

General Information

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.

Our Bonding and Your Financial Security

Sunvil is a fully bonded operator. We are licensed by the Civil Aviation Authority (ATOL 808) for all air based holidays in this brochure. All non air travel arrangements (e.g. accommodation or ground arrangements only) conform to the bonding requirements of the Association of British Travel Agents (ABTA). Complete financial protection is thus assured. In the unlikely event of our insolvency, these organisations will ensure that you are not stranded abroad and will arrange to refund any money you have paid us for an advance booking. For further information on how the CAA deals with air based bookings and to check our ATOL number, visit the CAA website at www.atol.org.uk.

A Few Facts of Life

We believe the information in this brochure is true and correct. It is essential you read our descriptions carefully to avoid making a wrong choice. If you're unsure of anything please ask to speak to someone who has been to the area you wish to visit. Our advice is honest – we would rather lose you than allow you to visit a resort unsuited to your needs.

Having said that, we would like to make our own position clear. Seasons change and so do resorts. What is quiet in May can be crowded in August. Tourist facilities depend on the weather and/or demand. Our descriptions are based on a typical June day in Greece or Cyprus. Please bear this in mind as it is impossible to qualify every statement on every page.

If you visit a Mediterranean country you must accept the local way of life which, due to the climate, can be very different to ours. Buses run early in the morning, shops and offices close in the afternoon, and restaurants, bars and clubs are 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 (localised water shortages are common, particularly in high season when demand is at its maximum). Roads are largely unlit, often have no pavement and are sometimes unmade, so take a torch. Many areas are growing resorts and building may be going on in the vicinity of your accommodation. We are not trying to dissuade you from travelling but just pointing out that you must take the rough with the smooth when you visit any foreign country.

Despite the above, we are certain that you will have the holiday of a lifetime, but if you do experience some niggles try to have patience and understanding and gracefully accept that you cannot live in Greece or Cyprus as you would at home.

Accommodation Only

Most properties are available on an "accommodation only" basis - please ask for a price quote. Please note the price will not include car hire, 'meet and greet' at the airport or port, or transfers unless specified on the Confirmation Invoice. Self catering properties usually have to be booked by the week starting on our regular change over day. Rates will include an amount for our local costs e.g. local agent handling fee, a welcome pack of provisions, rep costs etc.

Airport Hotels & 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.

Airport Representation

We have our own representatives who are on airport duty for all our regular charter flights (shown on previous page) from Gatwick, Stansted, Manchester, Birmingham and Bristol. 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.

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 and is also subject to any cancellation/amendment fees charged by our suppliers. Holiday deposits or payments may be transferred to another holiday to Greece departing within the same year, subject to the amendment fees above, but not from one year to the next. In addition, airline administration fees will be charged in cases of altering passenger initial, 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.

Beaches

By law there are very few private beaches in Greece or Cyprus. Even if a property is directly above its 'own' beach and there is no alternative access, the public usually have the right to pass through the grounds to use the beach. Of course hotels encourage daytime visitors to use their facilities at the same time. The more popular beaches often suffer from sunbed blight in the summer months. The same beaches may have a beach bar or club with music for the young Greeks. We don't like it either but there is little we can do as, in these difficult economic times, it is an important source of income for the locals and for the municipality who charge them a licence fee for the beach. Please note, beaches are described 'as seen' by ourselves which is often more than one year before your holiday takes place. Weather conditions, winter storms, currents etc. can lead to changes – sand for pebble and vice versa.

Building Works

A fact of life in any developing tourist country is new building works. Although we do try to contract properties which seem less likely to have a building going up alongside them, we have no way of knowing in advance when or where this will happen, nor for how long it will last. Building work can start at very short notice and we fully appreciate the nuisance and inconvenience this can cause. We will always try to offer alternative accommodation but this is not always possible, especially in the peak season. Please note that half-finished building shells are a common sight and the presence of one close to your accommodation does not mean it is an active building site. These shells

can be there for years, unfinished normally due to financial or legal reasons. There is no way of telling in advance when or if they are likely to become active again.

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 (please call to check we have received it or ask us to acknowledge receipt, especially if sent by email). For further details and cancellation charges see our Booking Conditions.

Children and Infants

Air Passenger Duty

From 1st March 2016 children under the age of 16 on the date of outbound travel from the UK are exempt from APD (currently £13). For most of our standard holidays our system should bring this reduction in automatically for children under 12. For children aged 12-15 we have to put the reduction in manually, so it will not appear for example for online bookings or quotes. Please contact us to claim this rebate if it is not shown on your invoice.

Self Catering Holidays

If sharing the same accommodation unit as adults, children increase the party size so the cost per person reduces - this reduction is split between all members of the party.

Hotel Holidays

If sharing a hotel room with 2 adults and therefore occupying an 'extra' bed, most hotels give a reduction for children under 12. This reduction is split between all occupants of the room (i.e. the overall holiday cost for 2 adults and a child is usually lower than that for three adults). Child reductions do not apply to interconnecting rooms as these are charged as two rooms, unless an 'extra' bed is being used. Please note an extra bed is often a folding bed or a sofa bed and may make the room cramped.

Infants

Infants under 2 years of age on the date of return travel are charged a flat rate of £50. Some accommodation may make a small daily cot/linen charge which is payable locally. Cots, high chairs and child seats for cars should be requested - please note that these items may not meet British Safety Standards. All food is payable locally. Infants do not qualify for a seat on the aircraft nor any luggage allowance. Please note that the CAA has approved certain types of car seats for use in aircraft - should their use become mandatory infants will require their own aircraft seat and will be charged accordingly.

Transfers

Child seats are not provided by our transfer coach and taxi operators. If this is a concern please bring your own with you. Child seats are carried in the hold of the aircraft.

Unaccompanied Children

Most airlines we use do not allow children under the age of 16 to fly unaccompanied. Please check with us at the time of booking.

External Websites

Sunvil 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.sunvil.co.uk.

Extra Accommodation and Bought-in Flights

If accommodation is requested and booked extra to our normal allocation (due to our contracted rooms being full) the room description may differ from that in the brochure (e.g. if we state 'our' rooms are top floor it may be that the extra room will be not be top floor as it is not a room we normally use). Facilities,

views, furnishings or equipment in the room may also differ from those described - we would ask you to please request any missing items you may require from our local representative or the hotel. In some instances these 'extra' rooms are more expensive than advertised as they may be sold to us by the hotel on a different contractual basis. Similarly, should we buy-in flight seats there may be a supplement and a higher deposit required as the full cost of the flight usually has to be paid in full at the time of booking (note: non-refundable). In either case the extra cost involved will be quoted at the time of booking.

Extra Beds

Nearly all hotels and self catering can take an 'extra' bed. This is usually folding or convertible and may make the accommodation cramped. There may also be a lack of wardrobe space and privacy. We would recommend their use for young children only. It is quite legal for an extra bed to be placed in a twin room or studio even though the sign behind the door may state the room is for 2 persons.

Facilities and Low Season

Beach and sports facilities are payable locally. Centralised air-conditioning is at the discretion of the management and may not operate all day every day, outside the peak season or if the temperature drops below a certain level. Sunbeds and umbrellas are commonly charged for on the beach (although not around the swimming pool) as this is a concession granted on a commercial basis by the council. In the low season (generally April, May and late September onwards) not all advertised hotel facilities may be available, particularly open-air facilities, pool bars/snack bars, open-air restaurants, water sports and a full excursion programme. If you feel a particular facility is vital to your holiday, please ask us to check if it will be available when you wish to travel.

At the beginning and end of the season (normally May and mid-September onwards) the smaller islands, villages and resort areas can be very quiet with only one or two tavernas open. Mini-markets 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.

The provision of telephone lines, broadband internet connections and WiFi do not form part of this contract and we cannot accept a booking conditional on their use as 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.

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://travelaware.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. Sunvil follows FCO advice - should it advise against non-essential travel to any of our destinations during a period in which you are booked to travel imminently you may change or cancel your holiday with no penalty.

Ferries

Nearly all our holidays include transfers and these may include sea crossings. Please note that full ferry schedules may not have been published when your holiday is booked, in which case we base our transfer arrangements on last year's. If there is subsequently no same-day connection we will add overnight hotel(s) and additional transfers where required - we do not consider this to be a major change to your holiday. Even once published, ferry schedules are subject to change and can be affected by weather conditions, delays and mechanical problems. In this event we shall amend your itinerary on the spot at no extra cost.

Flight Delays and Missed Connections

Delays on our flights last summer did not reach significant levels. In the event of a significant delay (3 hours plus) on a regular Sunvil 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 hotel 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. If your flight back to the UK is delayed we can take no responsibility for any additional costs incurred for your onward transportation - please book flexible tickets that allow changes.

Accommodation

Designed for a summer outdoor lifestyle, most holiday accommodation in Greece and Cyprus is more basic than that elsewhere. Although our individual property descriptions should give you all the information you need, you should expect the following from standard Greek holiday accommodation.

Furnishings. Simple pine furnishings, tiled floors and whitewashed walls (usually bare). Plastic table and chairs for sitting outside on the balcony or patio.

Bathrooms. Compact and tiled, with hand-held shower, wc and washbasin. Baths are rare, as are plugs (that fit) and shower cabinets. Where a room has both bath and shower, the shower will be an attachment (usually hand-held). Water on the floor will quickly dry. Lavatory paper, tampons, cotton wool etc. should not be put in the toilet as the Greek drainage system cannot cope - instead put in the pedal bin or basket provided which will be emptied on a regular basis.

Water. Solar power is commonly used to heat water. Therefore hot water supplies can be erratic, particularly early or late in the day or when cloudy. Greeks consider anything from tepid upwards as hot. As in most of the Mediterranean, water is in short supply and should be used sparingly. In some areas, particularly during the peak summer months, pressure can drop or supplies cut off at certain times of the day for conservation purposes.

Air conditioning. A/C usually also doubles as heating in the early and late season. Where there is a local charge, this is payable in cash.

Electricity. Voltage is 220. Continental adaptors will be required. Greek electricity supplies can be temperamental and power cuts are not uncommon.

Hotels

Official Grading. Now moved to a conventional star rating there are still many anomalies and we think that in many cases description and pricing is a better guide than the official category - commonly the newer 2 star hotels are of a better standard than the older 3 star ones. Whatever the category, you should expect comfort rather than luxury. Small hotels are usually family-run - what they may lack in facilities they often make up for in atmosphere.

Double Rooms. A generic term used by hotels to describe a room for two persons - a double bed or twin beds are not guaranteed unless the description specifically states the rooms are all 'double-bedded' or 'twin-bedded' or a special request has been made and confirmed in writing. The modern style is to have twin mattresses on a double base, which rather blurs the boundaries.

Single rooms. Single rooms are often smaller and without much of a view. In the low season you may well have a double for sole use. A twin/double for single use can be guaranteed for a further supplement.

Meals. Greek hotel breakfasts are still nothing to write home about. Most hotels offer a buffet-style breakfast, normally Continental. However, the minimum remains the basic pat of butter, bread, jam, biscuits and tea or coffee. Half Board is generally accepted to mean breakfast and evening meal - some hotels will provide lunch instead of dinner if adequate notice is given. We find local tavernas often offer more choice at a reasonable cost.

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

Hotel, Apartment and Room Facilities Unless stated as free of charge, advertised facilities (e.g. room-safe, WiFi) may have a local charge.

Internet and WiFi

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 charge of €10 for another 4GB.

Local Representation

We employ our own company representatives in many of the islands and resorts we feature - see resort introduction pages. In some areas they may be shared with our sister company GIC - The Villa Collection. 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. If you would like a representative close to hand, choose one of these locations.

In Athens and in areas/islands where we have smaller numbers, we use the services of local agents. In these areas and where we do not employ our own representative resort information books are not provided. However, hotels are well used to supplying useful local information. 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.

Maps and Resort Guides

Please note that maps in this brochure are for guidance only and not to scale. Should you require more detailed information please contact us.

Mobile Telephones

Greece and Cyprus have 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.

Noise, Villages and Rural Locations

Greek villages can be just as noisy as towns - a dog barking or cockerel crowing through the night can disturb as much as passing traffic. Mopeds and motorcycles never seem to have

silencers. Village life starts early and finishes late - the quietest time is usually siesta between 2 pm and 5 pm. Noise is particularly bad even in 'quiet' areas during the peak weeks from mid-July to end-August, reaching its height over the major holiday weekend of 15th August. High season nightclubs spring up in even the smallest places; beachclubs open and beach parties organised; tavernas and bars play music late into the night; and traffic is heavy everywhere.

During this period there is nowhere we would guarantee peace and quiet! Centrally located properties, particularly those close to a harbour or waterfront, will inevitably have a higher noise ratio - even if it's just people strolling at night or sitting in cafes. If you are particularly noise-sensitive we recommend you try to avoid the peak season and properties on or near a road, taverna or harbour. Please ask our advice - it may be better that you are a little further from the beach or slightly up a hill. Please note that when we say 'quiet' in a description it means that there is normally little or no traffic noise, and no club or noisy taverna near enough to disturb. It does not mean that you will not hear the natural sounds of the country e.g. roosters, dogs etc.

Much of our accommodation is in a rural location so a visit from the native wildlife (most commonly ants, lizards, field mice and rats) should not come as a surprise. If any of your party are squeamish about such things, please check with us as to the suitability of your accommodation before you book. Wherever you go, we recommend you take a torch as roads are often unmade, pavements (if any) uneven and street lighting poor or non-existent.

See also Weddings.

Passports, Currency, Pregnancy and Health

The following information was correct at the time of going to press. It is advisable to check before departure as to whether any changes have taken place.

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.

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-travel-advice/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.

Currency. Information on the ATM facilities in your resort area(s) will be sent with your tickets - however if you are staying in a more remote area or a small village an ATM may not be close to hand. Card payments are now accepted nearly everywhere but should not be relied on 100% in case of technical problems.

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.

Diving. Do not fly within 24 hours of diving.

Payment & Ticket Despatch

The balance of your holiday cost is due 8 weeks before departure and you can pay online via our secure website. We accept Mastercard and Visa. Please note, we do not send reminders. Should you require a receipt please enclose a stamped addressed envelope with your payment. **Tickets are sent electronically or by mail about 10 days before departure. On receipt please check all documents carefully and advise us of any discrepancy or error as soon as possible.**

Photography

The photographs in this brochure have been taken to show a property or resort area to its best advantage. Wide angle lenses are used for most room interiors, building exteriors and some beach/scenic shots. Most are taken off-peak so in high season the beaches will generally be busier than shown. When an interior or a view is shown, this is an indication only as not all rooms or views may be the same. Interior fixtures, fittings and furnishings may also vary from room to room, or the owner may have decided to change a certain piece of furniture or décor since the picture was taken. Exterior shots can also change. As we cannot re-photograph all properties, views etc. every year, inevitably trees, bushes and shrubs can appear where previously there were none, or it was only a baby not shown in the photograph. Greenery can grow fast in Greece and this can affect views etc., even with cutting back.

Privacy

Where it is stated that a room, apartment or house has a private balcony, terrace, patio or garden, it means that the facility is exclusively for the use of those staying in that particular unit of accommodation. It does not necessarily mean that you cannot be seen from the road or a neighbouring balcony, building etc.

Reduced Mobility and Special Needs

Special assistance is available to passengers who may need help to travel such as the elderly, 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 for guests with reduced mobility (see also Walking Difficulties, this section). Our local 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 give us at least 72 hours' notice of the help they require so that we can pass this to the relevant airline.

Resort Descriptions

Resort descriptions and facilities are based on those operating in the previous year and may change. An excursion which operated last year may not run this year, a restaurant or shop may decide not to open, and a local bus or boat service may change its schedule or be withdrawn. Beaches can change their character due to winter storms as sand washes away or is brought in. Trees and shrubbery can grow fast in the Mediterranean and may affect views until cut back. As stated elsewhere our descriptions are based on a typical June day - resort villages and beaches will be busier in August and quieter in May. See also 'Facilities and Low Season'.

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 hotel fire escape routes and always be aware of hidden dangers involving swimming pools, balconies and hotel lifts, especially if travelling with children. Should you notice anything which causes concern, please point it out to our representative.

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.

Scooter, Moped, Quad Bikes and Bicycle Hire

Scooters, mopeds and quad bikes are available at most of our resorts. However, due to the poor roads and erratic driving habits the accident level is very high. Quad bikes have a particularly bad record and most travel insurance does not cover them. We strongly recommend you rent a car instead. Bicycle hire is a healthy and fun way to explore. However even the experienced should take extra care with Greek drivers and roads – cars always take priority, roads are potholed and often turn into dirt tracks, and neither are up to the standards of the UK.

Second Holiday Discount

For a second Sunvil Greece holiday taken within the same calendar year a reduction of 5% off the basic price of the cheaper holiday (excluding supplements and car hire) will be credited to your later holiday. This discount is only applicable to persons booked to travel on both.

Self Catering

All our self catering accommodation is licensed by the relevant authorities and the degree of comfort is as per the individual descriptions.

Studios. One open-plan room with beds for two adults and sometimes a child, kitchenette area (occasionally separate), shower room with wc, and balcony or patio.

Apartments. Two rooms or more. One of these rooms is often a living/dining room separate from the bedroom(s), although you can get two bedrooms with a small kitchen (see individual accommodation descriptions). Kitchenette likely to be in the open-plan living room (occasionally separate). One, sometimes two, convertible beds in the living room for families. Where an apartment (as opposed to the living room) is described as 'open-plan' this usually means there is no door between bedroom and living room, although there is often a separation (i.e. archway or corridor).

Cooking facilities. cooking rings, sink and fridge (often all-in-one unit) for breakfasts, snacks or light meals but not intended for full meals. Work surfaces and utensils are limited although most of our accommodation does now possess electric kettle and toaster.

Cleaning and linen. Unless you are staying in an apart-hotel, please do not expect hotel-style service e.g. daily maid service. Frequency of cleaning varies from area to area but the 'norm' is twice weekly, with a once-weekly linen and towel change. Between cleans you are expected to empty any bins yourself, and bin-bags are provided for this purpose – please put them in the nearest municipal rubbish bin. Please note,

Greek towels are small, and beach/pool towels are not provided.

Local charges. Facilities charged locally such as air conditioning and safety deposit boxes should be paid in cash.

Please note: the term 'villa' is often used to mean a small hotel unit or unit of studios and apartments. For insurance reasons only those persons named on the booking are allowed to stay in the accommodation without our prior consent.

Smoking

Like nearly every other EU country, Greece has a smoking ban in public places – officially! Those who know the Greeks, however, will not be surprised to read that its interpretation is rather liberal, and can vary from place to place. We would ask guests to smoke on the balcony or terrace of their accommodation rather than indoors.

Special Requests

Unless a supplement is charged, special requests cannot be guaranteed as room allocation is made locally – normally it is 'first come, first served'. If you request a double bed you may well find you get two singles pushed together. Special requests should be noted on the booking confirmation – please check with us if it is not. Airline seat requests can only be made for a valid medical reason.

Swimming Pools

It is common practice in Greece for hotels and apartment units to allow use of their facilities, including the swimming pool, to non-residents (sometimes at a charge). Where we say the pool is for guests' use only, this does not preclude friends/relatives of the owner. Pool rules vary but should be observed – these may restrict pool hours (especially during afternoon siesta time) or diving, specify a 'quiet time' during the afternoon etc. Swimming is not normally permitted at night. Swimming pools are not generally heated so may be rather 'refreshing' in the early part of the season before the sun warms the water up. Pool bars will inevitably play music that is not everybody's taste, although we always ask the owners to control the volume. Swimming pools are rarely supervised, so children should always be accompanied. Swimming pools may occasionally be withdrawn from operation for a short period for maintenance reasons.

Where it is indicated that a property has 'use of pool' this is based on information from the previous year and not guaranteed. Unless otherwise stated a charge may be payable. If there is no entrance charge you are expected to purchase drinks or food from the bar or restaurant. These pools are not under our direct control and may not be open early or late season. If a swimming pool is essential to your holiday please book a property which has its own pool on-site.

Transfers and Luggage

Approximate transfer durations are given on the resort pages. These do not include any waiting time for other arriving passengers on later flights, ferry/hydrofoil departures, accommodation drop-offs etc. Taxis are licensed for 4 adult 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. Boot space for luggage in taxis is limited and it is normal practice for luggage to be secured with elasticated straps if the boot cannot fully close. Taxis do not have child seats – should this be a concern please bring your own or book a car from the airport with a child seat. 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 (please note that, for insurance reasons, our local representatives are not permitted to carry clients luggage). For transfers involving sea crossings you do 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. windsurfers, bicycles etc., for which you may need to rent a car or a private taxi transfer. In some areas luggage storage may be available, but this is at your own risk. Some transfers are shared with our sister company GIC (Greek Islands Club).

Travel Insurance

It is essential that you are adequately insured from the day you book your holiday as cancellation charges apply from then. **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** – please see next page for details. We cannot be responsible for any claim, item or events, which would normally be covered by our insurance (if taken).

Vacation of Rooms and Night Flights

In accordance with international practice, hotel rooms should be vacated by midday on the last day of your holiday. You may be able to extend this locally for a charge. Self catering accommodation should be vacated by 10.00am. However, luggage storage and bathroom facilities will usually be made available. In the case of late flights, if you are arriving at your accommodation early morning your room is booked from the previous day to ensure immediate access when you arrive. Very early morning departures from a hotel will probably miss breakfast and no refund can be given in this case. However, it is worth asking the hotel if they could leave anything out for you e.g. a thermos of coffee, biscuits, or even a kettle, cups and some Nescafe.

Walking Difficulties

Greece is a hilly country. Due to the nature of our programme, we regret that we consider only selected holidays in this brochure as suitable for those with walking difficulties, and try to point these out in our descriptions (and, by the same token, steer you away from unsuitable properties). Many roads are unmade and have no pavement, accommodation is often built on rising ground, and buildings in general are not designed with the disabled in mind, although they are getting better at this as all newer hotels now offer rooms with disabled access and bathrooms. Most buildings are slightly raised and have some steps even to rooms described as "ground floor". We know our properties and areas well so please ask our advice. See also Reduced Mobility and Special Needs in this section.

Weddings and Christenings

Exuberant affairs to which all are welcome! Unfortunately the happy couple's joy may not be matched by those staying in the same hotel or nearby who cannot sleep thanks to the bouzouki band blasting out Greek songs in the small hours of the morning! I'm afraid there is little that can be done - big wedding celebrations are a part of the Greek culture, and everyone is expected to join in the eating, drinking, music and dancing. Probably the best thing to do is to attend it! Hotels love weddings for the income it brings them and some public areas/facilities may close for the party. Hotels do not generally view weddings as a nuisance to other guests - they expect everyone to join in as the Greeks do - or something that guests need to be warned of in advance. The same caveats also apply to Christening parties – they just tend to finish earlier!

Welcome Packs

We provide a Welcome Pack for your arrival in most of our self catering properties where there is a Sunvil local representative (see resort information). 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. Please note Welcome Packs are not generally supplied for bookings made within 7 days for logistical reasons.

Your Holiday Price

Includes – flights, accommodation, car hire (if included in the brochure holiday) and transfers as detailed; services of our nearest local agent or representative; all airport taxes/security charges, UK Air Passenger Duty (taxes and APD currently total c.£40) and VAT known at the time of printing.

Does not include – travel insurance; accommodation or flight supplements as stated in the brochure; the Greek Overnight Stay Tax (see price panels); surcharges, if any (see Booking Conditions section 6); hotel facilities payable locally.

The Genevieve

A unique vessel for your River Thames Charter Cruise

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

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

The saloon has bevelled windows and opening lights with port and starboard seating. She also has a spacious, canopied, forward cockpit with additional seating. There is an another small cockpit aft, with further seating. Genevieve is powered by a six cylinder Sea Prince petrol engine, smartly sited under a teak and glass engine case. In chilly weather, the engine supplies heat to the saloon and cockpit.

Genevieve is available for private charter April to October and hire charges are from £200 per hour. She can host up to 10 persons. Catering can be supplied.

For further details see www.vintagethamescharters.com



Travel 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.

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

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. This notice is subject to the final Brexit outcome.



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 (01-Oct-2018)

These booking conditions should be read in conjunction with the linked General Information for each destination (below).

- Greece and Cyprus - GIC The Villa Collection
- Portugal, the Azores and Spain
- Italy and Sicily
- Scandinavia (Sweden, Norway and Denmark)
- Latin America (Central & South America)

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 (i) we issue a confirmation invoice following payment of the applicable deposit or full payment (if booking within 56 days of departure) or (ii) 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 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*
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:

- 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

(ii) 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).

(iii) 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 change 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

- Accommodation which forms part of your booking may only be used by the persons named on the booking form. Subletting is not permitted.
- You must observe the rules, if any, relating to the accommodation.
- 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

- 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.
- 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.
- You will be responsible for the cost of repairing or replacing any lost, broken or damaged items, including lost keys.
- You will treat and speak to our employees and representatives in a reasonable and civil manner.

14. Travel Delays and Limits

(a) 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:

(a) 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.

(b) 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) strictly 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 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 these 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 arise 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 do not 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.