for all air based holidays in this brochure. All non air travel arrangements (e.g. accommodation or ground arrangements only) conform to the bonding requirements of the Association of Independent Tour Operators (AITO). Complete financial protection is thus assured.

In the unlikely event of our insolvency, these organisations will ensure that you are not stranded abroad and will arrange to refund any money you have paid us for an advance booking. For further information on how the CAA deals with air based bookings and to check our ATOL number, visit the CAA website at [www.atol.org.uk](http://www.atol.org.uk).

## What your Holiday Price Indication Includes

Aegean Airlines flights from Heathrow to Larnaca or British Airways flights from Gatwick to Paphos as outlined above each individual price panel. Private transfers on arrival and departure (there may be a supplement for single persons travelling on their own), or car hire from the airport where included in the holiday cost; accommodation as detailed (see relevant resort pages); services of our local representative (where applicable); all airport taxes/security charges and VAT known at time of printing.

### Does not include:

Charge (if any) for air-conditioning. Travel insurance; surcharges, if applicable (see Booking Conditions); flight supplements, if applicable. A charge of 2% if payment is made by Credit/Charge Card. This charge may increase should the credit card companies increase their charges to Sunvil. The charge will be quoted at the time of booking.

### A car collection charge of €15 paid locally at Paphos and Larnaca airports.

### Non-Standard Holidays

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

**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 here. To arrive at an approximate (within £20 or so) two week, two centre holiday price, add together the two week single centre prices in each case and divide by two, adding an extra £35 per person to cover the additional administration costs and transfers between centres. Then double check with us. There may be added complications and extra charges! Three centre holidays require a special costing which will be given on request. Food packs in villas and village houses are not provided at the second centre.

**Three week holidays.** Costings and availability for three week holidays will be quoted on request.

**Tailor-made holidays.** For holidays in this brochure of a longer duration and more complex nature, please ask us for a quotation. We can also arrange flights for one person and accommodation for two, a week in a villa/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.

**Accommodation only.** Most properties are also available on an "accommodation only" basis. **Children's discounts do not apply to accommodation only arrangements.**

### Local Representatives

Please remember that wherever you are, our representatives can always be contacted by phone should a problem arise. They may not necessarily visit you or contact you in every location. For local information, hotel managers, owners and receptionists are often only too keen to help you. Any problems you experience must be reported locally so that we are given the opportunity of solving them. Our programme in Cyprus includes several far flung locations where we can never guarantee a visit from a representative.

### Hotel Accommodation

**Private facilities.** All hotels featured in this brochure possess rooms with private shower, washbasin and w.c., and most also have a bath.

**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. We can never guarantee that a double bed will be provided. In villas, soap, hand and bath towels are provided, but not beach towels - please take your own.

**Balcony and sea view.** Nearly all hotel rooms have a balcony or terrace. Sea view can be guaranteed only where a supplement is charged.

**Three bedded rooms.** Three bedded rooms are available in all 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.

**Single rooms.** Single rooms are sometimes smaller. They are also difficult to book in September and October. In the low season you may well, however, have a twin for sole use, although it is very much luck of the draw.

**Beach and sports facilities.** These

usually have to be paid for locally. In the low season (generally November to April), not all outdoor facilities may be available. If you are holidaying in this period and you feel a particular facility is vital to the enjoyment of your holiday, please ask us to check with the hotel if it is available then.

**Hotel air-conditioning.** Where air-conditioning is mentioned this is provided at the discretion of the management and may not necessarily operate 24 hours and every day.

**Hotel bungalows.** Hoteliers use this term to indicate that their rooms are not all in one central building but in separate units, maybe of several storeys, situated away from the main block. The rooms are standard, with no extra provision for self-catering etc.

### Villa Accommodation

Accommodation in this brochure has been selected with care. Villas and apartments are adequately equipped including fridges, cookers or cooker rings, cutlery and linen. Beach towels are not provided, so please take your own. Cleaning/linen change is done weekly. Access to villas and village houses will be after 3pm to allow for cleaning. Villas and Village Houses have to be vacated by 10am on day of departure. **Remember, water is always scarce so conserve it.**

**Please note:** private pools are freshwater, unheated and may not be in use between 15 November and 15 March. Villas and village houses are heated by either central heating, portable gas or paraffin stoves and/or log fires unless otherwise stated. Most air-conditioning systems in the bedrooms of Villas with air-conditioning are also heaters - please enquire. Access to properties must always be given to pool maintenance and gardening staff, otherwise standards cannot be maintained.

### Villas, Village Houses and Rural Locations

Our villas and village houses are often located in rural areas. Indeed, for many people, this is one of their great attractions. However, having open countryside nearby or a location within a working village, 'friendly locals' can include more than the village priest. Ants, lizards, wasps, spiders, field mice, snakes, field rats etc. are not uncommon in Cyprus (after all, they were there first!) although no more numerous than anywhere else in the Mediterranean. So, if you or any of your party are likely to be squeamish about a possible visit from local wildlife, we recommend you check with us as to the suitability and location of your chosen accommodation before you book.

### Mobile Telephones

Reception is often erratic and some

locations are unsuitable for mobile telephones, so check with us first. GSM mobiles operate in Cyprus.

### Children and Infants

Children under 12 years of age on the date of return qualify for reductions as follows:

### Self Catering Villa Holidays but not necessarily Self Catering Studios or Apartments.

A reduction of £25 per booking for the first child only. Additionally, don't forget that children count towards the party size, so not only do they get a discount, they also reduce the basic holiday cost for everyone else. **Many other operators do not follow this practice.**

**Fly Drive Holidays.** Children's reductions do not apply to fly-drive holidays.

**Hotel Holidays.** Separate child reductions will be quoted for each hotel.

Infants under 2 years of age on the date of return travel for a flat rate of £50. Cots should be requested on the booking form and are payable direct to the hotel (usually £3 to £5 per day, more usually free). All food, too, is payable locally. Child car seats may be prebooked at and extra charge.

Some charter carriers do not allow children under the age of 16 to fly alone. They must travel as unaccompanied minors.

**Please note:** Cots and child car seats supplied locally may not meet British Safety Standards. Infants do not qualify for a seat on the aircraft, nor any baggage allowance.

**Insurance:** Provided that the adult members of the party are insured by us, all children up to 17 years of age on date of travel pay 50% of the premium and infants are insured free of charge. Our insurance covers UK residents only.

### Group Travel

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

### Passports, Currency, Pregnancy & Health

The following information for U.K. visitors to Cyprus was correct at the time of going to press. It is, however, advisable to check a few weeks before departure as to whether any changes have taken place.

**Passports and Visas.** A FULL PASSPORT valid for at least 3 months from your date of return is required. Visas are not required for EEC passport holders.

In 2009 the UK Government began to implement its requirement for APIS (Advanced Passenger Information) data

for all passengers travelling internationally into and out of the UK. We need to collect this information from all passengers on behalf of the carrier, who is legally required to collect this information and provide it as part of the check-in process. These details can be submitted confidentially and securely on-line via the e-borders section at <http://mybooking.sunvil.co.uk/apis/login.asp>

If you do not have your passport details at hand this information can be submitted at a later date. However, it must be submitted at least 10 days before departure.

The information will be passed on directly to the relevant airline and kept for no more than 10 years by the British Government. It will be protected in keeping with the Data Protection Act and appropriate security controls will ensure it is not used or accessed incorrectly. It will be given only to organisations that are legally authorised to receive it and that need it to carry out their official duties.

Your details will be destroyed by us on your return to the UK.

**Health and EHIC.** No inoculations or vaccinations are compulsory for UK residents, but the DHSS does recommend certain health precautions for travellers - see their leaflets SA40 and SA41 for details (obtainable from your local Dept. of Health office) or ask your doctor. Should you be taking any form of medication, take adequate supplies with you and carry them, as well as items like contact lenses, in your hand luggage only. For EHIC cards see insurance on page 86.

**Currency.** There is no limit on how much currency you take out of the UK. The local currency is the Euro. Credit cards are widely accepted. You can also withdraw money from cash machines which are located at both airports and at many bank locations throughout the island.

Cyprus is a full member of the European Union.

**Pregnancy.** If you are more than 28 weeks pregnant on the date of return travel, most airlines require a medical certificate of fitness to fly. If you are more than 32 weeks pregnant you will not normally be allowed to travel.

### Night Flights

In accordance with international practice, reservations at all our hotel accommodation are taken from midday to midday. If a holiday is arranged using night flights, you will be charged for an additional night's accommodation if the room or villa is required immediately on arrival. Please check with us at the time of booking if you are in any doubt.

### 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 Access and Visa (but a \*2% additional charge is made for their use) as well as cheques and debit cards.

Tickets are sent approximately 10 days before departure.

\*Should credit card companies increase their charges to us this may well increase. You will be advised of the exact charge at the time of booking.

### Holidays Including Car Hire

The type of car included in the price is determined by the number of persons in the party excluding infants. Please see page 93 for details. If a different type of car is required this can be arranged at a supplement. When included in the holiday price, car hire is booked from the airport. If you require the car to be delivered or collected from the accommodation there will be delivery and transfer charges. Should you feel there is inadequate room in the booked car group for your party and your luggage we can arrange for an additional taxi transfer either on arrival or departure or both. **If you decide to amend the type of car you have booked after you have received your confirmation and account, a £25 per booking amendment fee will be charged.**

### Amendments, Late Bookings, Telephone and Telex 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 outside the 8 week period before departure (eg. change of accommodation or resort) this charge is per person. For an alteration within 8 weeks of departure, we may treat the alteration as a cancellation of the original holiday (attracting cancellation charges) and regard it as a new holiday booking.

### 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 U.K. 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. may well 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.

### 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.

### A Few 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're 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 rather lose you to another company than allow you to visit a resort 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 May 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 a Mediterranean country (not only Cyprus) 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 close in the afternoon for a siesta, and restaurants, bars and discotheques are usually noisier and open later than their British equivalents. There is more noise generally. Plumbing is rarely perfect, hot water can be unreliable and water itself is in short supply. Roads are largely unlit, often have no pavement and are unmade. 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. Paphos, Polis, Limassol and Larnaca are popular, growing resorts and building may be going on in the vicinity of your accommodation. 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, let us assure you that no one loves Cyprus more than we do. 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.

### Validity of Programme

This brochure, published September 2011, is valid for departures from 1st November 2011 until 31st October 2012.

### Contact Sunvil

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### 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

An AITO member is required to arrange financial protection for all holidays and other arrangements (including accommodation only) booked by customers with the member under the AITO logo. This financial protection applies to customers who are resident in the UK at the time of booking and to most overseas customers who have booked directly with the member. In doing so, the member must comply with UK government regulations. Members are required to submit details of their financial protection arrangements to AITO 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.

### Sustainable Tourism

All members acknowledge the importance of AITO's Sustainable 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 to 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](http://www.aito.com) or call 020 8744 9280.