

# General Information

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

## About Sunvil's 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 Independent Tour Operators (AITO). Complete financial protection is thus assured.

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

One call to us will save you considerable time and effort, and probably cost no more, in the end, than trying to arrange it all by yourself. Most important of all, it is financially more secure: we are fully ATOL-bonded so your money is 100% protected, and by law we take full responsibility for our arrangements, which is not necessarily the case with 'internet only' operations who act only as 'agents'. We firmly believe that, taken together, these benefits will allow you to make the most of your designer holiday with complete peace of mind.

## Accommodation

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

**Children & Infants:** Child reductions may apply on the basis of one child per two full fare paying passengers. Children must be under the age of 12 years on the date of departure to qualify and, in hotels, they must occupy the third bed in a three bedded room. Infants under 2 years of age on the date of departure travel for a flat rate of £50. Cots should be requested at the time of booking and, for the most part, are payable locally.

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

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

The provision of telephone lines, broadband Internet connections and WiFi do not form part of this 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.

**Portuguese Tourist Tax:** There is a tourist tax for all visitors staying in Lisbon, Cascais and Estoril. The tax will apply to all hotels and pousadas and must be paid directly to the property at the end of your stay. Children under 13 years old are exempt. The amount payable is 1 Euro per person per night with a maximum payment of 7 consecutive nights.

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

**Single rooms:** Single rooms are 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.

**Swimming pools:** Please note that the opening/closing date of the pool is an approximate date and cannot be guaranteed. Pools open/close according to the weather. If summer arrives early then pools are opened earlier than originally stated. The weather is unpredictable and therefore we cannot guarantee that pools will open/close when stated in our brochure. The dates given are simply guidelines.

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

**Views:** Specific views can be guaranteed only where a supplement is charged. Otherwise, we can request a room with view and the hotel will try to honour the request.

## 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 are 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 location 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 June can be crowded in August. Tourist facilities depend on the weather and/or demand. Please bear this in mind as it is impossible to qualify every statement on every page.

If you visit Portugal, the Azores or Spain you must be prepared to accept the local way of life which, due to the climate, can be totally different from ours. Buses tend to run early in the morning, shops and offices may well close in the afternoon, and restaurants, bars and clubs are noisier, open-air and open later than their British equivalents. Plumbing is rarely perfect. 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 you will have the holiday of a lifetime but, if you do experience some niggles, try to have patience and understanding and gracefully accept that you cannot live as you would at home.

## Amendment and Administration Charges

A fee of £35 per booking will be charged for each amendment to a confirmed booking to cover administration costs in addition to any charges made by airline, transport or accommodation suppliers. 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, accommodation or resort) this charge is per person. 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.

## APIS, Health, Passports and Visas

It is advisable to check before departure as to whether any changes have taken place.

**APIS:** In 2009 the UK Government began to implement its requirement for APIS (Advanced Passenger Information) data for all passengers travelling internationally into and out of the UK. We need to collect this information from all passengers on behalf of the carrier, who is legally required to collect this information and provide it as part of the check-in process. These details can be submitted confidentially and securely online via the e-borders section at <http://mybooking.sunvil.co.uk/apis/login.asp>

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

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

**Health and EHIC:** No inoculations or vaccinations are necessary for British Passport holders, but for the latest government health advice please see the National Travel Health Network and Centre website [www.nathnac.org](http://www.nathnac.org). All EU citizens should have a free European Health Insurance Card (EHIC) in addition to travel insurance – to apply please go to [www.ehic.org.uk](http://www.ehic.org.uk).

**Passports and Visas:** Non-EC nationals should obtain up-to-date advice on passport and visa requirements from the Portuguese Embassy [www.portugueseembassy.org.uk/en.html](http://www.portugueseembassy.org.uk/en.html). We do not accept any responsibility if you cannot travel, or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities.

### Currency

The local currency is the Euro. Many shops, hotels and car hire agents abroad will accept Visa Card, Mastercard, Diners Club and American Express cards.

### Excursions Booked Locally

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

### FCO Travel Advice

Sunvil have partnered with the Foreign and Commonwealth Office Travel Aware campaign to help provide top tips and advice for planning your trip abroad. It is 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.

### Group Travel

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

### How to Book

Our holidays can be booked through selected travel agents (excluding the multiple chains of Tui/Thomson or Thomas Cook). Alternatively you can call us Monday to Saturday during normal working hours.

For all bookings including flights from the UK, an ATOL certificate will be issued at the time of confirmation. Please keep the ATOL certificate with your travel documents at all times.

Once confirmed your deposit should be received by us within the next 7 days. For bookings within 8 weeks of departure, the full holiday amount is payable.

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

### Local Agents

As this is a tailor-made programme for seasoned travellers we have no local representatives. We have local agents in Portugal, the Azores and Spain who can give any necessary help and guidance and can always be contacted. You will not be visited in your accommodation. Please remember that, wherever you are, most hotel managers, owners and receptionists are often only too keen to help you with local information. Any problems you experience must be reported locally so that we are given the opportunity of solving them. If you cannot reach our local agent then try us in London. Our out of hours emergency telephone number is 00 44 (0)7050 126444.

### Maps

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

### Non-Standard Holidays

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

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

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

### Payment & Ticket Despatch

The balance of your holiday cost is due 8 weeks before departure. Please note that we do not send reminders. We accept payment by credit, debit or charge card for payments made before 1st January 2018 and as we are charged for this service by the credit card companies we must levy a 2% charge (for Mastercard, Visa or Amex), on top of the quoted price of the trip. No charges are made for payments received after 1st January 2018. **Tickets are sent electronically or by mail about 10 days before departure.**

### Safety Standards and Regulations

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

### Travel Insurance

It is essential that you are adequately insured for any overseas trip. Sunvil Holidays does not offer directly or recommend any travel insurance policy. However,

our selected travel insurance partner is Holiday Extras. Holiday Extras offer insurance tailored specifically to each individual customer and the type of holidays we offer. For your bespoke quote please contact Holiday Extras on 0800 781 4086 quoting Sunvil Holidays 71398, or visit [www.holidayextras.co.uk/sunvil](http://www.holidayextras.co.uk/sunvil)



### 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 UK customers and overseas customers booking directly with 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 recognise 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.

Sunvil Holidays is a member of the Association of Independent Tour Operators. To contact the Association, visit [www.aito.com](http://www.aito.com) or call 020 8744 9280.