



The Villa Collection

OUR PASSION • YOUR MEMORIES

GREECE & CYPRUS 2020

INFORMATION • PRICES • INSURANCE
BOOKING CONDITIONS

Please read these notes in conjunction with our Booking Conditions and with price panels. Information contained in this brochure may alter after publication so please check with us for any changes prior to booking.



General information

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Financial protection

About GIC The Villa Collection's Bonding and Your Financial Security

GIC The Villa Collection is a fully bonded operator. We are licensed by the Civil Aviation Authority (ATOL 808) for all air based holidays in this brochure and those detailed on our website. All non air travel arrangements (e.g. accommodation or ground arrangements only) conform to the bonding requirements of the Association of British Travel Agents (ABTA). Complete financial protection is 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.

Holiday arrangements

About your holiday

We have been established for 51 years, and our aim has always been to offer our customers maximum flexibility and to provide precisely the holiday you seek. We can rightly claim to have been ahead of our time now that the unpackaged holiday – always our speciality – is so much in fashion. For us, however, unpackaging does not mean penny-pinching by cutting corners. Our customers tell us that they like the way we organise their holidays, and we plan to continue to offer precisely what our regular customers enjoy: the best all-round service possible. Should you have a problem with any part of our arrangements, our team or (in case of emergency) 24-hour duty manager will do their utmost to assist. If our suppliers are at fault in anyway, you can look to us in our London offices for a solution – we will not pass the buck.

Airport representation

We have our own representatives who are on airport duty for all our regular charter flights (shown on page 3) from Gatwick and Manchester. Our representatives will be at or near the check-in desk(s) for your flight from 2 hours prior to departure and can be contacted in the case of any difficulties.

Baggage allowance

On our regular charter flights (see table on page 3) there is an allowance of 20 kgs per passenger for hold baggage and one piece of cabin baggage weighing no more than 5kgs. Depending on the airline, children under 2 may receive a baggage allowance of up to 10kgs, of which we will advise at the time of booking. For flights not listed, please enquire at the time of booking. Charges are likely to be levied for any excess weight presented at check-in - no one item can weigh more than 32 kgs.

Bring with you

Please bring with you beach towels and if you are staying in a villa outside the village, a torch and perhaps a pair of trainers for country walks.

Cleaning and linen

Your house or villa will be cleaned twice weekly including bed linen and towels. Between cleans you are expected to empty any bins yourself.

Fixtures, fittings and connections

The provision of telephone lines, broadband Internet connections and WiFi/MiFi do not form part of your contract. These facilities rely on local networks and therefore service levels cannot be guaranteed. No compensation is payable if the service is not working and is awaiting repair.

Other facilities, fixtures and fittings including but not limited to, dishwasher, washing machine, swimming pool, lighting and air conditioning units may require servicing or repair. We cannot be held responsible for loss of use while repair is being undertaken, which can take some time in the smaller resort areas and islands.

Flight delays and missed connections

When possible, in the event of a significant delay (3 hours plus) on a regular GIC flight, we will endeavour to provide refreshments, meals and overnight accommodation as and when appropriate. Should a flight delay mean a missed ferry or domestic flight connection in Greece we will arrange overnight accommodation, usually in a BB hotel (please note the category of this hotel may not match that of the villa you have booked). We will transfer you the next day to the port/airport for your new connecting ferry/flight and rearrange transfers accordingly on all islands. We regret that no refund is possible for unused accommodation in these circumstances.

Internet and Wi-Fi

If an accommodation has WiFi or broadband internet access this will be mentioned in the description. Please note, connections are generally sufficient for checking email and light web browsing. Bandwidth restrictions or extra charges may apply if the connections are used for downloading large files or streaming video content. WiFi is available in most main villages and many local cafes also advertise free connections. However, slow WiFi and outages are common, especially during the high season due to demand. Please note that we cannot guarantee WiFi availability as this is dependent on local ISPs, technical issues etc. and this facility does not form part of our contract with you. If an accommodation is described as having WiFi, this does not necessarily mean it will be available inside the rooms - it may be available on the balcony or certain public areas only.

Where WiFi is listed as MiFi, the service is provided by a Mobile WiFi device. The service is reliant on the mobile telephone network and data download limits apply. As such, it is only intended to be used for checking of emails and light web browsing and not for the streaming of films or downloading large files. 4GB is included for each booking – you may top this up with an extra local of charge of €10 for another 4GB.

Our overseas representatives

We pride ourselves on having some of the best overseas representatives, many of whom have lived and worked in Greece and Cyprus for many years. In some areas they may be shared with our sister company Sunvil. Our reps can help solve problems, provide information, arrange car hire and book excursions. Their aim is to help you get the most from your holiday, not to organise you in any way. In areas/islands where we have smaller numbers, we use the services of local agents. Wherever you are our agent or representative can always be contacted by telephone.

It is essential that any difficulties you experience are reported to our representative or nearest local agent at the time of occurrence so that we are given the opportunity to resolve things locally.

Satellite Television

Where it is stated that satellite television is available please do not expect Sky. Greek satellite TV normally includes some English-speaking channels (usually CNN, Eurosport, and sometimes BBC World and a film channel) Normal terrestrial Greek television often shows English language films (in English) and covers major sporting events such as the World Cup.

Special requests

Unless a supplement is charged, special requests cannot be guaranteed. Special requests should be mentioned at the time of booking and noted on the (confirmation) invoice

Transfers and luggage

Approximate transfer durations are given above the price panel for each area. These do not include any waiting time for other arriving passengers, ferry/hydrofoil departures, accommodation drop-offs etc. Taxis are licensed for 4 passengers, so taxi transfers are likely to be shared. Parties may occasionally be split, unless a supplement is paid. A private taxi transfer can be booked on request – please ask for a quote. Taxis do not have child seats. We reserve the right to substitute alternative forms of transportation to those mentioned (e.g. ferry for hydrofoil) should local circumstances dictate this. Porterage is not generally provided as the distances are not great. For some transfers involving sea crossings you may have to carry your baggage on and off the boat yourself so bear this in mind when packing! It is your responsibility to ensure that your luggage is safely on the coach/ferry/taxi before it leaves. We cannot guarantee to transport large or bulky items eg. surfboards, bicycles etc., for which you may need to rent a car with roof rack or a private taxi transfer. In some areas luggage storage may be available, but this is at your own risk.

For villas with car hire included, clients should note that luggage space is limited. Excess luggage may have to be transported by taxi, the cost of which would be payable by the client locally unless prebooked in advance. If this is a concern, we recommend upgrading to a larger car.

Travel documents

All travel documents, including flight tickets, full itinerary, check-in times, contact addresses and telephone numbers of our Representatives, will be sent to clients 10 to 14 days prior to

departure date. Those clients who have booked within a few days of departure are able to pick up their travel documents from our Airport representatives or alternatively have these emailed directly to them.

Villa information

In each of our villas, houses and apartments you will find on arrival a folder giving helpful information about the property and local information about doctors, chemists, tavernas, shops, buses, activities, beaches, churches, banking hours, etc.

Villa only

Most properties are available on an "villa only" basis - please ask for a price quote. Please note the price will not include car hire or transfers, unless specified on the Confirmation Invoice.

Welcome pack and hamper

We provide a Welcome Pack for your arrival. This will include such items as bread, butter, tea, coffee, water, wine etc. (varies according to area). We now provide Welcome Packs in your second centre if you are on a twin centre holiday.

In addition, if you wish, we can place a Club Hamper in your villa before your arrival. The package is sufficient for up to 4 people and typically includes: bread, butter, honey, eggs, nuts, fruit, biscuits, yoghurt, orange juice, a pack of tea, a tin of coffee, sugar, milk, cheese, ham, salad vegetables, salt and pepper, local olive oil, a bottle of wine, tonic water and soft drinks, washing-up liquid and matches. The price is £70 per package including delivery and the cost will be added to your invoice. Should you have specific shopping requirements, please speak to the team at the time of booking.

Reduced mobility and special needs

Guests with reduced mobility and those with special needs

Special assistance is available to passengers who may need help to travel such as the elderly, those people with a physical disability, such as wheelchair users, and those who have difficulty with social interaction and communication, such as those with autism or dementia.

Help is available from the moment you arrive at an airport and can cover:

- Your journey through your departure airport
- Boarding the aircraft and during the flight
- Disembarking the aircraft
- Travelling through your destination airport.

Overseas, unfortunately, not all our accommodation is suitable or guests with reduced mobility. Our intimate knowledge enables us to answer any questions you may have regarding our properties and to advise their suitability for people with health conditions or impairments.

Passengers requiring special assistance through the airports should aim to give us at least 72 hours' notice of the help they required so that we can pass this to the relevant airline.

Flight Information

We hope the timings detailed below and on your subsequent holiday confirmation invoice will remain unchanged, however they are subject to change especially at the beginning and end of season. Up to date timings and departure airports will be provided at the time of booking and detailed online. If booking onward connections, please ensure that you book flexible tickets that allow changes to be made should the times of your international flights change. Flight time changes of less than 12 hours are not considered as a major change.

Dates outside periods shown in the table are available on request.

Airport check-in time is 2 hours before departure.

Route	Day	Supp	Period of Operation	Dep.Uk	Arr Greece	Dep Greece	Arr UK
FROM GATWICK							
Chania	Tuesday	n/a	05 May - 27 Oct	06:10	12:05	13:20	15:25
Corfu	Monday	n/a	20 Apr - 19 Oct	09:10	14:15	15:40	16:40
Kalamata	Saturday	n/a	04 Apr - 24 Oct	05:40	11:15	12:00	13:45
Kefalonia	Saturday	n/a	04 Apr - 24 Oct	06:20	12:00	12:40	14:10
Preveza	Sunday	n/a	03 May - 25 Oct	06:50	12:10	13:10	14:25
Skiathos(Inbound via Volos)	Friday	n/a	22 May - 02 Oct	09:45	15:00	15:45	19:15
FROM MANCHESTER							
Corfu	Monday	£45	04 May - 12 oct	08:00	13:30	14:30	16:10
Chania	Tuesday	RQ	05 May - 27 Oct	Tui Airways, Jet2 and Ryanair flights available on request.			
Kalamata	Saturday	£59	02 May - 24 Oct	07:45	13:40	14:25	16:30
Kefalonia	Saturday	£45	02 May - 26 Sep	08:00	13:50	14:50	16:45
Preveza	Sunday	£49	03 May - 11 Oct	08:40	14:15	14:45	16:45
Skiathos	Friday	RQ	01 May - 25 Sep	Tui Airways flights available on request			
FROM BRISTOL							
Corfu	Monday	RQ	06 May - 14 Oct	Tui Airways flights available on request (cannot be used to reach Paxos)			
Kefalonia	Saturday	RQ	02 May - 24 Oct	Easyjet flights available on request (cannot be used to reach Ithaca)			
FROM BIRMINGHAM							
Preveza	Sunday	RQ	24 May - 01 Nov	Jet2 flights available on request			
FROM STANSTED							
Corfu	Monday	n/a	04 May - 28 Sep	Jet2 flights available on request (cannot be used to reach Paxos)			
Chania	Tuesday	n/a	05 May - 27 Oct	Jet2 flights available on request			

* Flight information based on the 20th November 2019. Please note that airlines continue to add new flight routes and we would suggest you check with us at your time of booking whether a departure from your airport of preference is available.

In addition to the regular flights above, we may be able to offer other regional departures and holidays of a non-standard duration i.e. not 7 or 14 nights. We can also offer a variety of tailor-made itineraries and city break/villa combinations – please speak to our knowledgeable villa specialists on 020 8232 9780 for further information.

Most airlines no longer include in flight meals. Where meals are not provided, a buy on board service is available and some airlines offer a pre-purchase option. Full details will be listed on your booking confirmation.

Cyprus – Flights to Cyprus are available from most UK airports. Please enquire at the time of booking for up to date timings and departure airports.

Additional services and pre-departure upgrades

Airport hotels and car parking

Please refer to 'Travel Extras' on our website or call Isleworth Travel 020 8847 3041 for details of hotels and car parking at each UK airport.

Flight extras

Seats together, emergency exit seats, excess luggage etc. can be pre-booked, at a charge, with most airlines. Booking information and prices are sent out with our travel documentation, along with information on how to reserve your airport lounge and on/off-site airport parking. Details of these pre-bookable extras can also be found in the 'Travel Extras' section on our website.

Administration and cancellation charges

Amendment and administration charges

If we are advised more than 8 weeks before departure, £35 will be charged for each amendment or name change to a confirmed booking to cover administration costs. In the case of a minor amendment (e.g. cancellation of a pre-booked car) this charge is per booking; in the case of a major amendment (e.g. change of holiday dates to earlier or later in the same season, change of accommodation or resort) this charge is per person. Holiday deposits or payments cannot be transferred from one year to a holiday in the next. In addition, airline administration fees will be charged in cases of altering passenger first name or title.

Within 8 weeks of departure we reserve the right to treat a major alteration as a cancellation of the original holiday (attracting cancellation charges) and regard it as a new holiday booking.

Cancellations

Should you wish to cancel your holiday please call to tell us as soon as you can. Cancellation is only effective when we receive notice in writing by recorded or registered mail or by email (It is your responsibility to call to ensure we have received it.) For further details and cancellation charges see section 7 of our Booking Conditions.

Infants

For infants under 2 there is a set charge of £50 which includes provision of a cot (on request) together with linen and blanket. For those clients hiring cars, child seats are available for a small daily charge payable locally – please request at the time of booking. Please note that a baby does not qualify for a seat on the aircraft.

Passports, health, insurance and travel advice

FCO Travel Advice

We've partnered with the Foreign and Commonwealth Office Travel Aware campaign to help provide top tips and advice for planning for your trip abroad. It's important to do some research before you travel to learn about any necessary visas and vaccinations required for entry to your destination, understand any unusual laws and customs and to be aware of the latest travel advice for the region. Please visit <https://travellaware.campaign.gov.uk> for more information on what to prepare for your trip overseas. You can also sign up for email

alerts and follow @FCOtravel on Twitter for alerts whilst you are away. GIC 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.

Health and EHIC

No inoculations or vaccinations are necessary for British Passport holders at the time of printing, but for the latest government health advice please see the website www.gov.uk/foreign-traveladvice/greece/health. Subject to the Brexit outcome we recommend the free European Health Insurance Card (EHIC) in addition to travel insurance - to apply please go to www.ehic.org.uk. Should you be on medication take adequate supplies with you and carry them in hand luggage only. All our islands and resort areas have doctors and chemists.

Passports and visas

A full UK or EU Passport is needed for Greece or Cyprus. Depending on the final Brexit outcome UK citizens may require a minimum of 6 months validity on passports to travel to the EU. All children (including babies) do need to hold their own passport. Non-UK or EU nationals should inform us when booking and check with the Greek or Cyprus Consulate as to whether a visa is required. If a visa is required for return entry into the UK, this is your responsibility.

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.

Travel insurance

It is essential that you are adequately insured from the day you book. If you do not have your own travel insurance in place we recommend a policy offered by Holiday Extras which has been tailored specifically for our holidays.

Local life in Greece and Cyprus

A few facts of life

We believe that the information in our brochure and website is true and correct. It is essential to read our descriptions carefully to avoid making the wrong choice. If you are unsure of anything please ask to speak to someone who has been to the area you wish to visit. Our advice is honest; this is part of our promise.

Having said that, we would like to make our own position clear. What is quiet in May can be crowded in August. Tourist facilities depend on the weather and/or demand. Please bear this in mind as it is not possible to qualify every statement on every page.

Greece and Cyprus offer an escape from our everyday life at home. Generally the locals are hospitable and understanding of our lifestyles but it is important that visitors understand and accept the local way of life, which can be very different to ours. Buses run early in the morning, shops and offices close in the afternoon, and restaurants, bars and clubs can be noisier, open-air and open later than their British equivalents. Plumbing is rarely perfect, hot water not always available and water itself in short supply. Roads are largely unlit, often have no pavement and are sometimes unmade.

Many areas are growing resorts and building may be going on in the vicinity of your accommodation. There is sometimes a need therefore, when visiting a foreign country, to take the rough with the smooth.

Many of our villas have a rural location and it is possible therefore that there is a presence of wildlife such as ants, wasps, lizards, fieldmice or rodents. If a presence is discovered our representatives will endeavour to eliminate the problem. Some of our villas have mosquito screens on windows.

Currency

The local currency is the Euro. Cash may be exchanged in the main centres of each island. There are ATM cash machines on most islands and information on their location is provided within our travel documentation. Card payments are now accepted nearly everywhere but should not be relied on 100% in case of technical problems.

Doctors

There are doctors and chemists on all the islands (except Antipaxos).

Facilities

At the beginning and end of the season (normally April, May and mid-September onwards) the smaller islands, villages and resort areas can be very quiet with only one or two tavernas open. Minimarkets may also be closed in these off season periods, depending on demand. If you would like more choice we would recommend you rent a car or book into a larger resort area at this time of year.

In the low season (generally April, May and mid September onwards) not all advertised facilities may be available, particularly open-air facilities, pool bars/snack bars, open-air restaurants, watersports or a full excursion programme. If you feel a particular facility is vital to the holiday, please ask us to check if it will be available when you wish to travel.

Mobile telephones

Greece has generally good network coverage and in most of our resort areas you should be able to get a signal if you are using a roaming facility. It is worth noting that when calling a Greek number it is better to dial the country code (+30) as well as the local number, even from within Greece.

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 levels 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 standard of safety is lower than in the UK. 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 fire escape routes and always be aware of hidden dangers involving swimming pools and balconies especially if travelling with children. Should you notice anything which causes concern, please point it out to our representative.

Voltage

Voltage is 220 volts a.c. Please bring a 2-pin continental adaptor.

Weather

As we have seen across the globe, weather patterns are now not consistent. The Greek islands can be very exposed to weather fronts. If we are aware of a possible storm we may decide to transfer our clients from an outlying island to the airport island a day or two before their flight departure day in order to ensure their safe departure. If this is necessary we will provide our clients with accommodation of the highest possible standard. Bad weather conditions may result in smaller island ferries (eg Paxos to Antipaxos) not running and even tavernas not opening.

External websites

GIC The Villa Collection has no control over the content of external websites, even if mentioned in this brochure, and can accept no liability for any statements, descriptions or photographs seen on any other website other than www.gicthevillacollection.com.

Our holiday reviews are available for all to read on Feefo. At the time of print our customer satisfaction rating is 4.7/5 – as voted by those who have travelled with us.

Photographs

The photographs in this brochure have been taken to show a property or location to its best advantage. Some are taken off-peak so in high season the beaches may be busier than shown.

Since the publication of these photographs, some changes may occur prior to your arrival: the property owner may have changed a certain piece of furniture or décor; local circumstances may occasion a change to a view.

Second holiday discount

Second holiday reduction

If you should decide to book two holidays with us in 2020 we will offer you a 10% reduction, calculated on the cheaper of the two stays. The reduction will be deducted from your second holiday invoice and only applies to those guests travelling twice. If your second holiday has already been discounted, the reduction is reduced to 5%.

Responsible Tourism

Tourism has the enormous potential to benefit local communities, their economies and their environment. However, we must not forget that the travel industry can also have a negative impact on its destinations if not properly managed. At GIC The Villa Collection we are passionate about the areas in which we specialise and the local people with whom we work. We therefore feel that it is our responsibility to help minimise any adverse effects. A company that arranges holidays using aircraft and promotes car hire in resort can never hope to call itself 'green' or 'eco-friendly'. However, for many years we have striven to behave as responsibly as possible – long before 'green credentials' became fashionable. Responsible Tourism is, without doubt, the current buzz word for the industry but, what does it mean? In general terms, Responsible Tourism aims 'to create better places

for people to live in, and better places for people to visit'. For us, at GIC, this means building close relationships with our destinations and working alongside our local agents and the host communities to develop a sustainable and culturally sensitive tourism industry that aims to bring long-term social, economic and environmental benefits.

We use local suppliers and local representatives wherever possible, and we encourage our suppliers, through many initiatives, to protect and treasure their local environment. We don't always win, but we try. In addition, we believe that it is our responsibility to learn about and respect the customs and culture of the destinations that we visit. In turn we aim to educate our clients and encourage them to participate and experience local life, thus providing a more enjoyable experience for the visitor.



FOR THOSE YET TO COME

The Travel Foundation is a UK charity that cares for the places we love to visit.

Their work aims to protect the natural environment, traditions and culture – the things that make your visit special – in destinations throughout the world. Most importantly, their work can help ensure that there are great places for us, and future generations, to visit. Current projects are based in: Cape Verde, Mexico, Turkey, South Africa, Saint Lucia and Jamaica.

GIC The Villa Collection along with many other travel companies, is supporting the work of The Travel Foundation by donating £1 for every person booked to the charity and providing help in kind in the way of complimentary flights, accommodation and other services in order to help the workings of the charity. The UK is taking the lead in changing the way the world travels. For more information, please take a look at The Travel Foundation's website at www.thetravelfoundation.org.uk.



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.

Sustainable Tourism

As members, we acknowledge the importance of AITO's Sustainable Tourism ethos, which recognises the social, economic and environmental responsibilities of tour operating.

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.

GIC The Villa Collection is a member of the Association of Independent Tour Operators. To contact the Association visit www.aito.com or call 020 8744 9280.

Car hire

Our pre-booked rates include Collision Damage Waiver, unlimited mileage and all local taxes. Unless otherwise specified delivery is free. Some areas experience a shortage of hire cars in high season so we would especially recommend pre-booking during this period.

All our villas and houses, with car hire included in the holiday cost, have car/s with air-conditioning. On most islands, for parties of 2 people we provide one Group A car. For parties of 3 people we provide one Group B car; for 4 or 5 people: one Group C car; for 6 people: one Group B plus one Group A car; for 7 people: one Group B car plus one Group C car; for 8 people: two Group C cars. **Please note that we have not taken infants into account when allocating a particular car Group for a party size so to accommodate a baby/child seat, an upgrade to a larger car may be necessary.**

For large parties not wanting to have two hire cars, please contact us for the supplement charge for a People Carrier/minibus, subject to availability.

Non-EU citizens will require an international driving licence. Depending on the final agreement between the UK and EU, once the UK leaves the EU this may also be a requirement for UK nationals. Details can be obtained from by visiting <https://www.postoffice.co.uk/international-driving-permit>. All drivers should be entered individually on the contract to be completed when picking up the car – you will need passport, driving licence and a credit card

General Car Hire Conditions

The following conditions commonly apply to most car rental companies in Greece, but may vary slightly from island to island and are for guidance only.

- A small charge to cover extra insurance (around 4 euros per day) is usually made for additional drivers and payable locally. In most areas only one additional driver is allowed.
- Drivers should be at least 23 years of age (21 on some islands, please ask us) for Groups A, B and C, 25 years of age for other Groups, and have held a full UK or EU driving licence for 12 months. On some islands an extra insurance payment may be required for older drivers (70+).

- Automatic cars are on request.
- Unless otherwise stated in the relevant car hire panel, Collision Damage Waiver Insurance has an excess payable – typically the first 300 - 600 Euros of any damage for Groups A, B & C. The excess can vary and is more for higher category cars and jeeps. We advise you check the excess levels which will apply to you with the car hire company locally. Some companies offer an additional insurance (super-CDW or FDW – Full Damage Waiver) payable locally to cover this excess – please enquire on delivery of the car. It may be better value to pre-purchase this – see www.insurance4carhire.com. Personal Accident Insurance (PAI) will be offered locally but is not necessary if you have GIC – The Villa Collection's travel insurance or similar.
- Damage to the tyres, engine or underside of the car is not normally covered by insurance in Greece, although on some islands you can insure locally for this. A credit card imprint (or cash deposit of c. 500 Euros) will be required on delivery of the car, returnable at the end of the hire period if the car is delivered back with no damage to the above. This imprint or deposit also covers any petrol and refuelling charges, traffic or parking fines and CDW excess charge.
- Child seats and roof racks are available on request at a charge of around 4 euros per day payable locally and should be requested at the time of booking your holiday. It may be necessary to fit the child seat yourself. Please note that roof racks are on request only and not available on all islands, and that child seats are generally available for infants and small children only. The law in Greece does not make them compulsory for older children, and they may not be of BSS specification.
- The contract you sign on delivery of the car is between you and the car hire company. You should therefore read this and inspect the car and tyres before driving. The companies we use are all reputable firms who have been operating for many years.
- Refunds for unused car hire, including cars returned early, are at the discretion of the car hire company and should be agreed with them before returning to the UK.

Pre-booked rates for 7 days

Alonissos							
Group	Typical Car	A/C	Seats	01/05-11/06 18/09-31/10	12/06-09-07 28/08-17/09	10/07-30/07	31/07-27/08
A1	Chevrolet Spark 1.0	✓	4	£161	£217	£273	£329
C	Fiat Panda 1.2	✓	5	£175	£231	£287	£343
D	Jimny Jeep*		4	£266	£315	£378	£483

* on request. CDW excess is €400 and FDW is €10 per day. 2nd driver and child seats are free. Minimum age is 20 years and there is no upper age limit. Licence must have been held for 2 years. Free delivery and collection charges if minimum rental is 7 days and €10 each way for 6 days or less.

Corfu

Group	Typical Car	A/C	Seats	Low season	13/07-13/09
A	Citroen C1 1.0	✓	4	£189	£203
B	Fiat Panda	✓	4	£203	£217
B1	VW Polo	✓	4	£217	£266
C	Citroen C3 1.4	✓	4	£280	£308
D	Peugeot 301	✓	5	£294	£350
F	Nissan Micra Auto 1.4*	✓	5	£315	£371
M	VW Caddy 1.6*	✓	6 to 7	£322	£392
M1	Fiat Talento	✓	9	£483	£546

* on request. CDW excess is €500. FDW is €10 per day (€60 for 7 nights & €100 for 14 nights). Extra insurance for wheels, windscreen and underside is €7 per day. Baby/booster seats are €3 per day and second driver is €3 per day. Minimum age to drive is 21 years and licence must have been held for 1 year. Drivers aged 75 years and over will be charged €15 (one-off charge) locally for additional insurance. Collection from the airport, Corfu port or Corfu Town is free during office hours (08:00 - 21:00); out of these hours it is €20; and delivery or collection to/from hotel or apartment is €15 each way.

Crete

Group	Typical Car	A/C	Seats	Low season	30/06-29/09
A	Citroen C1 900cc-1.0	✓	4	£203	£217
B	Fiat Panda 1.0-1.1	✓	4	£217	£231
C	Citroen C3 1.2-1.4	✓	5	£245	£273
D	Nissan Note 1.3-1.4	✓	5	£322	£357
E	Hyundai Matrix 1.6	✓	5	£434	£483
F2	Daihatsu Terios 4x4 Jeep 1.6	✓	4	£637	£745
G	Fiat Doblo 1.6	✓	6	£469	£532
G3	Citroen Jumpy Multispace 2.0	✓	9	£637	£745
H	Hyundai i20 Auto 1.3-1.4	✓	5	£434	£546

Delivery and collection is free to/from accommodation in our featured resorts except for Panormos or Sfakia (port for Loutro) which is €30 one way (e.g. pick-up resort, drop airport) and €45 return (pick-up and drop in resort). These fees also apply to higher category cars (Group D and above) booked for Paleochora (Groups A, B & C are free). Pick-up Chania Airport and drop-off Heraklion Airport (or vice versa) is €30 one way. Pick up and drop off at Heraklion airport for rental of 6 days or more is free of charge; for 5 days hire or less there is charge of €45 return. CDW excess is €300 for groups A-C, €400 for group D and €600 for groups E and higher. FDW is €7 per day, 2nd driver is free od charge and child seats are €15 per week. Sat Nav is €35 per week. Minimum age is 21 years for group A, B and C and 22 years for all other groups. Maximum age is 84 years. Licence must have been held for one year.

Ithaca

Group	Typical Car	A/C	Seats	Low season	04/07-04/09
A1	Fiat Panda	✓	4	£231	£252
B1	Fiat Grande Punto	✓	5	£280	£322
C	Ford Fiesta	✓	4	£336	£399
E	Suzuki Jimny 4x4 soft top*		4	£371	£483
G	Fiat Doblo	✓	7	£420	£490
H	Smart Car *	✓	2	£308	£350

* on request. CDW excess is €450 and FDW available at €8 per day. No charge for baby seats or second driver. Minimum age to drive is 23 and licence must have been held for two years. Maximum age is 75 and for drivers 70 years and over, a valid licence must have been renewed in the past 5 years and there is a surcharge of €5 per day.

Kefalonia

Group	Typical Car	A/C	Seats	Low season	04/07 - 04/09
A	Daihatsu Cuore 1.0	✓	4	£161	£182
B	Fiat Panda	✓	4	£182	£205
C	Fiat Grande Punto 1.3	✓	5	£205	£251
D	Hyundai i30 1.4	✓	5	£285	£330
J	Hyundai Auto*	✓	5	£307	£364
P	Fiat Tipo	✓	5	£364	£421

* on request. CDW excess is €490 for groups A and B, €590 for groups C and D and €790 for all other groups. In case of any accident €40 administration fee applies. Additional drivers can be added at €2 per day. Baby and booster seats are available at €4.50 per day. Delivery/ collection charges (each way) are as follows: Spartia €30; Lourdas €40; Ag Efimia, Sami & Katelios €50; Fiscardo and Assos €140. Minimum age is 23 for groups A-B and 25 for other groups. Maximum age is 75. Licence must have been held for 1 year. For clients under or over required age to drive, an additional insurance premium is payable of €4 per day. All charges are subject to local tax and a valid credit card is required for all rentals.

Lefkas, Meganissi & Sivota

Group	Typical Car	A/C	Seats	Low season	05/07-05/09
A	Hyundai i10	✓	4	£196	£217
B	Scoda Citigo	✓	4	£215	£231
C	Ford Fiesta	✓	5	£242	£263
C1	Scoda Citigo Auto	✓	4	£263	£322
C2	Hyundai i20	✓	5	£287	£322
D	Seat Cordoba	✓	5	£271	£287
D2	Seat Toledo*	✓	5	£438	£497
J	Suzuki Jimny Hard Top *	✓	4	£335	£371
J2	Mitsubishi Pajero*	✓	5	£494	£560
L	Fiat Scudo Minibus*	✓	6 to 9	£494	£560

* on request. Delivery to all accommodation is free to Lefkas and Parga. Sivota delivery and collection charge is €15 per way. Meganissi delivery and collection charges - to/from the port of Spilia or Vathy is €16 per way (client to meet ferry); to/from Meganissi accommodation is €32 per way. CDW excess is €300 for groups A-C and €500 for groups C1-L. Exception from excess is €5 per day. Insurance for underside and wheels available at €5 a day. FDW (which includes underside and wheels insurance) is €10 per day. There is no charge for child seats and 2nd driver. If the interior of the car is excessively dirty on collection a €20 cleaning charge will apply. Minimum age is 21 and licence needs to have been held for 1 year. Maximum age is 77. Clients aged 78 and over are able to drive but would have third party insurance only so liable for cost of any damages.

Paxos

Group	Typical Car	A/C	Seats	Low season	06/07-06/09
B1	Hyundai Atos	✓	4	£273	£322
C1	Hyundai Accent	✓	5	£301	£350
E	Suzuki Jeep *	✓	4	£329	£385
G	Fiat Doblo *	✓	7	£518	£574
H	Fiat 500 Cabriolet *	✓	4	£280	£336

* on request. Minimum pre-booked period is 6 days. CDW excess is €700 for group B and €850 euros for other groups. FDW is €7 per day. Additional drivers and child seats are free of charge. Minimum age is 23 years. Clients aged over 75 require a top-up insurance of €5 euros per day. Licence must have been held for 1 year.

Skiathos

Group	Typical Car	A/C	Seats	Low season	26/06-27/08
A	Peugeot 107	✓	5	£161	£212
B	Hyundai Getz	✓	5	£183	£228
C	Peugeot 207	✓	5	£196	£238
D	Suzuki Splash Auto	✓	5	£215	£278
E	Renault Capture Auto	✓	4	£276	£360
J	Suzuki Jimny 4x4 open top	✓	4	£224	£295
M	Opel Vivaro minibus *	✓	9	£444	£535
P	Peugeot 5008*	✓	7	£444	£529
S	Suzuki Grand Vitara 4x4*	✓	5	£503	£662

* on request. CDW excess is €500 for groups A-D, €700 for groups E, J, P & M and €900 for group S. FDW is €10 per day. Additional drivers and child seats are €3 per day each. Minimum age is 21 years for groups A-D and 23 for groups E-S. Licence must have been held for at least 1 year. There is no upper age limit.

Skopelos

Group	Typical Car	A/C	Seats	Low season	03/07-03/09
A	Hyundai Atos 1.0	✓	4	£210	£287
B	Renault Clio 1.2	✓	5	£238	£350
C	Suzuki Jimny Jeep	✓	4	£329	£427
D	Hyundai Accent	✓	5	£329	£427
E	Hyundai Getz Auto*	✓	4	£350	£448

* on request. CDW excess for group A and B cars is €400 +VAT; C, D and E excess is €600 + VAT. FDW payable locally to waiver excess is €9 per day. Child and baby seats available at €3 per day. Additional driver is €2.50 per day. Minimum age to drive is 21 years for group A-B and 23 years for other groups. Licence must have been held for 2 years or more. There is no upper age limit.

South Peloponnese incl Kalamata Airport

Group	Typical Car	A/C	Seats	Low season	18/07-18/09
A	Citroen C1 1.0	✓	4	£183	£203
B	Fiat Panda 1.1	✓	4	£199	£217
C	Fiat Grande Punto 1.2	✓	5	£216	£252
D	Hyundai Accent 1.4	✓	5	£263	£308
E	Citroen C4 1.6*	✓	5	£427	£483
F	Seat Ibiza Auto 1.2*	✓	5	£311	£371
J	Suzuki Jimny open top 1.3 *	✓	4	£319	£392
MD	Nissan Evalia 1.6*	✓	7	£478	£637
M1D	Fiat Scudo 2.0*	✓	9	£637	£798

* on request. CDW excess is €500 for groups A-D and €800 for all other groups. FDW is €10 per day. Extra insurance WUG for wheels, underside and glasses is €7 per day. WUG and FDW combined are €100 for 1 week and €180 for 2 weeks. Additional driver is free of charge and baby/booster seats are €3 per day. Minimum age is 23 and licence must have been held for 1 year. Drivers over 75 years must pay an insurance top-up of €18.60 locally. Delivery and collection to Airport, Galova, Methoni, Finikounda, Chrani, Kardamili and Stoupa is free except in the case of 'one way' rentals which have a local charge of €19.

Cyprus

For details of alternative cars available in Cyprus please enquire at the time of booking.

Boat hire

The rental of a small motorboat will add an extra dimension to your holiday. It will enable you to explore the local coastline and discover your own small coves and beaches (some may only be accessible from the sea). Take a picnic or simply moor up alongside a waterfront taverna for lunch. In some areas a boat can be more use than a car, sometimes quicker, and certainly more fun!

There are now quite a few boat hirers on most of the islands and it is therefore possible to hire a boat locally on a daily basis. However, boat availability on some islands is more restricted and we therefore recommend pre-booking. All necessary safety equipment is provided and no special licence or previous experience is necessary (a Power Boat licence will need to be shown if hiring a boat with more than 30HP) as instruction will be given.

On certain islands it is now possible to hire luxury speedboats with a driver. Available for day hire or evening excursions, they provide all the benefits of small boat hire without the hassles of navigation and mooring. These boats are often available, at an additional cost, for private interisland transfers, adding a touch of style to your holiday.

General Boat Hire Conditions

These conditions may slightly vary from island to island but commonly apply throughout Greece.

- Boat hire is not recommended for those with infants under 2 years for safety reasons. For those with small children under 4 years of age please bring buoyancy aids as there may only be a limited supply of life-jackets for younger children.
- Boats are intended for exploration of the local coastline – you are not allowed to cross open sea.
- Boats are for daytime use only and, unless otherwise mentioned, have to be moored in their home port each evening.
- The maximum number of persons for which the boat is licensed must not be exceeded.

- Third party insurance is included but damage to the boat or engine is the hirer's responsibility – on some islands additional insurance can be taken out locally for this.
- If you do not use the boat for any reason (e.g. adverse weather) no refund can be given – however our supplier will always try to arrange alternative day(s) subject to boat availability.
- Pre-booked days have to be booked consecutively for the minimum number of days stated, however it is often possible to change these days locally subject to boat availability and adequate notice to the supplier.
- Fuel is payable locally.
- Boats should be booked at the same time as your holiday – a deposit of £30 is required.

Ithaca

Boats can be hired from Frikes, Vathy or Kioni. Rates are per day and the minimum hire is 3 days.

HP	Maximum passengers	01/05-31/05 01/10-31/10	01/06-30/06 01/09-30/09	01/07-31/08
25	5	£49	£53	£56
30	5	£69	£72	£75
90*	6	£103	£114	£125

*Speed boat licence required for the 90hp boat. Boats come with canopy (except 90hp) and coolbox.

Kefalonia

Rates are per day and the minimum hire is 3 days.

Fiscardo

HP	Maximum passengers	Low season	01/07-31/08
Deluxe 25	5	£57	£68
Deluxe 30	5	£80	£86

Lefkas

Rates are per day and there is no minimum hire. Boat hire is based in Nidri; delivery and collection to other east coast areas can be arranged at €20 each way.

HP	Maximum passengers	Low season	21/06-11/07 06/09-30/09	12/7-05/09
30 family	5	£50	£60	£70
30 family standard	7	£60	£70	£80
30 family standard plus	8	£70	£80	£90
30 family premier	8	£70	£90	£110
30 family deluxe	7/8	£80	£100	£120

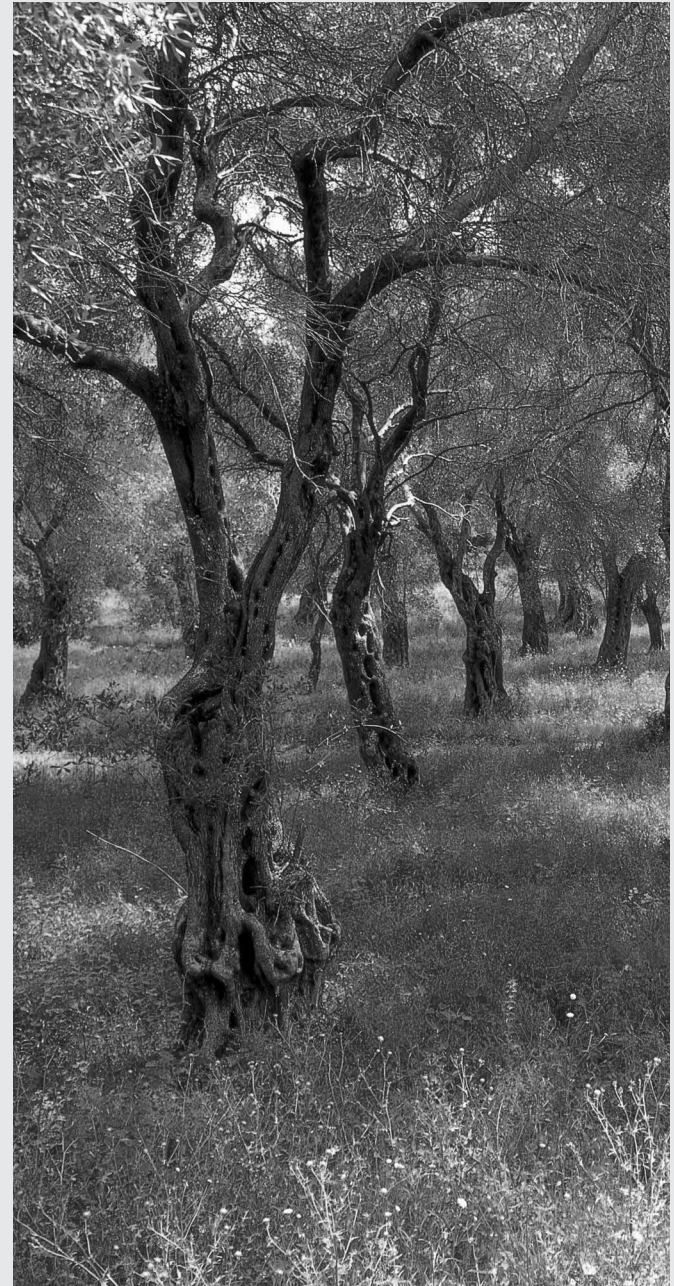
Third party Insurance covers all boat; the propeller and underneath the boat is not covered on the insurance. Boats must be returned by 6pm. Petrol is paid on return, whatever is used, local prices charged. Life jackets, sun canopy and sea charts of the area are supplied with the boat and instruction will be given upon collection. Cool boxes are available upon request.

Meganissi

Rates are per day.

HP	Maximum passengers	01/05-31/05	01/06-30/06	01/07-31/07 01/09-30/09	01/08-31/08	01/10-31/10
30	6	£85	£97	£103	£109	£91

Boats come with large canopies cushions and steering wheel.



HOLIDAY GUIDE PRICES • PER PERSON

The prices below are in £'s per person, showing a low to high range in each season. Prices include the flights, accommodation, transfers and/or car hire (where mentioned) and any facilities specified in the brochure. Exact prices for specific departure dates will be quoted at the time of booking. Please enquire for any under or over occupancy prices not shown.

Note: Not all our accommodation is suitable for guests with reduced mobility. Our intimate knowledge enables us to answer any questions you may have regarding our properties and to advise their suitability for people with health conditions or impairments. **Not included:** Overnight Stay Tax of €0.50 villa per night payable locally.

MAINLAND

How we get you there Morning flights on Saturdays for the Peloponnese and Sundays for Sivota, from Gatwick and Manchester.

Please note: By necessity, there may be an early departure from your villa in order to fit in with flight times.

Departure Days:			Low Season				High Season			
Saturdays and Sundays from Gatwick			(May-Mid Jun & Mid Sep-Oct)				(Late Jun-Early Sep)			
Accommodation	Page No.	When* Occupied By	From		To		From		To	
			1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £
Ibiscus Villa	24	2	1054	1540	1299	1967	1529	2415	1592	2480
(Car hire included)		3	904	1238	1083	1539	1243	1844	1306	1907
		4	836	1100	983	1338	1107	1572	1171	1638
Saz Villa	18	2	898	1291	1224	2003	1404	2194	1628	2616
(Car hire included)		3	791	1062	1023	1551	1148	1681	1305	1971
		4	739	951	924	1329	1024	1434	1148	1657
Sea View Villa	22	2	3729	6892	6130	11648	6150	11671	6184	11708
(Car hire included)		3	2681	4797	4298	7983	4317	8009	4356	8053
		4	2166	3767	3390	6168	3410	6194	3447	6236
		5	1847	3129	2836	5060	2855	5084	2891	5123
Secret Villa	20	2	1651	2750	1894	3192	1913	3192	1913	3192
(Car hire included)		3	1293	2035	1470	2344	1489	2344	1489	2344

* Full Fare Paying Guests

CORFU

How we get you there Morning flights on Mondays from Gatwick and Manchester direct to Corfu.

Please note: By necessity, there may be an early departure from your villa in order to fit in with flight times.

Departure Days:			Low Season				High Season			
Mondays from Gatwick and Manchester			(May-Mid Jun & Mid Sep-Oct)				(Late Jun-Early Sep)			
Accommodation	Page No.	When* Occupied By	From		To		From		To	
			1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £
Barbati Beach Suite	32	2	842	1188	1138	1808	1264	2105	1458	2303
(Car hire included)		3	746	984	963	1417	1047	1616	1186	1759
		4	716	917	893	1256	956	1411	1074	1535
Barbati Beach House	30	2	890	1296	1247	2060	1406	2218	1644	2673
(Car hire included)		3	778	1056	1036	1585	1142	1691	1307	2001
		4	742	974	950	1386	1029	1465	1169	1724
Halikounas Villa	45	2	1113	1692	1410	2228	1689	2792	1717	2820
(Car hire included)		3	927	1320	1145	1697	1331	2073	1356	2099
		4	853	1172	1031	1470	1170	1762	1206	1797
		5	791	1047	945	1297	1056	1531	1089	1563
		6	768	1002	906	1220	999	1410	1025	1436
Hellyhunter Villa	38	2	1260	1986	1400	2410	1602	2882	1897	3180
(Car hire included)		3	1025	1516	1138	1818	1273	2134	1479	2343
		4	925	1316	1024	1557	1126	1799	1294	1974
		5	848	1162	940	1367	1020	1561	1159	1704
		6	818	1102	904	1282	971	1442	1088	1562
Ianthi Villa	34	2	876	1266	1218	1994	1368	2350	1595	2576
(Car hire included)		3	769	1036	1017	1541	1117	1778	1275	1936
		4	735	960	935	1352	1010	1541	1144	1675
Paleokastritsa Beach House	40	2	1114	1635	1580	2658	1798	3165	2112	3482
(Car hire included)		3	970	1324	1301	2026	1445	2365	1664	2587
		4	915	1204	1178	1744	1286	2004	1465	2188
		5	866	1098	1088	1542	1175	1750	1321	1902
		6	854	1070	1049	1450	1121	1622	1244	1748

Departure Days:			Low Season				High Season			
Mondays from Gatwick and Manchester			(May-Mid Jun & Mid Sep-Oct)				(Late Jun-Early Sep)			
Accommodation	Page No.	When* Occupied By	From		To		From		To	
			1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £
Persephoni Villa	44	2	798	1094	1044	1594	1144	1830	1303	1992
(Car hire included)		3	717	921	901	1275	967	1433	1083	1551
		4	694	870	846	1150	896	1273	997	1380
San Nikolas Villa	36	2	920	1362	1309	2200	1484	2611	1744	2874
(Car hire included)		3	798	1100	1077	1678	1194	1954	1377	2139
		4	755	1004	979	1452	1066	1664	1217	1820
		5	712	913	903	1283	973	1452	1098	1582
		6	704	894	874	1212	932	1352	1037	1460
Zaira Villa	42	2	821	1144	1094	1708	1208	1976	1386	2156
(Car hire included)		3	732	955	934	1350	1010	1530	1138	1661
		4	705	895	871	1206	928	1346	1038	1462
		5	672	825	817	1086	862	1198	955	1295
		6	672	821	802	1048	840	1140	918	1221

* Full Fare Paying Guests

HOLIDAY GUIDE PRICES • PER PERSON

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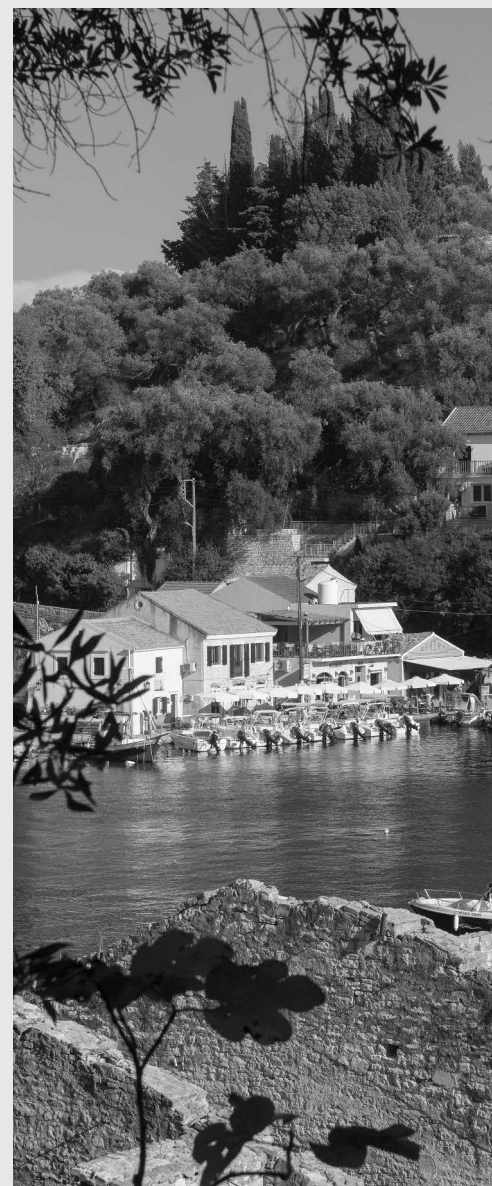
PAXOS & ANTIPAXOS

How we get you there Morning flights on Mondays from Gatwick and Manchester direct to Corfu. The coach transfer from Corfu airport to Corfu Town port takes 15 minutes and then a 1-2 hours crossing by hydrofoil/fast boat to Paxos. Snacks and drinks are available on board. Due to different flight arrival and departure times, guests may have time to enjoy a drink at one of the cafes near the port, as there may be a short wait. **Please note: By necessity, there may be an early departure from your villa in order to fit in with local ferry schedules and flight times.**

Departure Days: Mondays from Gatwick and Manchester			Low Season (May-Mid Jun & Mid Sep-Oct)				High Season (Late Jun-Early Sep)			
Accommodation	Page No.	When* Occupied By	From		To		From		To	
			1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £
Adrianna Villa	79	2	1021	1352	1398	2160	1566	2328	1810	2795
		3	931	1154	1201	1712	1314	1824	1483	2142
		4	886	1055	1104	1488	1188	1572	1320	1816
Andromeda Villa (Car hire included)	66	2	1016	1476	1464	2444	1656	2657	1952	3206
		3	885	1194	1203	1859	1331	2001	1536	2374
		4	823	1060	1077	1574	1173	1687	1338	1980
		5	783	974	998	1397	1075	1488	1211	1726
		6	782	968	980	1349	1044	1427	1164	1631
		7	759	920	938	1255	993	1322	1098	1500
		8	746	891	909	1191	957	1257	1059	1422
Bacchus House	84	2	1244	1648	1340	1825	1532	2206	1680	2482
Bonas Villa (Car hire included)	56	2	998	1438	1427	2359	1608	2562	1890	3082
		3	873	1169	1179	1802	1300	1937	1494	2292
		4	814	1041	1058	1531	1149	1640	1307	1918
		5	776	959	983	1363	1056	1450	1187	1676
Ela Villa (Car hire included)	68	2	947	1324	1314	2102	1464	2272	1702	2708
		3	839	1093	1104	1631	1203	1744	1369	2042
		4	789	984	1002	1402	1076	1494	1214	1730
Eremitis View Villa (Car hire included)	64	2	961	1355	1344	2170	1502	2350	1752	2808
		3	848	1113	1124	1677	1229	1796	1403	2109
Hara Villa (Car hire included)	76	2	986	1410	1400	2296	1573	2491	1844	2991
		3	865	1150	1160	1760	1276	1890	1464	2231
		4	808	1028	1044	1500	1131	1604	1284	1872
Harbour View	78	2	852	1131	1178	1821	1320	1963	1528	2359
		3	775	964	1012	1444	1107	1538	1253	1809
		4	738	881	930	1255	1001	1326	1116	1535
Kapassa House	82	2	852	1131	1178	1821	1320	1963	1528	2359
		3	775	964	1012	1444	1107	1538	1253	1809
Levrecchio Beach House	72	2	918	1278	1323	2154	1507	2338	1770	2844
		3	820	1062	1109	1665	1232	1788	1415	2132
		4	771	954	1003	1422	1095	1514	1237	1777
Loggos Mills Agathi, Lotus, Myrtle (Car hire included)	70	2	838	1086	1078	1562	1160	1664	1310	1922
Juniper Cottage (Car hire included)	70	2	907	1236	1228	1904	1352	2049	1558	2419
		3	812	1034	1046	1499	1129	1596	1273	1849
		4	769	940	959	1304	1021	1383	1141	1586

Departure Days: Mondays from Gatwick and Manchester			Low Season (May-Mid Jun & Mid Sep-Oct)				High Season (Late Jun-Early Sep)			
Accommodation	Page No.	When* Occupied By	From		To		From		To	
			1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £
Margarita Villa (Car hire included)	58	2	949	1328	1318	2112	1469	2283	1710	2722
		3	840	1096	1106	1637	1207	1752	1374	2051
		4	790	986	1004	1408	1079	1500	1217	1737
Nassos House	80	2	972	1396	1439	2420	1656	2637	1964	3232
		3	856	1141	1187	1843	1332	1988	1544	2391
		4	798	1013	1061	1554	1170	1663	1334	1971
		5	763	937	985	1382	1072	1469	1208	1719
		6	740	886	935	1266	1007	1339	1124	1551
Olive Press (Car hire included)	54	2	921	1267	1258	1972	1390	2126	1608	2518
Pelagos Villa (Car hire included)	62	2	1032	1512	1500	2527	1703	2751	2012	3328
		3	896	1218	1228	1914	1363	2064	1576	2455
		4	832	1078	1095	1615	1196	1734	1368	2040
		5	790	989	1013	1430	1094	1525	1236	1774
Perseus Villa (Car hire included)	69	2	976	1388	1377	2244	1544	2432	1806	2916
		3	858	1135	1145	1726	1257	1851	1439	2181
		4	803	1016	1033	1474	1117	1575	1266	1834
		5	767	939	963	1317	1030	1398	1153	1610
Petra Villa (Car hire included)	60	2	1032	1512	1500	2527	1703	2751	2012	3328
		3	896	1218	1228	1914	1363	2064	1576	2455
		4	832	1078	1095	1615	1196	1734	1368	2040
		5	790	989	1013	1430	1094	1525	1236	1774
Poseidons Nest (Car hire included)	52	2	1024	1494	1482	2484	1679	2703	1982	3266
		3	890	1206	1215	1886	1347	2032	1555	2414
		4	827	1069	1086	1594	1184	1710	1353	2009
Somnium Villa (Car hire included)	74	2	1016	1476	1464	2444	1656	2657	1952	3206
		3	885	1194	1203	1859	1331	2001	1536	2374
		4	823	1060	1077	1574	1173	1687	1338	1980
Yakovos Villa (Car hire included)	50	2	1024	1494	1482	2484	1679	2703	1982	3266
		3	890	1206	1215	1886	1347	2032	1555	2414
		4	827	1069	1086	1594	1184	1710	1353	2009

* Full Fare Paying Guests



HOLIDAY GUIDE PRICES • PER PERSON

The prices below are in £'s per person, showing a low to high range in each season. Prices include the flights, accommodation, transfers and/or car hire (where mentioned) and any facilities specified in the brochure. Exact prices for specific departure dates will be quoted at the time of booking. Please enquire for any under or over occupancy prices not shown.

Note: Not all our accommodation is suitable for guests with reduced mobility. Our intimate knowledge enables us to answer any questions you may have regarding our properties and to advise their suitability for people with health conditions or impairments. **Not included:** Overnight Stay Tax of €0.50 villa per night payable locally.

CRETE

How we get you there Morning flights on Tuesdays from Gatwick and Manchester to Chania. Our villas are within a 1 hour drive from the airport.

Please note: By necessity, there may be an early departure from your villa in order to fit in with flight times.

Departure Days: Fridays from Gatwick and Manchester			Low Season (May-Mid Jun & Mid Sep-Oct)				High Season (Late Jun-Early Sep)				
Accommodation	Page No.	When* Occupied By	From		To		From		To		
			1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £	
Anastasia Villa	193	2	914	1254	1288	2072	1479	2264	1731	2745	
			801	1031	1066	1591	1200	1725	1375	2054	
			4	775	948	985	1381	1090	1486	1227	1738
			5	735	875	913	1231	1000	1318	1115	1524
			6	708	827	864	1130	940	1206	1039	1382
			7	707	809	847	1077	915	1144	1003	1298
Aphrodite Villa (Car hire included)	195	2	882	1237	1170	1856	1324	2016	1517	2379	
			3	784	1028	992	1456	1100	1569	1237	1818
			4	738	930	906	1262	995	1359	1103	1552
Filoxenia Villa (Car hire included)	190	2	1797	2900	1844	2947	2108	3496	2171	3559	
			3	1436	2179	1483	2226	1665	2598	1715	2647
			4	1259	1825	1306	1872	1450	2162	1493	2205
			5	1148	1601	1195	1648	1314	1884	1353	1923
			6	1105	1516	1152	1562	1254	1762	1290	1798
Georgia Villa (Car hire included)	196	2	922	1326	1252	2038	1426	2220	1647	2639	
			3	816	1096	1051	1587	1178	1724	1333	2011
			4	774	1006	962	1386	1064	1496	1186	1717
			5	734	921	894	1234	979	1326	1081	1507
			6	736	920	876	1189	954	1276	1043	1431
Maris Villa (Car hire included)	198	2	1240	1912	1354	2172	1470	2309	1963	3271	
			3	1027	1487	1119	1676	1207	1783	1543	2431
			4	933	1299	1014	1452	1086	1540	1344	2033
			5	861	1155	935	1288	997	1361	1207	1760
			6	841	1116	911	1234	968	1305	1148	1641
			7	799	1031	865	1139	915	1199	1072	1490
			8	774	982	838	1082	886	1140	1026	1398

Departure Days: Fridays from Gatwick and Manchester			Low Season (May-Mid Jun & Mid Sep-Oct)				High Season (Late Jun-Early Sep)				
Accommodation	Page No.	When* Occupied By	From		To		From		To		
			1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £	1 Wk £	2 Wks £	
Stella Villa (Car hire included)	192	2	1074	1580	1178	1740	1202	1772	1282	1909	
Stathis Villa (Car hire included)	194	2	893	1262	1238	912	1356	2080	1559	2462	
			3	791	1045	1035	810	1122	1612	1264	1874
			4	744	942	940	763	1012	1391	1124	1593
			5	710	870	872	729	937	1242	1032	1408
			6	719	885	889	738	919	1206	1001	1348
Stylos River House (Car hire included)	191	2	892	1259	1192	1906	1352	2072	1553	2451	
			3	790	1042	1007	1489	1119	1606	1261	1867
			4	743	941	917	1288	1010	1387	1121	1588

* Full Fare Paying Guests

HOLIDAY GUIDE PRICES • PER PERSON

The prices below are £'s per person and based on Gatwick to Paphos with easyJet issued on 15/11/19 for departures on the first Saturday of every month. Prices are indications only and could be lower or higher on these or other days in the month, depending on prevailing flight prices at the time of booking on any chosen departure day, holiday duration, preferred airline or departure airport.

Note: Not all our accommodation is suitable for guests with reduced mobility. Our intimate knowledge enables us to answer any questions you may have regarding our properties and to advise their suitability for people with health conditions or impairments.

CYPRUS

How we get you there Flights are available to Paphos from most UK airports. Please enquire at the time of booking for your preferred choice of departure airport. Our Villas are within a 75 minutes drive of Paphos airport. **Please note: By necessity, there may be an early departure from your villa in order to fit in with flight times.**

Villa Stella Maris and Villa Buffavento Page No. 202

Guideline price £ per person

Price based on 2-sharing a 3 bedroom villa and a Gatwick departure. Car included. **Please request lower per person prices for 3-5**

Persons	Nov-Mar		Apr-Jun		Jul-Aug		Sep-Oct	
	2	6	2	6	2	6	2	6
7 Nts	878	546	1014	687	1304	972	1170	863
14 Nts	1465	790	1582	883	1962	1250	1897	1185

Book before 28/2/20 for £100 reduction per week per booking. Not applicable 1/7-30/9. Accommodation only on request.

Villa Spilio Page No. 204 Guideline price £ per person

Price based on 2-sharing a 3 bedroom villa and a Gatwick departure. Car included. **Please request lower per person prices for 3-6**

Persons	Nov-Mar		Apr-Jun		Jul-Aug		Sep-Oct	
	2	7	2	7	2	7	2	7
7 Nts	740	480	875	621	1148	830	1090	772
14 Nts	1188	657	1306	802	1577	1038	1554	985

Book before 28/2/20 for £100 reduction per week per booking. Not applicable 1/7-30/9. Accommodation only on request.

Villa Anna Maria Page No. 205 Guideline price £ per person

Price based on 2-sharing a 3 bedroom villa and a Gatwick departure. Car included. **Please request lower per person prices for 3-4**

Persons	Nov-Mar		Apr-Jun		Jul-Aug		Sep-Oct	
	2	5	2	5	2	5	2	5
7 Nts	755	579	890	808	1168	931	1100	897
14 Nts	1218	854	1335	977	1568	1286	1502	1196

Book before 28/2/20 for £100 reduction per week per booking. Not applicable 1/7-30/9. Accommodation only on request.



Holiday insurance

We consider adequate travel insurance vital prior to any trip, and therefore make this a condition of carriage. We have selected Holiday Extras as our travel insurance partner as they offer a policy tailored to suit our holiday product.

The premium for this insurance is payable directly to Holiday Extras and all travel insurance documents will be sent to you directly by them.

Should you not wish to take out the Holiday Extras travel insurance, the cover you take should be at least as good, and you must advise us of your Insurer's name, policy number (if applicable) and 24 hour emergency telephone number before departure.

We would like to point out that, in the event of an emergency abroad, we are in a much better position to assist you quickly and efficiently if you have taken the Holiday Extras insurance, as we know who to speak to for authority to take any action which may be necessary.

The schedule of the cover shown sets out an example of the cover provided by the Holiday Extras (Gold policy), other policies are available and Holiday Extras will explain these to you when you call or go online for your bespoke quote. A policy document that fully defines the cover, conditions and exclusions will be sent to you by Holiday Extras when you purchase a policy from them.

It is the responsibility of each client to ensure that they receive a policy document of insurance from Holiday Extras prior to travel. When you receive your policy, please take the time to read it carefully to ensure you understand what is and what is not covered, and that all activities that you may wish to participate in are included.

The Holiday Extras policy is only available to residents of the UK or Channel Islands.

Holiday Extras is authorised and regulated by the Financial Conduct Authority under reference number 309682.

For your bespoke quote please contact Holiday Extras on 0800 781 4086 quoting GIC AX089, or visit www.holidayextras.co.uk/GIC

Holiday Extras travel insurance policies cover adults up to 99 years old. Children age 17 or under on the date of departure – Free if accompanied by an insured adult.

If you are a frequent traveller who travels more than once each year you may want to consider an annual multi trip policy. Holiday Extras offer a number of different annual multi trip policies that offer great flexibility and a number of important advantages. If you are interested in purchasing our annual policy please contact Holiday Extras for your unique quote.

Application for a European Health Insurance Card (EHIC)

If you are a UK resident, you are entitled to medical treatment that becomes necessary, at a reduced cost or sometimes free, when temporarily visiting a European Union (EU) country. Only treatment provided under the state scheme is covered. It does not cover repatriation costs. However, to obtain treatment you will need to take a European Health Insurance Card (EHIC) with you. Each individual travelling requires a card (no charge). The EHIC and holiday insurance are complementary and you are advised to have both. Some insurance companies require you to have an EHIC and some companies will waive the excess charge if an EHIC has been used. Any person who is ordinarily resident in the UK, is eligible for an EHIC. To apply for an EHIC card please visit the official UK government website <https://www.gov.uk/european-health-insurance-card>. Please be aware of online companies who charge for processing EHIC card applications, the EHIC card can be obtained for FREE.

Section	Cover	Limits	Excess
1	Cancellation or curtailment	£5,000	£75 (£35 deposit)
2	Emergency medical and associated expenses	£10m	£100
	Transport and accommodation	£2,000	
	Funeral expenses	£5,000	
	Dental	£150	
	In-patient benefit	£15/day max £600	
3	Loss of passport	£300	Nil
4	Delayed possessions	£150 after 12 hours	Nil
5	Personal possessions	£2,000	£75
	Single, article pair or set	£300	
	Valuables	£400	
6	Personal Money	£300	£75
7	Personal accident		
	Death (over 17)	£10,000	Nil
	Death (16 & under)	£1,000	
	Loss of limb / sight	£25,000	
	Permanent disablement	£25,000	
8	Missed departure	£1,000	£75
	Missed connection	£500	Nil
9	Delayed departure	£20 first 6 hrs, £20 each extras 10 hrs, max £60	Nil
	Abandonment	£5,000	£75
10	Personal liability	£2million	Nil
11	Legal expenses	£25,000	Nil
12	Catastrophe	£1,000	£75
13	Hijack / Mugging	£50/day max £500	Nil
14	Petcare	£50/day max £500	Nil
15	End supplier failure	£5,000	Nil



For your bespoke quote please contact Holiday Extras on **0800 781 4086** quoting **GIC AX089**, or visit **www.holidayextras.co.uk/GIC**

Booking conditions

Booking Conditions

These booking conditions should be read in conjunction with our General Information.

1. Contract

These Booking Conditions, together with the General Information section in our brochures or on our website (depending upon how you make your booking), and any other document we brought to your attention before we confirmed your booking, form the basis of your contract with us, Sunvil International Sales Limited, of Sunvil House, Upper Square, Isleworth, Middlesex, TW7 7BJ, with registered company number 984970 ("us", "our"). Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

By asking us to confirm a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:

he/she has read these Booking Conditions and has the authority to and does agree to be bound by them;
he/she consents to our use of information in accordance with our Privacy Policy;
he/she is over 18 years of age and resident in the United Kingdom and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services;
he/she accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

2. Booking

(a) You may make your booking with us directly through our website or by e-mail or telephone) or through one of our authorised travel agents. Whichever option you choose, your booking will be subject to our booking conditions which appear in our brochures and on our website. A copy can also be posted or e-mailed to you on request. By asking us to confirm your booking, we are entitled to assume that the person who makes the booking has had the opportunity to read our booking conditions and has agreed to these on behalf of everyone named on the booking. A contract between us only comes into existence when either (1) we issue a confirmation invoice following payment of the applicable deposit or full payment (if booking within 56 days of departure) or (2) for telephone bookings made within 56 days of departure, we or your travel agent verbally confirm your booking and provide you with a booking reference following payment by credit or debit card. For online bookings made through our website, the confirmation invoice will be issued at the end of the booking process which you must print and keep. If your arrangements include a flight arranged by us, you will also receive an ATOL Certificate. You must check all documents we send you carefully as soon as you receive them as it may not be possible to make changes later. We cannot accept any liability if we are not notified of any inaccuracy (for which we are responsible) in any document within 14 days of our sending it out (or in the case of travel documents/tickets, 5 days).

If we accept your booking on the basis that one or more elements of the arrangements (such as the accommodation) is subject to confirmation by the relevant supplier, we will be entitled to cancel your booking and terminate your contract without any liability to you (other than refunding any payment you have made to us or your travel agent on our behalf in respect of that booking) in the

event that the element(s) in question cannot be confirmed.

3. Payment

(a) Any monies paid by you to the agent are held by the agent on behalf and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligations to pay it to us for as long as we have not failed.

In the event that we fail, any money held or subsequently accepted from the consumer by the agent is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

(b) The balance of the price is payable not less than 56 days prior to departure date. If the balance has not been paid by 48 days prior to departure, the booking will be cancelled and the cancellation charges set out below will be levied.

(c) Full payment will be due immediately for bookings made within 56 days of travel.

(d) No reminders or statements will be sent.

4. Special Requests

Special requests should be indicated on the holiday confirmation you receive from us – please check with us if it does not appear. We will try to arrange for special requests to be met, but cannot, and do not, guarantee that they will be unless a supplement is paid. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed by us and you have paid the applicable supplement. We do not accept bookings that are conditional upon any special request being met. Adding requests after booking may incur an administration charge.

5. Prices and Surcharges

(a) We take all appropriate steps to ensure the prices and other information appearing in our brochures and on our website and uploaded to our reservations system is correct to the best of our knowledge. However, changes may have been made since publication or uploading and errors unfortunately sometimes occur. You will usually be given the correct, up to date price at the time of booking. In the event that the price for your holiday as advised by us or any of our agents or which is available through our website is incorrect at the time of booking, we reserve the right to correct this up to 3 working days after your booking has been confirmed. In this rare situation, you will be given the opportunity to book at the correct price or, if you do not wish to do so, we will cancel the booking and provide you with a full refund of the amount you have paid us but will have no further liability.
(b) Prices stated are general indications of the likely price. But they can vary. The price you are given at the time of booking is the price to be paid.

(c) We also reserve the right to increase the price of confirmed holidays solely to allow for increases which are a direct consequence of changes in:

- the price of the carriage of passengers resulting from the cost of fuel or other power sources; or
- the level of taxes or fees chargeable for services applicable to the holiday imposed by third parties not directly involved in the performance of your holiday, including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports;
- the exchange rates relevant to the package.

We will absorb and you will not be charged for any

increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges and/or additional services or travel arrangements. You will be charged for the amount over and above that.

However, if this means that you have to pay an increase of more than 8% of the total price of your confirmed holiday (excluding any insurance premiums, amendment charges and/or additional services or travel arrangements), you will have the option of:

(i) accepting the price increase and paying the requested amount;

(ii) accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price); or

(iii) cancelling your confirmed booking and receiving a full refund of all monies paid to us, except for any insurance premiums and any amendment charges and/or additional services or travel arrangements which do not form part of your package. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice.

Should the price of your holiday go down due to the changes mentioned above, then any refund due will be paid to you less an administration fee of £35. 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 travel due to contractual and other protection in place.

There will be no change made to the price of your confirmed holiday within 20 days of your departure nor will refunds be paid during this period. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy.

6. Alterations by You & Transfer of Booking

(a) A fee of £35 per booking for a minor change (e.g. cancellation of car hire) or £35 per person for a major change (e.g. name change, change of accommodation or change of dates to earlier or later in the season) to cover administration costs will be charged for each amendment requested more than eight weeks before departure to a confirmed booking. Amendments involving 'bought-in' flights (i.e. not on regular Sunvil/GIC charter flights) will attract a higher charge from the airline which will be quoted for on request. Holidays can only be transferred to another resort area within the same country within the same year. Any alteration requested within eight weeks of departure will be treated as a cancellation of the original holiday (attracting cancellation charges) and a new holiday booking.

(b) Transfer of Booking:

If any member of your party is prevented from travelling that person may transfer their place to another person acceptable to us provided that: (i) the transfer is requested in writing at least 7 days before departure; (ii) the request is accompanied by any tickets or vouchers already received from us, full details of the person who will take over the booking, any balance due for the booking and the appropriate administration fee which will be £35 per name-change, plus all charges of whatever nature levied by our suppliers arising out of the transfer. You should be aware that some suppliers, particularly airlines, may charge a 100% cancellation fee and the cost of a new ticket; and (iii) the person taking over the booking agrees to be bound by these Booking Conditions. You and the transferee remain jointly and severally liable for payment of all sums. If you are unable to find a replacement,

cancellation charges as set out in clause 7 will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services.

7. Cancellation by You

(a) Should you wish to cancel your confirmed holiday, this must be done in writing to us. A written notification must be received by us by recorded or registered mail. No cancellation will be effective until such written notice is received by us. Notification by email is accepted. Cancellation by email will be effective once written acknowledgment of receipt has been issued by us. You will be liable to pay the following cancellation charges:

Period before departure	Cancellation charge as a % of total invoiced cost*
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56 days or more	Deposit payment
55-43 days	30%
42-29 days	40%
28-22 days	60%
21-15 days	80%
14 days or less	100%

(b) *Important Note: We reserve our right to pass on to you any cancellation charges imposed by our suppliers which are in excess of the cancellation charges set out above. In particular, any "bought-in flight element" (i.e. that you are booked on non-standard Sunvil/GIC flights, scheduled or chartered, for which a higher deposit is required) will be charged at 100% cancellation fees for the flight.

(c) Insurance premiums and amendment charges are non-refundable.

(d) Should one or more members of a party cancel, it may increase the per person holiday price of those still travelling and you will be liable to pay this increase.

(e) If the deposit paid is more than the percentage cancellation charge applied within 56 days then the higher amount will be charged.

(f) Where possible, we will deduct the cancellation charge(s) from any monies you have already paid to us. Note: Certain arrangements cannot be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements.

(g) Cancellation by You due to Unavoidable & Extraordinary Circumstances

You have the right to cancel your confirmed holiday before departure without paying a cancellation charge in the event of unavoidable and extraordinary circumstances occurring at your holiday destination or its immediate vicinity and significantly affecting the performance of the holiday or which significantly affects transport arrangements to the destination. In these circumstances, we shall provide you with a full refund of the monies you have paid but we will not be liable to pay you any additional compensation. Please note that your right to cancel in these circumstances will only apply where the Foreign and Commonwealth Office advises against travel to your destination or its immediate vicinity. For the purposes of this clause, "unavoidable and extraordinary circumstances" means warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination.

This clause 7 outlines the rights you have if you wish to cancel your booking. Please note that there is no automatic statutory right of cancellation under the

Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (Directive 2011/83/EU).

8. Alterations and Cancellation by Us

- (a) As we plan your holiday arrangements many months in advance we may occasionally have to make changes or cancel your confirmed booking and we reserve the right to do so at any time.
- (b) If we make a significant change or cancel the holiday after the booking has been confirmed but before departure, you will have the choice of:
- accepting the cancellation or alteration;
 - taking another available holiday with us (if it is more expensive you must pay the difference, but if it is cheaper we will make an appropriate refund); or
 - (in the case of a major alteration) cancelling the holiday and receiving a full refund of all monies paid.
- (b) A significant change is:
- A change of UK departure airport except between:
 - The London airports: Gatwick, Heathrow, Luton, Stansted, London City and Southend
 - The South Coast airports: Southampton, Bournemouth and Exeter
 - The South Western airports: Cardiff and Bristol
 - The Midlands airports: Birmingham, East Midlands and Doncaster Sheffield
 - The Northern airports: Liverpool, Manchester and Leeds Bradford
 - The North Eastern airports: Newcastle and Teesside
 - The Scottish airports: Edinburgh, Glasgow, Prestwick and Aberdeen; or
 - a change of accommodation area if this results in materially different facilities and/or anticipated experience, or a change to lower grade accommodation for a substantial part of the holiday. (Substantial means 25% or more of the nights spent in-country.)
 - A change of outward departure time or overall length of your arrangements by more than 12 hours.
- (c) If you decide to cancel because of a significant change or if we cancel a holiday for any reason other than Force Majeure (please refer to clause 9) or Low Bookings (please refer to clause 8(d) below), we will pay compensation as follows:

Period before scheduled departure when significant alteration or cancellation is notified	Compensation per fare paying passenger
56 days or more	Nil
55 – 29 days	£20
28 – 14 days	£30
Less than 14 days	£40

Please note that compensation payments relating to a child place for which you have paid a child price are half the amounts shown (up to half the child price paid). There are no compensation payments payable to those travelling on “free child places”, “free group places” or infants.

(d) Low Bookings is where an insufficient number of people have booked the arrangements to make their operation financially viable in the advertised form. We will never cancel a holiday because of Low Bookings less than 42 days before departure.

(e) If there is a minor alteration, we will try to notify you, although we are not obliged to do so, nor are we liable to pay compensation.

(f) If we become unable to provide a significant proportion of a holiday after it has commenced, we will, where possible, make suitable alternative arrangements for you at no extra charge to you or, alternatively, arrange for you to be returned to your point of departure and to receive a pro-rata refund for any ground arrangements not received. In addition, if appropriate, we will pay you compensation of

an amount which is reasonable taking into account all the circumstances. Compensation will not be considered appropriate, for example, in cases where a major alteration has to be made as a result of Force Majeure or Low Bookings.

9. Force Majeure – Circumstances Beyond our Control

Except where we say differently elsewhere in these conditions, we cannot pay any compensation, reimburse expenses, or cover losses for any amount or otherwise accept responsibility if, as a result of circumstances beyond our control, we have to change your holiday after booking, or we, or our suppliers, cannot supply your holiday, as we, or they, had agreed, or you suffer any loss or damage of any description. When we refer to circumstances beyond our control, we mean any event that we, or the supplier in question, could not foresee or avoid, even after taking all reasonable care. Such circumstances will usually include, but are not limited to, war, threat of war, airport closures, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, change to Foreign Office advice to advise against travel to destination and significant building work ongoing outside of your accommodation (such as resort development).

Brexit Implications: please note that certain travel arrangements may be affected as a result of the United Kingdom's decision to leave the European Union. This could include the loss of certain flight routes, access to certain ports and airports and changes to the visa requirements of British citizens travelling to, within or through the EU. Please rest assured that this is something we will continue to monitor and will advise our customers as soon as possible if we become aware of any confirmed bookings that will be affected. However, since this is something which is completely unprecedented and outside our control, we would treat any such changes as Force Majeure, and whilst we will endeavour to provide suitable alternative arrangements or refunds where possible, we will not be liable to pay you any compensation.

10. Overbooking

In the very rare event of overbooking accommodation of which we are not aware before you depart, you will be offered alternative accommodation on arrival, which accommodation will be of a comparable standard if available. If the location and/or facilities of the alternative accommodation can reasonably be considered inferior to that originally booked, we will compensate you by paying you the difference in price, if any, between the two properties plus compensation of up to 5% of the original holiday price.

11. Accurate Descriptions

We make every effort to ensure that all resorts and accommodation offered in this brochure or website are described as accurately as possible and that all price indications are correct. Changes, however, can occur and we reserve the right to make changes, in which case you will be informed, of any price change and any material descriptive change, at the time of booking or on your subsequent Holiday Confirmation Invoice. You should bear in mind that certain facilities, particularly sports, entertainment and excursions, are subject to demand at any given time. It would not, for instance, be reasonable to expect an excursion to run unless there is demand which makes its operation economically viable. If a hotel is equipped with centrally controlled air-conditioning, the period and time of functioning of the system is at the discretion of the hotel management.

12. Accommodation

- (a) Accommodation which forms part of your booking may only be used by the persons named on the booking form. Subletting is not permitted.
- (b) You must observe the rules, if any, relating to the accommodation.
- (c) You must vacate the accommodation in most areas by 10 am on the day of departure. There may be some exceptions and these will be advised locally by our representative, agent or accommodation provider. Check-in is normally available from 4 pm onwards subject to hotel management discretion.

13. Conduct, Injury and Damage

- (a) You shall behave properly throughout your holiday and, in particular, must not do or permit to be done anything which might lead to damage to any property, injury to any person, or violation of any contract of insurance.
- (b) You will use, occupy and enjoy the accommodation provided as part of your holiday with due care and in a proper manner without allowing the accommodation to become unreasonably soiled. No items, fixtures or fittings shall be removed from the accommodation or left outside at any time.
- (c) You will be responsible for the cost of repairing or replacing any lost, broken or damaged items, including lost keys.
- (d) You will treat and speak to our employees and representatives in a reasonable and civil manner.

14. Travel Delays and Flights

- (1) Flight times are provided by airlines and are subject to change owing to matters such as air traffic control restrictions, weather conditions and technical problems. Flight timings are therefore estimates only and cannot be guaranteed. As between you and any individual airlines, the airline's standard conditions of carriage will apply. These may limit or exclude liability in accordance with relevant international Conventions. Copies of these Conventions are available from us on request.
- (b) If you or any member of your party misses your flight or other transport arrangement, it is cancelled or you are subject to a delay of over 3 hours for any reason, you must contact the airline or other transport supplier concerned immediately.
- (c) Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. If the airline does not comply with these rules you should complain to the Civil Aviation Authority at www.caa.co.uk/passengers. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. A delay or cancellation to your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight.
- (d) We cannot accept liability for any delay which is due to any of the reasons set out in clause 9 of these Booking Conditions (which includes the behaviour of any passenger(s) or for any passenger who, for example, fails to check in or board on time). A delay or cancellation to your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. However, you may be entitled to claim under the flight delay section of your travel insurance policy.

- (e) We have no control over how much leg room (seat pitch) airlines allow on their aircraft. No guarantee can be given as to a particular seat configuration on board as aircraft types vary. However, these seat pitches are standard throughout the airline industry and comply with current Civil Aviation Authority guidelines.
- (f) This brochure is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements.

15. Suppliers' Conditions

Our third party suppliers have their own booking conditions and conditions of carriage, and you will be bound by these, so far as the relevant supplier is concerned. Our suppliers' conditions will also apply to your contract with us, and in the event of any conflict between the suppliers' conditions and our conditions, the suppliers' conditions will prevail, save to the extent that any term in the suppliers' conditions is deemed to be invalid or unenforceable, in which event our conditions will prevail. Some of our suppliers' conditions may limit or exclude liability on the part of the relevant supplier, and, by virtue of their application to your contract with us, may also limit or exclude our liability to you, and they are often subject to international conventions. You can get copies of the relevant conditions if you ask us.

16. Our Liability

- (1) We will accept responsibility for the arrangements we agree to provide or arrange for you as an “organiser” under the Package Travel and Linked Travel Arrangements Regulations 2018 as set out below and as such, we are responsible for the proper provision of all travel services included in your package, as set out in your confirmation invoice. Subject to these Booking Conditions, if we or our suppliers negligently perform or arrange those services, and we don't remedy or resolve your complaint within a reasonable period of time, and this has affected the enjoyment of your package holiday you may be entitled to an appropriate price reduction or compensation or both. You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. The level of any such price reduction or compensation will be calculated taking into consideration all relevant factors such as but not limited to: following the complaints procedure as described in these conditions and the extent to which ours or our employees' or suppliers' negligence affected the overall enjoyment of your holiday. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.
- (2) We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:-
- the act(s) and/or omission(s) of the person(s) affected;
 - the act(s) and/or omission(s) of a third party unconnected with the provision of the travel services included in your holiday package and which were unavoidable and extraordinary; or
 - Force Majeure (as defined in clause 9.)
- (3) We limit the amount of compensation we may have to pay you if we are found liable under this clause:
- loss of and/or damage to any luggage or personal possessions and money: The maximum amount we will have to pay you in respect of these claims is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are required to have adequate insurance in place to cover any losses of this kind.
 - Claims not falling under (a) above and which don't involve injury, illness or death: The maximum amount we will have to pay you in respect of these claims is up to three times the total price of the package holiday. This

maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from your booking.

(c) Claims in respect of international travel by air, sea and rail, or any stay in a hotel:

(i) The extent of our liability will in all cases be limited as if we were carriers under the appropriate Conventions, which include The Warsaw/Montreal Convention (international travel by air); The Athens Convention (with respect to sea travel); The Berne/Cotif Convention (with respect to rail travel) and The Paris Convention (with respect to hotel arrangements). You can ask for copies of these Conventions from our offices. Please contact us. In addition, you agree that the operating carrier or transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of the terms and conditions contained in those 'Conditions of Carriage' form part of your contract with us, as well as with the transport company and that those 'Conditions of Carriage' shall be deemed to be included by reference into this contract.

(ii) In any circumstances in which a carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier.

(iii) When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

(4) It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves and our supplier(s) directly in accordance with the complaints procedure set out in these conditions.

(5) Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.

(6) Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description: (a) 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 (b) relate to any business.

(7) We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised in our brochure. For example any excursion you book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you.

(8) Where it is impossible for you to return to your departure point as per the agreed return date of your package, due to "unavoidable and extraordinary circumstances", we shall provide you with any necessary accommodation (where possible, of a comparable standard) for a period not exceeding three nights per person. Please note that the 3 night cap does not apply to persons with reduced mobility, pregnant women or unaccompanied minors, nor to persons needing specific medical assistance, provided we have been notified of these particular needs at least 48 hours before the start of your holiday. For the purposes of this clause, "unavoidable and extraordinary circumstances" mean warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely back to your departure point.

17. Excursions Booked

Locally, we do not operate our own excursions. Any excursions booked locally at destination do not form part of the package you have booked with us, whether reserved through our local agent or representative. Sunvil/GIC acts solely as an agent for any such excursions and takes no responsibility or accepts any liability for their correct performance. Your contract will be with the operator of the excursion or tour and not with us.

18. Complaints

All complaints must be made at the time of occurrence to the supplier of the facility or service concerned, to give an opportunity to rectify the cause of the complaint. If unresolved, then you should swiftly call us directly. (If out of UK office hours, then use the relevant emergency mobile numbers supplied in your final travel pack.) Failure to do so will result in your legal rights being reduced or even extinguished. Any claims whatsoever against us must be submitted in writing to us in the UK within 6 months of your return.

Please note that we offer an Alternative Dispute Resolution service through our ABTA membership. Disputes arising out of, or in connection with, this contract which cannot be amicably settled, may (if you wish) be referred to ABTA's independent dispute resolution service. Please see clause 23 for more details. You can access the European Commission Online Dispute Resolution (ODR) platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

19. Consumer Protection

We provide financial security for the flight-inclusive holidays and flights. We do this by way of our ATOL (Air Travel Organiser's Licence) granted by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone 0333 103 6350, email: claims@caa.co.uk. Our ATOL number is ATOL 808. The price of our flight inclusive arrangements includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. ATOL protection extends primarily to customers who book and pay in the United Kingdom.

We will provide you with the services you have bought (or a suitable alternative). In some cases, where we are not able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding under your contract to that alternative ATOL holder. However, you also agree that in some cases it will be impossible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

When you buy an ATOL protected flight or flight inclusive

holiday you will receive an ATOL certificate. This certificate alongside your confirmation invoice lists the flight, accommodation, car hire and other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. See www.caa.co.uk/ATOLCertificate. For further information, visit the ATOL website at www.atol.org.uk.

We provide full financial protection for our package holidays which don't include flights as well as accommodation only bookings, by way of a bond held by ABTA Ltd, The Travel Association 30 Park Street London SE1 9EQ www.abta.co.uk.

20. Data Protection

(a) Please be assured that we have measures in place to protect personal data provided during the booking process. This information will only be passed on to the relevant suppliers of the travel arrangements forming your holiday. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies.

(b) If you travel outside the European Economic Area ("EEA"), controls on data protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Please see our privacy policy for further details.

21. Governing Law and Jurisdiction

These Booking Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you live in those places and if you wish to do so.

22. Prompt Assistance

If, whilst you are on holiday, you find yourself in difficulty for any reason, we will offer you such prompt assistance as is appropriate in the circumstances. In particular, we will provide you with appropriate information on health services, local authorities and consular assistance, and assistance with distance communications and finding alternative travel arrangements. Where you require assistance which is not owing to any failure by us, our employees or sub-contractors we will not be liable for the costs of any alternative travel arrangements or other such assistance you require. Any supplier, airline or other transport supplier may however pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them. Subject to the other terms of these Booking Conditions, we will not be liable for any costs, fees or charges you incur in the above circumstances, if you fail to obtain our prior authorisation before making your own travel arrangements. Furthermore, we reserve the right to charge you a fee for our assistance in the event that the difficulty is caused intentionally by you or a member of your party, or otherwise through your or your party's negligence.

23. ABTA

We are a Member of ABTA, membership number V6218 and 71398. We are obliged to maintain a high standard of

service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com.

24. Covid-19: Limitation of liability

We both acknowledge the ongoing COVID-19 global crisis and accept our obligations to comply with any official guidance from governments or local authorities, both in the UK and whilst on holiday.

Please note that we will have no liability for any refunds, compensation, costs, expenses or other losses of any kind incurred by you (including, where applicable, the cost of medical treatment), in the following circumstances:

- If you, or anyone in your booking party, test positive for Covid-19 and have to quarantine for a period of time, or are notified or otherwise become aware that you have, or suspect you may have, come into close contact with someone who has tested positive for Covid-19 (or where they otherwise suspect they may have Covid-19) and have to self-isolate for a period of time.

If this happens within 14 days of your departure date, you must contact us as you may no longer be able to travel.

We will offer you the following options where possible and subject to availability:

- Postponing your holiday to a later date. We will notify you of any impact on the price the postponement may have (please note that you may have to pay full cancellation charges on some elements of your holiday, such as the flight, as well as any increase in cost imposed by other suppliers);
- If not everyone on the booking is affected, you will have the right to transfer your place on the holiday to another person nominated by you, subject always to the requirements of clause 16;
- Cancelling your holiday, in which case we will impose our standard cancellation charges as at the date of cancellation by you. You may be able to claim these costs back from your travel insurance.

If this happens whilst you are on your holiday, please notify us without delay and we will provide such reasonable assistance as we can in the circumstances. However, we will not be responsible for covering the cost of any curtailment of your holiday, missed transport arrangements, additional accommodation required, or other associated costs incurred by you. You must ensure you have travel insurance which covers these costs for you.

- You fail any tests, checks or other measures imposed by a supplier, airline, port or airport, border control authority or other government body or local authority or fail to submit for testing or assessment when requested to do so, and as such you are denied entry to board the flight, entry to the destination, access to the services or you are otherwise unable to proceed with the holiday, or that portion of the holiday.

You also acknowledge that the suppliers providing your holiday, including airlines, hotels and excursion providers, will need to comply with national and/or local guidance and requirements relating to Covid-19, and have implemented certain measures as a result. This will likely include specific requirements regarding personal protective equipment, such as use of face-masks by staff (and you may be required to wear a face-mask as well), social distancing, maximum number restrictions on the use of certain facilities, designated alternative entrance and exit routes, mandatory hand sanitisation, limited entertainment options and limited food/drink availability. We do not expect these measures to have a significant impact on your enjoyment of the holiday and all measures will be taken with the purpose of securing your safety and those around you.



The Villa Collection

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