



Quality Charter

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

Exclusive Membership

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

Financial Security

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

Accurate Brochures and Websites

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

Professional Service and Continual Improvements

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

Monitoring Standards

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

Sustainable Tourism

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

Customer Relations

All members endeavour to deal swiftly and fairly with any issues their customers may raise. In the unlikely event that a dispute between an AITO member and a customer cannot be settled amicably, AITO's low-cost Independent Dispute Settlement Service may be called upon by either side to bring the matter to a speedy and acceptable conclusion.

Sunvil Holidays is a member of the Association of Independent Tour Operators. To contact the Association, visit www.aito.com or call 020 8744 9280.

Early Booking Offers

To thank our regular clients and to encourage early bookings, we have selected various properties to which we are offering incentives to those booking before the end of February, as indicated under the accommodation descriptions.

The offers usually give a reduction of up to £100 per room, studio or apartment per week and apply to most departure dates, but the discount varies according to departure date. The maximum discounts are generally applied for departures in May, 2 weeks from late August and mid to late September onwards. Please enquire or check online availability for a full costing.

The following conditions apply:

- Offers apply to flight-inclusive holidays using our regular charter flights only as listed on page 270
- Offers are limited to one per holiday and cannot be mixed or combined with any other discount
- Supplements are payable in full
- The maximum reduction allowed is 2 weeks and this reduction will apply to extended duration stays of up to 4 weeks
- We reserve the right to limit capacity per departure for these holidays and to amend, withdraw or extend selected offers at our discretion.

In addition, many hotels give their own Early Booking Offers which may include free nights, free half board etc. These are shown under the relevant hotel descriptions and may have different conditions to those above. Some require a higher deposit or full payment at the time of booking. Should you make an online booking for one of these paying our standard deposit (we cannot vary the deposit for online bookings) we shall contact you shortly after the booking is made for payment of the difference. Please see hotel descriptions, check online availability or contact us for details.

Second Holiday Discount

We give a 5% reduction if you book a second Greece holiday to be taken within the same year. The discount applies only to the persons travelling on both holidays and is calculated on the basic per person cost (excluding flight/hotel/room supplements, car hire etc.) of the cheaper holiday after any discounts. It is applied to the holiday taken on the later date. This discount is given in addition to any other booking offers which may apply to the second holiday.

When to Go



Resorts in Greece change character considerably with the seasons. As a rough guide, here is what to expect.

April & May: A lovely time to visit. Tourists are few, the weather can be changeable but is often sunny and warm in the day, and the springtime flowers are out. However nights can be cool so take some warm clothing – and please remember few apartments have central heating although air-conditioning can usually be set to provide warm air. Do not expect all shops/tavernas to be open, all excursions running, or all facilities (e.g. watersports) to be available.

June & early July: Hotting up but still without the crowds. Weather virtually guaranteed sunny. Most bars and tavernas open, facilities available and excursions running.

Mid-July to end-August: Everything functioning but hot and busy almost everywhere. Can be windy. There is no Greek seaside village which we would describe as 'peaceful' during this period, so expect some noise even in 'quiet' resorts.

September: A popular month – normally good weather (although there can be thunderstorms), a warm sea, most local facilities available, and the high season rush has died down. In the smaller islands/resorts and less touristic places local restaurants and facilities may start closing in the latter part of the month.

October: A chance for some sunshine before the winter, but the weather can be changeable (obviously the season is extended the further south you go). Ferry schedules can be unreliable. Sea warm, but excursions, restaurants etc. gradually closing down. A quiet and inexpensive time to visit.

Responsible Tourism

Tourism has the enormous potential to benefit local communities, their economies and their environment. However, the industry can also have a negative impact on its destinations if not properly managed.

At Sunvil we are passionate about the areas in which we specialise and the local people with whom we work. We therefore feel that it is our responsibility to help minimise any adverse effects.

A company that arranges holidays using aircraft and promotes car hire in resort can never hope to call itself 'green' or 'eco-friendly'. However, for many years we have striven to behave as responsibly as possible – long before 'green credentials' became fashionable.

You can read our Responsible Tourism policy in full on our website.

The Travel Foundation

The Travel Foundation is a UK charity that cares for the places we love to visit. Your holiday can make a real difference to your favourite destinations. It can help protect the natural environment, traditions and culture – the things that make your visit special. And it can improve the wellbeing of local families – so that more people benefit from your visit. All of which can make your holiday experience even better!

Most importantly, it can help ensure that there are great places for us all to visit – for generations to come.

Sunvil, along with several other travel companies, is supporting the work of The Travel Foundation by donating £1 from every holiday booked direct to the charity, and providing help in kind in the way of complimentary flights, accommodation and other services in order to help the workings of the charity.

For more information, please take a look at The Travel Foundation's website at www.thetravelfoundation.org.uk

Blue Flag Beaches

430 Greek beaches were awarded Blue Flag status in 2016, the third highest total of any country. This worldwide scheme is operated by a non-profit NGO which awards a coveted 'blue flag' only to beaches that fulfil 32 mainly environmental criteria, including water quality. For further information please see www.blueflag.org.

Greece Car Hire

To make the most of a holiday in Greece, we recommend hiring a car. Our low pre-booked rates are valid for 7 days (please ask us to quote for 3-6 days) and include 3rd Party insurance, Collision Damage Waiver, unlimited mileage and all local taxes (note: the rates charged locally may not be the same). Unless otherwise specified delivery is free. For cars to/from accommodation please book am delivery and pm collection. Some areas experience a shortage of hire cars in high season so we would especially recommend pre-booking during this period. We can quote for higher category cars, automatics and people carriers (in some areas) on request.

General Car Hire Conditions

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

- A small charge to cover extra insurance (commonly 3-5 euros per day) is usually made for additional drivers and payable locally. In most areas only one additional driver is allowed.

- Unless otherwise specified the minimum driver age is 21 for Groups A, B and C, 23-25 years of age for other Groups, and they must have held a full UK or EU driving licence for 1 year. In some areas an extra insurance payment may be required for older drivers (70+). Non-EU citizens will require an international driving licence. All drivers should be entered individually on the contract to be completed when picking up the car – you will need passport, driving licence and a credit card.

- Collision Damage Waiver Insurance has an excess payable – typically the first 300 - 600 Euros of any damage for Groups A, B & C. The excess can vary and is more for higher category cars and jeeps. Some companies offer an additional insurance (super-CDW or FDW – Full Damage Waiver) payable locally to cover or reduce this excess. It may be better value to pre-purchase this – see www.insurance4carhire.com. Personal Accident Insurance (PAI) will be offered locally but is not necessary if you have Sunvil's travel insurance or similar.

- Damage to the tyres, glass (incl. lights and mirrors), engine or underside of the car is not normally covered by insurance in Greece. A credit card imprint (or cash deposit of c. 500 Euros) will be required on delivery of the car, returnable at the end of the hire period if the car is delivered back with no damage to the above. This imprint or deposit also covers any petrol and refuelling charges, traffic or parking fines and CDW excess charge.

- Outside normal office hours (c 0900 – 2000) an out-of-hours delivery/ collection charge is payable locally; normally 20-30 euros. Sundays are considered normal working days.

- Delivery and collection charges are payable locally (if applicable) and times are approximate. Should your flight suffer a delay cars required on arrival in resort may not be delivered until the following morning. We regret that no refund can be made in these circumstances.

- Child seats are on request at a charge of c 4 euros per day payable locally and should be requested at the time of booking your car (see below). It may be necessary to fit the child seat yourself. Please note that child seats are generally available for infants and small children only. The law in Greece does not make them compulsory for older children, and they may not be of BSS specification.

- Before tickets have been issued a £35 charge applies to cancelling a car hire reservation.

- All local charges are subject to VAT at 23% (at the time of going to print).

- Fly-drive clients and those with a car from the airport should remember that luggage space is limited. It is recommended that you therefore limit luggage to one medium sized suitcase per person. Excess luggage may have to be transported by taxi, the cost of which would be payable by the client locally. Jeeps have very little luggage space and are not secure.

- The contract you sign on delivery of the car is between you and the car hire company. You should therefore read this and inspect the car and tyres before driving. The companies we use are all reputable firms who have been operating for many years.

- Car hire prices are calculated on 24 hour periods and are pro-rata between low and high season or v.v.

- Refunds for unused car hire, including cars returned early, are at the discretion of the car hire company and should be agreed with them before returning to the UK.

- Suzuki discontinued production of open-top jeeps in 2009. Always popular in Greece, you can still find them for hire in some areas but the cars are getting old and therefore are not in pristine condition. For safety reasons we do not regard them as suitable for families with young children and some car hire companies will not accept family bookings.

Alonissos						
Group	Typical Car	A/C	Seats	Low season	High season	20/06-18/09
C	Fiat Panda 1.2	✓	5	£161	£217	£301
D	Suzuki Jimny 4x4 1.3	4	4	£245	£252	£448

* on request. Free delivery and collection charges if minimum rental is 7 days and £10 each way for 6 days or less. CDW excess is €400 for group C and €500 for group D. FDW is €10 per day. 2nd driver and child seats are free. Minimum age is 20 years and there is no upper age limit. Licence must have been held for 2 years.

Corfu						
Group	Typical Car	A/C	Seats	Low season	High season	20/06-18/09
A	Citroen C1 1.0	✓	4	£175	£196	£210
B	Hyundai i10 1.2	✓	4	£196	£210	£224
B1	Fiat Punto 1.3	✓	4	£210	£252	£259
C	Citroen C3 1.4	✓	5	£252	£301	£322
D	Seat Cordoba 1.6	✓	5	£273	£322	£322

Collection from the airport, Corfu port or Corfu Town is free during office hours (0800 - 21:00); out of these hours it is €20; and delivery or collection to/from accommodation is €15 each way. CDW excess is €500. FDW is €10 per day (€60 for 7 nights & €100 for 14 nights). Extra insurance for wheels, windscreens and underside is €7 per day. Baby/booster seats are €3 per day and second driver is €3 per day. Minimum age to drive is 21 years and licence must have been held for 1 year. Drivers aged 75 years and over will be charged €15 (one-off charge) locally for additional insurance.

Crete						
Group	Typical Car	A/C	Seats	Low season	High season	20/06-18/09
A	Citroen C1 900cc-1.0	✓	4	£196	£210	£224
B	Fiat Panda 1.0-1.1	✓	4	£203	£224	£259
C	Citroen C3 1.2-1.4	✓	5	£231	£259	£427
F	Suzuki Jimny 4x4 open 1.3	4	4	£364	£427	£427

Delivery and collection is free to/from accommodation in our featured resorts except for Panormos or Sfakia (port for Loutra) which is €25 one way (e.g. pick-up resort, drop airport) and €40 return (pick-up and drop in resort). These fees also apply to higher category cars (Group D and above) booked for Paleochora (Groups A, B & C are free). Pick-up Chania Airport and drop-off Heraklion Airport (or vice versa) is €25 one way. CDW excess is €300 for groups A-C, €400 for group D and €600 for groups E and higher. FDW is €7 per day. 2nd driver and child seats are free of charge. Sat Nav is €35 per week. Minimum age is 21 years and maximum age is 84 years. Licence must have been held for one year.

Halkidiki (Olympiada)						
Group	Typical Car	A/C	Seats	Low season	High season	01/07-31/08
A	Kia Picanto 1.1	✓	4	£203	£217	£231
B	Fiat Punto 1.2	✓	5	£217	£231	£231
C	Opel Astra 1.4	✓	5	£259	£273	£273

For Thessaloniki Airport to Airport hire see separate panel

Delivery/collection to Olympiada accommodation is free. To/from airport for rentals of 10 days or less is €25 each way. For rentals of 10 days or more delivery is free. CDW excess is €200. FDW is €4 per day. 2nd driver and child seats are free. Minimum age to drive is 21 years - there is no upper age limit. Licence must have been held for one year. For rentals of fewer than 5 days a maximum mileage of 300 kms per day is included.

Ikaria						
Group	Typical Car	A/C	Seats	Low season	High season	22/06-13/09
A	Hyundai i10	✓	4	£175	£231	£301
B	Hyundai Getz	✓	5	£224	£301	£308
C1	Suzuki Jimny 4x4 1.3	4	4	£231	£308	£308

Delivery to all accommodation is free. Delivery/collection fee €25 for airport or port. CDW excess is €650. No FDW available. No charge for baby seats or 2nd driver. Cars to be booked am to pm. Minimum age is 21 - there is no upper age limit. Licence must have been held for two years.

Ithaca						
Group	Typical Car	A/C	Seats	Low season	High season	01/07-01/09
A1	Fiat Panda	✓	4	£210	£245	£245
B1	Fiat Grande Punto	✓	5	£259	£294	£441
E	Suzuki Jimny 4x4 open 1.3	4	4	£343	£441	£441

* on request. Delivery to all accommodation is free. CDW excess is €250 and FDW available at €9 per day. No charge for baby seats or second driver. Minimum age to drive is 23 and licence must have been held for two years. For the age of 70 and over, the driver's licence must have been renewed in the past 5 years.

Kefalonia						
Group	Typical Car	A/C	Seats	Low season	High season	01/07-01/09
A	Daihatsu Cuore 1.0	✓	4	£154	£175	£175
B	Hyundai i10 1.2	✓	4	£175	£196	£231
C	Fiat Grande Punto 1.3	✓	5	£196	£231	£231
D	Hyundai i30 1.4	✓	5	£294	£322	£322
E	Suzuki Jimny 4x4 open 1.3	4	4	£322	£350	£350

Cars should be booked am to pm unless from Airport. Delivery/ collection charges (each way) are as follows: Spartia €30; Lourdas €40; Ag Efimia, Sami & Katelios €50; Fiscardo and Assos €140. Charges are subject to local tax. CDW excess is €490 for groups A and B, €590 for groups C and D and €790 for all other groups. In case of any accident €40 administration fee applies. Additional drivers can be added at €2 per day. Baby and booster seats are available at €4.50 per day. Minimum age is 23 for groups A-C and 25 for other groups. Maximum age is 72. Licence must have been held for 1 year. For clients under or over required age to drive, an additional insurance premium is payable of €4 per day. All charges are subject to local tax and a valid credit card is required for all rentals.

Kythnos						
Group	Typical Car	A/C	Seats	Low season	High season	16/06-15/09
A	Kia Picanto	✓	4	£196	£273	£273
B	Fiat Panda	✓	4	£217	£301	£301
C	Nissan Micra	✓	5	£238	£315	£315
J	Suzuki Jimny 4x4	4	4	£371	£448	£448

Delivery free to hotel and port. CDW excess is between €500 and €1500 depending on car hire group. FDW is available at €9 per day. Undercarriage insurance is €3 per day and for tyres €1.50 per day. Additional driver is €3 per day and baby/booster seats are free of charge.

Lefkas, Meganissi, Parga & Sivota						
Group	Typical Car	A/C	Seats	Low season	High season	01/07-31/08
A	Hyundai i10	✓	4	£182	£196	£196
B	Fiat Punto	✓	4	£210	£224	£224
C	Ford Fiesta	✓	5	£231	£252	£252
D	Seat Cordoba	✓	5	£259	£280	£280
J	Suzuki Jimny Hard Top *	✓	4	£322	£350	£350

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

Lemnos						
Group	Typical Car	A/C	Seats	Low season	High season	15/07-31/08
A	Daewoo Matiz 1.0	✓	4	£203	£259	£259
B	Hyundai Atos 1.1	✓	5	£224	£280	£280
C	Scoda Fabia 1.2	✓	5	£231	£350	£350
E	Suzuki Jimny 4x4 1.3	4	4	£315	£413	£413

Delivery / collection charge of €10 each way for the Airport and Varos Village Hotel - all other accommodations free of charge. CDW excess is €400 for groups A-C and €500 for groups D-E. FDW insurance is not available. Up to three additional drivers can be added @ €5 per driver. No charge for baby seats. Minimum age is 23 and maximum is 75.

Paxos						
Group	Typical Car	A/C	Seats	Low season	High season	11/07-11/09
B1	Hyundai Atos	✓	4	£252	£294	£294
C1	Hyundai Accent	✓	5	£273	£315	£315
E	Suzuki Jeep 4x4 *	✓	4	£301	£350	£350
F	Fiat Doblo *	✓	7	£469	£546	£546

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

Pelion						
Group	Typical Car	A/C	Seats	Low season	High season	14/07-07/09
A	Fiat Panda	✓	4	£189	£203	£203
B	Fiat Punto 1.2	✓	5	£224	£266	£266
C	Fiat Grande Punto 1.2	✓	5	£266	£315	£315
D	Fiat Sedici 4x4	✓	5	£322	£392	£392

Delivery and collection is free for Airport, Kala Nera, Afissos, Lefokastro, Horto, Milina - also to Platani's port on Fridays for Manchester clients flying via Skiathos. CDW excess for groups A-C is €500 and groups D-E €800. FDW is €7 per day. 2nd driver and child seats are free of charge. Minimum age is 21 and there is no upper age limit. Licence must have been held for 1 year.

Samos						
Group	Typical Car	A/C	Seats	Low season	High season	20/07-13/09
A	Nissan Micra 1.0	✓	4	£210	£245	£245
B	Hyundai Getz 1.1	✓	5	£210	£245	£245
C	Kia Rio t 1.4 / Hyundai Accent 1.4	✓	4	£287	£315	£315

Cars are booked am to pm. CDW excess is €250. FDW including underside insurance is €20 per day. No charge for additional drivers or baby/child seats. Minimum age to drive is 21 and there is no upper age limit as long as driving licence is valid. Licence must have been held for 2 years.

Skiathos						
Group	Typical Car	A/C	Seats	Low season	High season	30/06-31/08
A	Peugeot 107	✓	5	£196	£273	£273
B	Hyundai Getz	✓	5	£210	£294	£294
C	Peugeot 207	✓	5	£238	£308	£308
J	Suzuki Jimny Jeep 4x4	4	4	£273	£371	£371

Delivery to all accommodation is free. CDW excess is €500 for groups A-D, €700 for groups J, P & M and €900 for group S. FDW is €9 per day. Additional drivers and child seats are €3 per day each. Minimum age is 21 years for groups A-D and 23 for groups J-S. Licence must have been held for at least 1 year. There is no upper age limit.

Skopelos						
Group	Typical Car	A/C	Seats	Low season	High season	07/07-07/09
A	Hyundai Atos 1.0	✓	4	£196	£266	£266
B	Renault Clio 1.2	✓	5	£217	£322	£322
C	Suzuki Jimny Jeep	4	4	£301	£392	£392
D	Hyundai Accent	✓	5	£301	£392	£392

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

North Peloponnese - Tolon & Nafplion

For cars from Athens and Kalamata Airports see below

Group	Typical Car	A/C	Seats	Low season	01/07-31/08
A	Fiat Panda 1.1	✓	4	£189	£231
B	Renault Clio 1.2	✓	5	£217	£238
C	Fiat Punto 1.3	✓	5	£231	£252
D	Opel Astra 1.4	✓	5	£266	£280
E	Ford Focus Auto 1.6	✓	5	£301	£378

Cars to be booked to and from Tolon/Nafplion accommodation only - delivery/collection is free. For one way rentals with Kalamata Airport there is €120 fee and with Athens Airport €100 fee. CDW excess is €350. SCWD is €6 per day and reduces excess to €150; FCDW is €12 per day and reduces excess to 0 - undersides and tyres not covered. Theft Protection is included and has an excess of €350. Super TP costs €7 per day and reduces this to zero. Additional driver €3 per day, child seat is €4 per day and GPS is €5 per day.

South Peloponnese including Kalamata Airport

Chrani, Finikounda, Methoni, Gialova, Pylos. For Tolon car hire see above. For Mani area car hire (i.e. for delivery to Kardamili and Stoupa accom.) see below.

Group	Typical Car	A/C	Seats	Low season	16/07-16/09
A	Daewoo Matiz 1.0	✓	4	£175	£196
B	Hyundai i10 1.1	✓	4	£196	£210
C	Fiat Grande Punto 1.2	✓	5	£210	£238
D	Hyundai Accent 1.4	✓	5	£252	£294
J	Suzuki Jimmy open top 1.3 *		4	£308	£378

* on request. Delivery and collection to Airport and our main resort areas is free except in the case of 'one way' rentals which have a local charge of €19. CDW excess is €500 for groups A-D and €800 for all other groups. FDW is €10 per day. Extra insurance WUG for wheels, underside and glasses is €7 per day. WUG and FDW combined are €100 for 1 week and €180 for 2 weeks. Additional driver is free of charge and baby/booster seats are €3 per day. Minimum age is 23 and licence must have been held for 1 year. Drivers over 75 years must pay an insurance top-up of €1845 locally.

South Peloponnese - Mani (Kardamili & Stoupa)

For car hire from Kalamata Airport, Tolon and other Peloponnese areas see panels above

Group	Typical Car	A/C	Seats	Low season	15/07-01/09
A	Seat Mii	✓	4	£154	£182
B	Nissan Micra	✓	5	£175	£182
C	Seat Ibiza	✓	5	£189	£224
D	Nissan Note	✓	5	£203	£245

Delivery and collection is free for Kalamata Airport, Kardamili and Stoupa. For drop-off in Chrani, Finikounda and Gialova there is a charge of €30 one way. CDW excess is €350 and FDW is available at €9 per day. Additional driver and baby/booster seats are free of charge. Minimum age for driver is 23 years old and maximum is 77 years old.

Thassos Island

For car hire from Kavala Airport please enquire

Group	Typical Car	A/C	Seats	Low season	01/07-15/09
A	Kia Picanto	✓	4	£210	£266
B	Opel Corsa	✓	5	£238	£329
C	Volkswagen Polo	✓	5	£259	£343
F	Suzuki Jimmy Jeep		4	£357	£476

Delivery is free to all resort areas. Child and baby seats available at €3 per day. Second driver is €4 per day (2 drivers max). Outside Thassos Island there is 100km/day mileage included and additional mileage charges apply (€0.20 per km). Fully Comprehensive Insurance with no excess is included except for damage to the underside. Additional insurance for wheels and tyres can be purchased locally at €5 per day. Minimum age is 19 - there is no maximum as long as clients are in good physical and mental health and drive a car regularly in the UK.

Athens & Thessaloniki

Group	Typical Car	A/C	Seats	Low season	11/07-31/08
A	Chevrolet Matiz 1.0	✓	4	£162	£250
B	Fiat Panda 1.1	✓	5	£170	£280
C	Nissan Micra 1.3	✓	5	£184	£346
D	Nissan Note 1.4	✓	5	£214	£375

Delivery to both Airports and Athens hotels is free - for Thessaloniki hotels delivery charge €16. CDW excess for group A and B cars is €555; for groups C, D E and G is €738 and for group K is €1230. FDW is €12 per day (group K is €20 per day). Child and baby seats available at €5 per day (up to €40 per rental). GPS is available at €5 per day (up to €40 per rental). One additional driver is free of charge. There is no minimum or maximum age to drive and licence must have been held for at least 1 year.

Zakynthos

Group	Typical Car	A/C	Seats	Low season	01/07-25/08
A	Chevrolet Matiz 1.0	✓	4	£203	£273
B	Fiat Panda 1.2	✓	4	£217	£294
C	Hyundai i20 1.4	✓	5	£231	£308

Delivery and collection is free to all resort areas. CDW excess is €750 for groups A-D and €900 for all other groups. Reducing the excess to €250 is €8 per day and FDW is €12 per day. Extra insurance for ferry boats and out of the island is €15 per day. Additional driver is free of charge and baby/booster seats are €3 per day. Minimum age is 21 for groups A and B; 23 for groups C and D and 25 for all other groups. Licence must have been held for 1 year. GPS is available at €10 per day. Outside the island the maximum mileage included is 110 kilometers per day and additional mileage is charged at €0.10 per kilometer for groups A-D and €0.30 per kilometer for all other groups. Cars are permitted to be taken to Kefalonia on the ferry from Aghios Nikolaos but in the event of an accident and the car cannot be driven back to Zakynthos the client is liable for the cost of a tow truck (c 300 euro) in addition to any CDW excess.

Small Motorboat Hire in Greece



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

We can pre-book a boat for you in a number of areas. All necessary safety equipment is provided and no special licence or previous experience is necessary as instruction will be given.

General Boat Hire Conditions

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

■ Boat hire is not recommended for those with infants under 2 years for safety reasons. For those with small children under 4 years of age please bring buoyancy aids as there may only be a limited supply of life-jackets for younger children.

■ Boats are intended for exploration of the local coastline – you are not allowed to cross open sea.

■ Boats are for daytime use only and, unless otherwise mentioned, have to be moored in their home port each evening.

■ The maximum number of persons for which the boat is licensed must not be exceeded.

■ Third party insurance is included but damage to the boat or engine is the hirer's responsibility – in some areas additional insurance can be taken out locally for this.

■ If you do not use the boat for any reason (e.g. adverse weather) no refund can be given – however our supplier will always try to arrange alternative day(s) subject to boat availability. For this reason we would recommend your boat is booked nearer the start of your holiday than the last few days.

■ Pre-booked days have to be booked consecutively, however it is usually possible to change these days locally subject to boat availability and adequate notice to the supplier.

■ Fuel is payable locally, with the exception of Tolon (fuel included). Boats are quite thirsty – for 15hp allow 20 euros per day for fuel.

■ Boats should be booked at the same time as your holiday – no additional deposit is required.

Alonissos

Rates are per day from Patitiri. For rentals of 3 days plus boats can be delivered to other ports.

HP	Maximum passengers	06/05-08/06 15/09-31/10	09/06-06/07 01/09-14/09	07/07-27/07	28/07-31/08
25	5	£47	£63	£68	£78

Boats come with canopy and cool box

Ithaca

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

HP	Maximum passengers	01/05-31/05 01/10-31/10	01/06-30/06 01/09-30/09	01/07-31/08
25	5	£47	£50	£54
30	5	£66	£69	£72
90*	6	£98	£109	£120

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

Kefalonia (Fiscardo)

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

HP	Maximum passengers	Low season	01/07-31/08
Standard 25	5	£47	£54
Deluxe 25	5	£53	£59
Standard 30	5	£66	£72
Deluxe 30	5	£74	£81

Standard boats have pull-start engine and tiller steering. Deluxe boats have electric-start engine, steering wheel and controls operated from the forward console. All boats include: full insurance, all safety equipment including life jackets, taxes and a cool box. Boats are limited to within 3 miles of the port. We are also able to book a private luxury motor launch (250hp) with skipper. Prices on request.

Lefkas

Rates are per day and there is no minimum hire. There is one way delivery charge of 20 euros for Mikros Gialos.

HP	Maximum passengers	Low season	21/06-20/07 11/09-30/09	21/07-10/09
30 standard	6	£47	£56	£66
30 deluxe	6	£47	£56	£66
30 family deluxe	7	£56	£75	£84
30 max comfort	8	£66	£75	£94

Third party insurance covers all boat; the propeller and underneath the boat is not covered on the insurance. Life jackets, sun canopy and sea charts of the area are supplied with the boat and instruction will be given upon collection. Cool boxes are available upon request.

Meganissi

Rates are per day.

HP	Maximum passengers	01/05-31/05	01/06-30/06	01/07-31/07 01/09-30/09	01/08-31/08	01/10-31/10
30	6	£77	£88	£94	£99	£83

Luxury boats that come with large canopies cushions and steering wheel.

Sivota (mainland)

Rates are per day and there is no minimum hire.

HP	Maximum passengers	All season
15	4-5	£49

Boats are for up to 4 adults plus a small child.

Tolon

Rates are per day and minimum hire is 3 days.

HP	Maximum passengers	Low season	02/07-26/08
20	7-8	£59	£6

Prices include fuel. Boat rental is very flexible - booked days can be taken at any time during the holiday and even split into half days. See resort pages for further information.



Flight Information

The Flight Information box opposite shows the flight details for each destination. It is hoped that timings will remain as indicated. However, should the details change we will advise latest timings at the point of booking, and any significant subsequent changes by letter.

Notes:

■ Timings and airlines are subject to change, especially at the beginning and end of season – please take final timings from your tickets. Dates outside periods shown in the table on request.

■ If booking connecting flights please ensure that you book flexible tickets that allow changes to be made should the times of your international flight change or the flight be delayed. Sunvil can take no responsibility for any additional flight or travel costs in these circumstances.

■ Airport check-in time is 2 hours before departure.

■ APIS, we are required to collect certain passenger information in advance. Please see General Information section for details.

■ Luggage allowance is 20 kgs person on regular Sunvil flights (see table) and one piece of hand luggage weighing no more than 5 kgs (6 kgs on Germania flights). Excess baggage charges will be levied at check-in by the airline should passengers be over this allowance. The total luggage allowance can be combined per party but the maximum weight per case is 25 kgs. There is no luggage allowance for infants except when flying on Germania which has an infant luggage allowance of 10 kgs.

■ We send out, with travel documents, details of "Airline Special Requests" and airline contact details for such requests as reserved seats together and/or emergency exit seats which can usually be pre-booked at an extra charge. Please note, special meal and seating requests cannot be guaranteed.

■ Aircraft seat pitches – We have no control over how much leg room (seat pitch) airlines allow on their aircraft. We cannot guarantee a particular configuration as aircraft types vary. However, these seat pitches are standard throughout the airline industry and comply with the current Civil Aviation Authority guidelines.

■ Our charter carriers do not allow children under the age of 16 to fly unaccompanied.

FLIGHT INFORMATION – Timings shown are local

Route	Day	Supp	Period of Operation	Depart UK	Arrive Greece	Depart Greece	Arrive UK	Meal Inc
From Gatwick								
Chania	Tuesday	n/a	02 May - 31 Oct	06:25	12:10	13:15	15:05	No
Corfu	Monday	n/a	01 May - 30 Oct	10:25	15:45	16:30	17:55	Yes*
Kalamata	Sunday	n/a	21 May - 01 Oct	09:10	14:35	15:35	17:20	No
Kavala	Friday	n/a	05 May - 29 Sep	09:00	14:20	15:20	16:45	No
Kefalonia	Saturday	n/a	06 May - 07 Oct	09:25	14:40	15:25	16:55	Yes*
Lemnos (outbound via Samos)	Thursday	n/a	25 May - 05 Oct	11:15	19:00	20:00	22:00	Yes
Preveza	Sunday	n/a	07 May - 08 Oct	05:50	11:15	12:10	13:50	Yes*
Samos (inbound via Lemnos)	Thursday	n/a	25 May - 05 Oct	11:15	17:05	18:05	22:00	Yes
Skiathos	Friday	n/a	26 May - 06 Oct	06:10	11:35	12:25	14:25	Yes
Volos	Friday	n/a	19 May - 06 Oct	05:50	12:55	13:40	15:30	No
From Manchester								
Chania	Tuesday	£45	02 May - 24 Oct	08:30	14:45	15:45	18:25	No
Corfu	Monday	£45	01 May - 30 Oct	10:15	15:45	16:45	18:20	No
Kalamata	Sunday	£59	07 May - 01 Oct	06:00	12:00	13:05	15:15	No
Kavala	Friday	RQ	05 May - 29 Sep	05:55	11:20	12:20	14:00	No
Kefalonia	Saturday	£45	06 May - 07 Oct	07:15	13:00	14:00	15:45	No
Preveza	Sunday	£49	07 May - 15 Oct	06:40	12:15	13:15	14:55	No
Skiathos	Friday	£45	05 May - 06 Oct	09:00	14:45	15:45	19:05	No
From Bristol								
Corfu	Monday	£45	01 May - 02 Oct	07:00	12:15	13:15	14:40	No
At the time of going to press flights from Bristol to Kefalonia (Sat) and Preveza (Sun) we provisionally proposed. Please call to check or see the resort 'Getting to' information on our website.								
From Birmingham								
Kalamata	Sunday	£59	28 May - 01 Oct	07:25	13:15	14:15	16:10	No
Kefalonia	Saturday	£45	20 May - 30 Sept	11:05	16:30	17:05	18:45	No
Preveza	Sunday	£49	21 May - 01 Oct	07:25	12:55	13:55	15:20	No

* Please note some flights early or late season may not be catered.

In flight meals and service: with the exception of our main season flights from Gatwick with Germania (see below) and the scheduled international services of Aegean Air, in-flight meals are not included as most airlines (including BA in short haul economy) have now moved to the low cost carrier model with a 'buy on board' service.

Flying with Germania from Gatwick: we have again chartered with Germania for our main season flying on most Gatwick routes using a modern A320 aircraft.

Customers have given very good feedback on the in-flight comfort and service Germania provide, which for 2017 includes for Sunvil clients:

- complimentary catering in each direction
- complimentary tea, coffee and soft drinks
- hand luggage allowance of 6 kgs per person
- infant hold-luggage allowance of 10 kgs

For 2017 the following Gatwick routes are planned to operate with Germania between the dates of 22 May (outbound) and 08 October (inbound):

Corfu, Kefalonia, Lemnos, Preveza, Samos, Skiathos

Please note that, for operational reasons, should the carrier switch away from Germania no refunds can be made for non-catered flying.

Germania seats can be pre-booked at www.flyextras.com

Early and late season flying: For flights during the first 2-3 weeks of May and from early October onwards, timings and details may vary and will be confirmed at the time of booking. Not all resort areas may be open at the very start or end of the season - please enquire.

Bought-in flights. Flights other than those listed above have to be 'bought-in'. Please note that full payment of the flight element is usually required at the time of booking in addition to our standard deposit - this amount will be quoted at deposit stage and is non-refundable.

Other regional flights: Can be bought-in on request. Flight prices vary and will be quoted on request.

Destinations not listed above: This is not a comprehensive list. Please enquire for flight details and prices for other destinations and regional flight departures.

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.

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.

APIS (Advanced Passenger Information System)

The UK Government requires 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, and provide it as part of the check-in process. These details can be submitted confidentially and securely online via the My Sunvil section of the website.

If you do not have your passport details to 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.

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 with the exception of Germania who allow 10 kgs per infant. 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.

Travel Insurance

Our Family Rate insures up to four dependent children under the age of 18 free of charge if travelling with two insured adult family members.

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

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

Ferries and Domestic Flights

Ferries and small aircraft are the only means of travelling to many of the smaller Greek islands. Generally reliable, occasionally bad weather and breakdown can cause delays, and timetables can alter with little notice. If you want to visit the islands then this is a risk you must accept. Should this happen we will amend your itinerary accordingly at no cost to yourself for any additional transfers of overnight hotel. By the same token there will be no refund for unused accommodation or for a lower category overnight hotel than the one booked. Ferry schedules indicated are based on the previous year and are subject to change.

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. Additionally our Travel Insurance does give compensation for longer delays (6 hours plus). 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.

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. 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.

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 cafés. 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, fieldmice 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 EC Passport (valid for at least 3 months after your return date for Cyprus) is needed for Greece or Cyprus. Visas are not required for EC citizens. All children (including babies) do need to hold their own passport. Non-EC 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 National Travel Health Network and Centre website 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. 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. Traveller's Cheques are now difficult and expensive to change so we recommend most spending money is taken in the form of cash (Euros). Greece is largely a cash society and credit cards are still not that widely accepted away from the more expensive restaurants and shops in the bigger towns or tourist centres (although most petrol stations do now accept them) and so should not be relied on as your main form of holiday money. For competitive rates and commission-free currency delivered to your door, please see www.currency-express.com/sunvil

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 Amex, Mastercard and Visa (n.b. a charge is made for credit card payment) as well as debit cards and cheques. 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.

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 the larger 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. Pool bars will inevitably play music that is not to 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. Portage 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. **Our insurance is tailored specifically for our holidays** – please see this brochure section 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.

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; surcharges, if any (see Booking Conditions section 6); hotel facilities payable locally.

Note: when persons are travelling completely on their own there will be a transfer supplement if transfers are by taxi.

A 2% charge is made for payment by credit card to cover the processing costs incurred. This charge may increase should the credit card companies increase their charges to us and will be quoted at the time of booking.

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

for departures 1st November 2016 to 31st December 2017

We consider adequate travel insurance vital prior to any trip, and therefore make this a condition of carriage. We have negotiated a travel insurance policy specifically tailored to suit our holiday product. The premium for this insurance is in addition to the booking deposit and will be shown separately on your Confirmation and Account Invoice. Should you not wish to take our 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. Insurance premiums paid to us are non-refundable after a 14 day cooling off period. 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 our insurance, as we know who to speak to for authority to take any action which may be necessary. It is the responsibility of each client to ensure that they receive a policy document of insurance from us and acquaint themselves with the terms and conditions contained therein. **Our policy is only available to residents of the UK or Channel Islands.**

Our travel insurance has been arranged by Infinity Insurance Solutions Ltd. Infinity Insurance Solutions Ltd is authorised and regulated by the Financial Conduct Authority. Their FRN is 528912. Sunvil Holidays is an Appointed Representative of Travel Insurance Compliance Services, (a trading name of Maintenance Assist Limited) for the sale of Connected Travel Insurance. Maintenance Assist Limited is authorised and regulated by the Financial Conduct Authority, FRN 516611. Our insurance is underwritten by Travel Insurance Facilities plc and insured by Union Reiseversicherung AG, UK Branch.

The schedule of the cover shown sets out the cover provided by Sunvil Holidays tailored insurance. A policy document that fully defines the cover, conditions and exclusions will be sent to you with your booking confirmation. When you receive your policy, please take the time to read it carefully to ensure you understand what is and what is not covered, and that all activities that you may wish to participate in are included.

We have negotiated a wide range of included activities from abseiling to white water rafting. For a full list of included activities and optional additions please speak to us at the time of booking.

Europe Premiums (age 18 - 55) including insurance premium tax

Period	Per person
Up to 5 days	£21
Up to 10 days	£27
Up to 17 days	£33
Up to 24 days	£38
Up to 31 days	£43

Europe Premiums (age 56 - 65) including insurance premium tax

Period	Per person
Up to 5 days	£24
Up to 10 days	£30
Up to 17 days	£37
Up to 24 days	£42
Up to 31 days	£48

Section	Cover	Limits	Excess
A	If you are unable to go on your trip†	£5,000	£75
B1	If your departure is delayed by 6 hours or more	£25	Nil
	Departure delay following 6 hours	£25	Nil
	Maximum Payment	£200	Nil
	If you choose to cancel after a 24 hour delay	£5,000	£75
	Missed departure (outbound & inbound)	£1,000	Nil
B2	If you need emergency medical attention	£10,000,000	£75
	If you need emergency dental attention	£250	£75
	Hospital benefit per 24 hours	£20	Nil
B3	Maximum Payment	£500	Nil
	If you have to come home early	£5,000	£75
B4	If your possessions are lost stolen or damaged	£2,500	£75
	Clothes and footwear	£1,000	
	Cosmetics and toiletries	£200	
	Electrical items and photographic equipment	£300	
	Eyewear	£100	
	Jewellery and watches	£350	
	If your possessions are delayed by 12 hours	£100	Nil
B5	If your cash is lost or stolen	£250	£75
	If your passport is lost or stolen	£250	Nil
B6	Personal liability *£250 excess for property damage	£2,000,000	£75*
B7	Personal Accident - Total Permanent Disablement	£10,000	Nil
	Personal Accident - Loss of Limb(s)	£25,000	Nil
	Personal Accident - Death	£25,000	Nil
B8	If you need legal advice	£15,000	£75
The following extensions are available on payment of an additional premium			
TA 1	Own Travel Arrangements Extension only applicable where client has not booked all of the travel arrangements via Sunvil		
	If you are unable to go on your trip†	£5,000	£100
	Missed connection	£500	£75
	If a natural disaster occurs	£1,000	£75
CR1	Cruise Extension		
	Cabin confinement per 24 hours	£50	Nil
	Maximum Payment	£500	Nil
	If you cannot use your pre-paid excursion	£500	£75
	If your cruise itinerary is changed - per cancelled port	£100	Nil
Maximum Payment	£500	Nil	
† Cannot claim more than £5000 in total for both A1 and OTA1			

Europe Premiums (age 66 - 74) including insurance premium tax

Period	Per person
Up to 5 days	£50
Up to 10 days	£64
Up to 17 days	£78
Up to 24 days	£89
Up to 31 days	£100

Europe Premiums (age 75 - 79) including insurance premium tax

Period	Per person
Up to 5 days	£74
Up to 10 days	£95
Up to 17 days	£115
Up to 24 days	£132
Up to 31 days	£148

- Children under the age of 3 on the date of departure – Free if accompanied by an insured adult
- Children under the age of 18 on the date of departure – 50% of adult premium if accompanied by an insured adult
- Couple joint insurance 180% of adult premium
- Family rate, 2 adults and up to 4 dependent children under 18 – 200% adult premium
- Single adult family 180% of adult premium
- Adults aged 80 - 84 and 85 plus have staggered increases. Please contact us for prices.

Annual multi trip insurance

If you are a frequent traveller who travels more than two or three times each year you may want to consider our annual multi trip policy. Our policy offers great flexibility and a

number of important advantages. If you are interested in purchasing our annual policy please contact Infinity Insurance Solutions on 0203 829 6556 quoting 'Sunvil Insurance Premiums'.

Important declaration

Your policy may not cover claims arising from your existing medical conditions so you need to tell the insurer of anything you know that is likely to affect their acceptance of your cover. So that they can ensure you are provided with the best cover they can offer please read the following questions carefully:

1. Have you, or anyone travelling with you, ever had treatment for,
 - any heart or circulatory condition,
 - a stroke or high blood pressure,
 - a breathing condition (such as asthma),
 - any type of cancer,
 - any type of diabetes,
 - has your doctor altered your prescribed medication in the last 3 months?
2. In the last 2 years - have you, or anyone who is travelling with you, been treated for any serious or re-occurring medical condition, asked to take regular prescribed medication, or referred to a specialist or consultant at a hospital for tests, diagnosis or treatment?
3. Are you waiting for any tests, treatment or a non routine hospital appointment?

If you have answered 'Yes' to any of the above questions you must tell the insurer, they may be able to offer some cover and may be able to cover your medical condition, although an increased premium may be required. To enable them to consider your medical condition please contact **Travel Administration Facilities**

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. However there are some restrictions depending on your nationality. Visit www.dh.gov.uk/travellers or pick up a copy of the "Health Advice for Travellers" booklet at the Post Office for further information.

on +44 (0) 203 829 6556 and quote Sunvil Holidays, this will be charged as a local call from wherever you are calling in the United Kingdom or the Channel Islands. All calls will be treated in the strictest confidence.

You need to keep copies of all letters they send you for future reference. Your failure to disclose any material facts may mean that your policy will not cover you and it may invalidate it altogether. The insurers reserve the right to charge an increased premium, decline, withdraw, increase the policy excess, cancel or restrict cover for any person where the facts disclosed are considered unacceptable to them.

Should they require any additional premium, and you accept their offer, this should be paid to **Travel Administration Facilities** within 14 days of receipt. Should you decide not to pay the additional premium the declared medical condition will not be covered. Full confirmation of their terms and conditions will be sent out to your address after your call. Any additional medical conditions not declared to **Travel Administration Facilities** will not be covered.

Please Note:

Insurers are unable to provide cover for any claim arising from a known existing medical condition of a close relative, person you are staying with or close business associate who is not travelling with you or any recognised complication caused by an existing medical condition.

Change in medical condition or ongoing medication

If your health or your ongoing medication changes between the date the policy was bought and the date of travel you must advise **Travel Administration Facilities on +44 (0) 203 829 6556** as soon as possible. They will advise you what cover they are able to provide after the date of diagnosis. Insurers reserve the right to increase the premium, increase the excess, exclude the condition or withdraw the cover should the stability of the condition make it necessary.

Booking Conditions

1. Definitions

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, registered number 984970.

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

If we accept your booking on the basis that one or more elements of the arrangements (such as the accommodation) is subject to confirmation by the relevant supplier, we will be entitled to cancel your booking and terminate your contract without any liability to you (other than refunding any payment you have made to us or your travel agent on our behalf in respect of that booking) in the event that the element(s) in question cannot be confirmed.

3. Payment

(a) Any monies paid by you to the agent are held by the agent on behalf and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligations to pay it to us 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. 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 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) The price of your confirmed holiday is subject at all times to changes in transport costs including the cost of fuel, and any other airline cost changes which are part of our contracts with airlines (and their agents), cruise ship operators and any other transport provider; and to changes in the currency exchange used to calculate your arrangements; and to rates, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports, any or all of which may result in a variation of your holiday price.

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, plus an administration charge of £2.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your confirmed travel arrangements (excluding any insurance premiums, amendment charges and/or additional services or travel arrangements), you will have the option of 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 cancelling 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. 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.

There will be no change made to the price of your confirmed holiday within 30 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. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your confirmed holiday cost, then any refund due will be paid to you. 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.

6. Alterations by You

(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) If you are prevented from taking up your booking by illness, jury service, redundancy, unavoidable work commitment or the death or serious illness of a close family member, you may transfer your booking to another person acceptable to us provided that:

(i) the transfer is requested in writing at least one week in advance of departure;

(ii) the request is accompanied by documentary proof of the reason for the transfer, 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. 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 agreement agrees to be bound by the booking conditions.

7. Cancellation by You

(a) Should you wish to cancel the 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. You will be liable to pay the following cancellation charges:

Cancellation period before departure	Charge as a percentage of total invoiced cost
56 days plus	Deposit
55-43 days	30%
42-29 days	40%
28-22 days	60%
21-15 days	80%
0-14 days	100%

(b) 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 flights, scheduled or chartered, for which a higher deposit is required) will be charged at 100% cancellation fees for the flight.

(c) Insurance premiums 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. Note: Certain arrangements may not 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.

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

8. Alterations and Cancellation by Us

(a) If we make a major alteration or cancel the holiday after the booking has been confirmed but before departure, you will have the choice of:

(i) accepting the cancellation or alteration;

(ii) 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

(iii) (in the case of a major alteration) cancelling the holiday and receiving a full refund.

(b) A major alteration is a change of airport (except between airports serving the same city), a change of 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.) Any other change is a minor alteration.

(c) If you decide to cancel because of a major alteration 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 major alteration or cancellation is notified	Compensation per fare paying passenger
More than 56 days	Nil
56 - 29 days	£20
28 - 14 days	£30
13 - 0 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 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, epidemic, natural or nuclear disaster, terrorist activity, civil unrest, industrial dispute, bad weather (actual or threatened), change to Foreign Office advice to advise against travel to destination and significant building work ongoing outside of your accommodation (such as resort development).

10. Overbooking

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

11. Accurate Descriptions

We make every effort to ensure that all resorts and accommodation offered in this brochure or website are described as accurately as possible and that all price indications are correct. Changes, however,

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

12. Accommodation

(a) Accommodation which forms part of your booking may only be used by the persons named on the booking form. Subletting is not permitted.

(b) You must observe the rules, if any, relating to the accommodation. (c) You must vacate the accommodation in most areas by 10 am on the day of departure. There may be some exceptions and these will be advised locally by our representative, agent or accommodation provider. Check-in is normally available from 4 pm onwards subject to hotel management discretion.

13. Conduct, Injury and Damage

(a) You shall behave properly throughout your holiday and, in particular, must not do or permit to be done anything which might lead to damage to any property, injury to any person, or violation of any contract of insurance.

(b) You will use, occupy and enjoy the accommodation provided as part of your holiday with due care and in a proper manner without allowing the accommodation to become unreasonably soiled. No items, fixtures or fittings shall be removed from the accommodation or left outside at any time.

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

14. Travel Delays and Flights

(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 significant delay for any reason, you must contact the airline or other transport supplier concerned immediately.

(c) The Package Travel etc Regulations 1992 provide that in the event that you experience difficulty on the occurrence of circumstances described in clauses 16(2) (a) (b) (c) or (d) of these booking conditions, we will provide you with prompt assistance. Where you experience a flight delay or cancellation which is not owing to any failure by us, our employees or subcontractors, prompt assistance is likely to extend to providing help in locating refreshments, accommodation and communications but not paying for them.

(d) Under the Denied Boarding Regulation (EU 261/2004), if you have been denied boarding, your flight has been cancelled or it has been significantly delayed, it is the airline's duty to look after you. This means providing food, drinks, and some communications. If you are delayed overnight, this also means a hotel and travel to and from it. 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/passengerrights. We have no liability to you in these circumstances whatsoever and your claim for this assistance and any compensation must be made directly to the airline. Liability of an airline under EU 261/2004 will not entitle you to a refund of your holiday price from us.

(e) 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.

(f) 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.

(g) 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, Package Holidays and Package Tours Regulations 1992 as set out below. Subject to these booking conditions, if we or our suppliers negligently perform or arrange the services which we are obliged to provide for you under our contract with you, as set out on your confirmation invoice, we will pay you reasonable compensation. The level of such 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:

(a) the act(s) and/or omission(s) of the person(s) affected;

(b) the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or

(c) unusual or unforeseeable circumstances beyond ours or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised; or

(d) an event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.

(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 assumed 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 twice the price paid by or on behalf of the person(s) affected in total. 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 to 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.

17. Excursions Booked Locally

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

19. Consumer Protection

The air holidays and flights in this brochure are ATOL Protected since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 808. We will provide you with the services you have bought (or a suitable alternative). In some cases, where we are not able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding under your contract to that alternative ATOL holder. However, you also agree that in some cases it will be impossible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). 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. All holidays or accommodation only not including air travel are protected by a bond through the Travel Association (ABTA Ltd).

20. Data Protection

(a) Please be assured that we have measures in place to protect personal booking information. This information will only be passed on to the principal and to the relevant suppliers of your travel arrangements. 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. Full details of our data protection policy are available on request.

21. Governing Law and Jurisdiction

This contract and any matters arising from it are governed by the law of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.