

of snacks served (between meal times) will vary between hotels and resorts, and may be of a more traditional / local variety.

What's Not Included: Any additional facilities or services available may incur a charge. Consequently, not all bars/restaurants are available free of charge.

Coming Home: Most hotels remove access to all inclusive facilities, including food and drink at the time of checkout, which is generally 12 noon on the day of departure.

Safety & Hygiene

Your health and safety is of paramount concern to us, especially if children are involved. In addition to monitoring the hygiene and safety standards in all the hotel and apartments that we use, it is appropriate that we bring to your attention the need for you to be careful and to take necessary precautions whilst overseas and we need your help and cooperation with this. We would ask you to pay close attention to the following information, together with any other information we, our agents or suppliers, provide to you before you go, during your flight and when you arrive in your destination and at your hotel. It is most important that you familiarise yourself with this information and any other information you are given or on display.

Swimming Pools & Water Features

Please make use of the pool shower facilities before swimming – this helps to prevent any potential infections and helps to keep the pool clean. Every pool is different and most hotels / apartments do not employ lifeguards, so you are strongly recommended to familiarise yourself with the pool layout, identifying the deep and shallow ends before using. Do not use the pool after dark or when the pool is closed, even if the pool has underwater lights. You should never swim when you have been drinking alcohol. Whilst some of our hotels and apartments have water features, such as slides or flumes, which may appear in our photography, generally we do not recommend these are used. It is possible such features may have been replaced or removed since the photography was taken.

Overseas Safety Standards

Regrettably the safety standards and regulations overseas may not be of the same level that we enjoy in the UK. For instance, the design and height of balconies may differ. The setting and enforcement of local regulations is a matter for the Authorities of the country and the foreign supplier of the services concerned. We are working with hoteliers to improve standards wherever possible. You should familiarise yourself with fire procedures, including emergency exits in your accommodation, the swimming pool(s) area and any unfamiliar cooking appliances. If in doubt, ask your representative or an appropriate member of staff.

Children

Children must be supervised by you at all times, especially near water, on balconies or in unfamiliar buildings and surroundings.

Stomach Upsets

It is still a relatively common occurrence to suffer gastric illness when travelling abroad and being exposed to a different environment. There are many ways you can reduce the possibility of being affected, such as, not eating undercooked food, avoiding ice in drinks, ensuring you drink plenty of bottled water and avoid over exposure to the sun.

Out & About

Due to rough terrain and uneven surfaces, we recommend that you are extra careful and vigilant when visiting temples and other sites of interest and when crossing roads. Crimes against people and property are a fact of life throughout the world and you have the same responsibility for your own safety as you do at home. In some places the local police may not be very cooperative or interested when you report a theft or need insurance confirmation so always take care of your property. It is recommended not to approach cats and dogs and other animals as these may carry the rabies disease which can be passed on through bites and scratches. Please exercise caution before entering the sea, as the seabed is not even and changes in depth. The sea is capable of springing surprises and we have not inspected the beach or seabed for its safety.

SECTION 4 – YOUR JOURNEY

Luggage Allowance

Please ensure that luggage taken with you is in good condition. We will advise you of the luggage allowance applicable to your flight at the time of booking, this will be confirmed on your e-ticket. Many

airlines charge extra for baggage. Hand luggage can normally be carried, however please check with your carrier prior to travel. For further information regarding your allowances you can contact the airline with which you are travelling. Due to increase security at airports please ensure you are familiar with what is allowed in your luggage please check www.caa.co.uk.

Flight Routing

A direct flight may touch down en-route for re-fuelling, or to pick up and/or drop off passengers. In these instances you are not normally required to disembark and the flight is still considered to be a direct flight - with the exception of the USA where you will disembark and clear customs at your first point of entry. A non-direct flight may require a change of aircraft en-route while a non-stop flight will take you directly to your final destination airport without stopping.

Non-Smoking Policies

Airlines: All of the airlines featured do not permit smoking on their aircraft.

Airports: Some airports also have non-smoking policies; however some do provide designated smoking areas.

Hotels: Many of the hotels featured have non-smoking rooms. If you require a non-smoking room, please make your request at the time of booking. These requests cannot be guaranteed.

SECTION 5 – DRIVING

Car Hire Info

Driving standards in some countries may not be as high as you experience in the UK and rental policies can differ. If you do hire a car during your holiday we recommend that you select reputable companies, preferably those who provide assistance cover in case of breakdown or emergency. Gold Medal Travel Group offers car hire services in many countries, please ask for information.

Unused Services: We do not provide refunds for any unused pre-booked services. Any changes you may need to make to your arrangements during your holiday may incur additional charges. If car hire is booked subsequently to booking your package holiday this will not form part of your package and therefore will not be covered under the package rules and regulations.

SECTION 6 – MEDICAL AND HEALTH REQUIREMENTS

Health Precautions

Health facilities, hygiene and disease risks vary worldwide. You should take health advice about your specific needs as early as possible. Sources of information include the following websites: www.gov.uk/ foreign-travel-advice, www.hpa.org.uk and www.nathnac.org or your General Practitioner or a specialist clinic.

Travellers with Reduced Mobility

Overseas Accommodation and Overseas Transport Arrangements: Some overseas accommodation, overseas transport (including transfers) and other holiday services provided overseas are not equipped to cater for the needs of persons with reduced mobility. Furthermore the natural terrain and the layout of some resorts can sometimes make life difficult for wheelchair users. It is therefore important, if you have any disability, that the appropriate enquiries are made about the suitability of particular accommodation, resorts, transport and services, and that you are fully satisfied you have made the correct choice before you book and confirm your holiday. Please contact our Reduced Mobility team on 0800 916 0658 who will be happy to assist. We cannot be held responsible if you fail to tell us about special needs/requirements that will affect your holiday experience and this means we will not compensate you.

At the Airport & Onboard Your Flight: If you have a disability, reduced mobility or special need that you require assistance with, either at the airport or onboard the aircraft please let us know as soon as possible. We would like to know if you have a pre-existing medical condition or recent injury, so that we can answer any questions and ensure there are no concerns about your fitness to fly.

Travelling when Pregnant: Most airlines enforce strict regulations for expectant mothers. Airlines generally allow expectant mothers to travel anytime up to 24 to 36 weeks into their pregnancy with a covering note from their GP. We strongly advise you to consult your local GP and airline concerned if you plan to travel whilst pregnant.

To contact the Reduced Mobility Team please call 0800 916 0658. (This is a dedicated number for special assistance enquiries and cannot transfer calls to other departments.)

SECTION 7 – TRAVEL TIPS

Maps/Climate Charts

Maps are to be used as a guide only and are not to scale. Climate information is based on averages.

Money

We recommend the purchase of a Cash Passport for the bulk of your holiday money, with a small amount of local currency for initial sundry items. Major credit cards are also widely accepted in all destinations. In some cases local currencies may have to be purchased after arrival or there may be restrictions on the amount you are permitted to buy in advance. We suggest you contact your Travel Agent for details.

Power & Water Supplies

In most destinations you will find the supplies of water and power to be extremely reliable; however, in some countries this is not the case and these places may frequently suffer from power cuts and restrictions on the water used.

Public Holidays

In Muslim countries, dates of religious festivals are fixed by local sightings of the moon. Ramadan, is a period of fasting and there may be restrictions on drinking alcohol and eating in public. Ramadan is estimated to fall between 22 March and 21 April 2023 and during this period some shops and restaurants may close. Chinese New Year is a major celebration throughout Asia so flights and hotels may be extremely busy during this time. Most ethnic Chinese businesses, including shops and restaurants (but not hotels), may be closed. In 2023, Chinese New Year will be on 22 January. If you would like to know more about international public holidays and impact of events, please contact the appropriate tourist board or speak to your travel agent.

FCDO Advice

The Foreign Commonwealth and Development Office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad. For further information please visit www.gov.uk/foreign-travel-advice.

ABTA - The Travel Association

Gold Medal Travel Group Limited is a member of ABTA with membership number V6805. ABTA and ABTA members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street London SE1 9EQ. Tel: 0203 117 0500 or look at the website: www.abta.com

Telephone Calls

To ensure excellent customer service is consistently delivered, telephone calls to UK offices are recorded. Calls to 0871 costs 10p per minute at all times and 0844 cost 5p per minute at all times, from BT fixed lines (mobile and other providers' charges may vary).



Gold Medal Travel Group – Booking Conditions

We are Gold Medal Travel Group Limited (company registration number 01376076) ("We", "us" and "our") of Lancaster House, Centurion Way, Leyland, Lancashire, PR26 6TX. In these Booking Conditions references to "you" and "your" include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is transferred. A 'package', 'organiser' and 'lack of conformity' have the same meaning as in the Package Travel and Linked Travel Arrangements Regulations 2018 and 'arrangements' are all the holiday, tour and other arrangements detailed on your confirmation (including any additions or amendments).

Our obligations to you will vary depending upon whether we package arrangements for you, or act as an agent for another travel supplier. References to packages in these Booking Conditions are to packages for which We are the organiser, and if we sell you arrangements on behalf of another travel supplier as an agent, your contract will be with that supplier, and we shall only have responsibility to you in accordance with section 12(A)(ii) of these Booking Conditions.

Accuracy of information

We endeavour to ensure the accuracy of all the information and prices in our advertising material. However, occasionally changes and errors do arise and we reserve the right to correct them in such circumstances. You must check the current price and all other information relating to the arrangements that you wish to book before your booking is confirmed. Furthermore, we will not be liable for booking errors which are attributable to you or which are caused by unavoidable and extraordinary circumstances as defined in clause 9.

1. Our agreement

You will receive information about the main characteristics of your arrangements before a binding agreement between you and us comes into existence. That information, these conditions together with our Privacy Notice and any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with us. Please read them carefully as they set out our respective rights and obligations. By making a booking, you agree to be bound by all of them. The key terms of our agreement are:-

Key terms

- You will enter into a binding contract with us when we issue our confirmation. If you then cancel your arrangements, you will be required to pay cancellation charges up to 100% of the cost of your arrangement, depending on how long before travel you cancel, and/or the terms and conditions of the suppliers whose services make up your arrangements
- You can make changes to your confirmed arrangements in certain circumstances. We will make a charge for processing these changes;
- We may make changes to and cancel your confirmed arrangements but we will provide suitable alternatives and pay you compensation in certain circumstances if we do so;
- We are responsible for making sure your confirmed arrangements are not performed negligently but there are some limits on and exceptions to this.

All bookings must be made via one of our authorised travel agents. The party leader must be at least 18, and must be authorised to make the booking on the basis of these Booking Conditions by all persons named on the booking. In making the booking, the party leader confirms that he/she is so authorised and that all party members agree to be bound by these Booking Conditions. The party leader is responsible for making all payments due to us. Subject to the availability of all component parts of your requested arrangements and receipt by your travel agent of all applicable payments, Our agreement becomes binding when we issue a confirmation, either directly to you or via any agent we have authorised to act on our behalf. Please check all details on the confirmation (or any other document issued) immediately on receipt. It may not be possible to make changes to your arrangements later so you should notify us of any inaccuracies in any documentation as soon as reasonably possible after you receive them. It may harm your rights and ability to travel if you don't.

The suppliers whose services make up your arrangements make those supplies in accordance with their own terms and conditions which will also form part of your agreement with us. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

2. Payment

You must make payment for your arrangements in accordance with the instructions given by our agent. If we do not receive any payment due in full and on time, we reserve the right to treat your booking as cancelled by you in which case the cancellation charges set out in clause 7 below will become payable.

Any money paid to an authorised agent of ours in respect of a booking including flights is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for as long as we do not fail financially. If we do fail financially, any money held at that time by the agent or subsequently accepted from the consumer by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

3. Insurance

It is a condition of our agreement that you are covered by adequate travel insurance for your arrangements. Such insurance as a minimum must cover your losses sustained as a result of cancellation, medical issues, and repatriation in the event of accident or illness. Details of a policy suitable to cover your arrangements are available by contacting your travel agent. If you choose to travel without adequate insurance cover, we will not be liable for any of your losses howsoever arising, in respect of which insurance cover would otherwise have been available.

4. Special requests

Special requests relating to your arrangements must be advised to your travel agent at the time of booking. Whilst we will try meet or arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. If we are able to specifically confirm a special request or requirement, we will do so on our confirmation but where requests or requirements have not been so confirmed in writing on our confirmation, a failure to meet them will not be a breach of contract on our part.

5. Disabilities and medical problems

Many of the arrangements which we sell are generally suitable for persons with reduced mobility, but if you or any member of your party has any precise medical problem or disability which may affect your chosen arrangements, please provide us with full details before we issue our confirmation. We will only provide precise information on the suitability of the trip or holiday taking into account your needs if you specifically request us to do so. Acting reasonably, if we are unable to properly accommodate your needs, we will not confirm your booking and/or if you did not give us full details at the time of booking, we will treat it as cancelled by you when we become aware of these details.

6. The price you pay

We reserve the right to amend the price of unsold holiday arrangements at any time and correct errors in the prices of confirmed arrangements.

The price of your confirmed arrangements is subject to variations which occur solely as a direct consequence of changes in:-

(a) the price of the carriage of passengers resulting from the cost of fuel or other power sources; or

(b) the level of taxes or fees on your confirmed arrangements imposed by third parties not directly involved in the performance of the package, including, but not limited to, tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports. Price variations will be calculated by applying the cost differential we experience as a result of the above factors. Prices may go up or down and we will notify you about any variation by sending you a calculation explaining the variation no less than 20 days before you are due to depart.

If your arrangements are a package, and if that means that you have to pay an increase of more than 8% of the price of your arrangements (excluding any insurance premiums, amendment charges and/or additional services), we will offer you the options in clause 8. In respect of Packages we will absorb, and you will not be charged for, any increase equivalent to 2% of the price of your arrangements, which excludes insurance premiums and any amendment charges.

If prices go down as a result of the above factors, we will make a reflective refund, but we will also deduct our administrative expenses from what is owed to you and this may extinguish the value of the refund due.

Also, note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on price due to contractual protections in place.

7. Changes and cancellations by you

If you wish to make any changes to your arrangements after they have been confirmed, including if you wish to cancel all or some of them, you must inform us as soon as possible. Your notice requesting a change or cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. We can't guarantee that changes can be met, although we will do our best to assist. Since we incur costs in cancelling or changing your arrangements, all such changes and cancellations will be subject to the charges below. Where we are unable to assist with making a requested change and you do not wish to proceed with the original booking, we will treat this as a cancellation by you.

You may cancel any package arrangements prior to their commencement (following the process outlined above) in the event that i) circumstances amounting to unavoidable and extraordinary circumstances (as set out in clause 9) are occurring at the place where your arrangements are due to be performed or its immediate vicinity; ii) those circumstances make it impossible to travel safely to the travel destination; and; iii) the performance of your arrangements will be significantly affected by those unavoidable and extraordinary circumstances. We will refer to and take into consideration Foreign Commonwealth and Development Office guidance when determining whether your booking is affected. In this event, you will receive a refund without undue delay of any payments made but this the maximum extent of our liability and we regret we cannot meet any other expenses or losses you may incur as a result.

You acknowledge and agree that if the circumstances in question existed at the time you placed the booking, they will not be considered unavoidable nor extraordinary, and accordingly you may not rely upon them should you choose to cancel your booked arrangements between the time you made the booking and the time of travel. All bookings cancelled in such circumstances will be subject to our standard cancellation charges (set out below).

If any member of your party is prevented from travelling, that person(s) may transfer their place to someone else (introduced by you and satisfying all the conditions applicable to the arrangements, including an agreement to these booking conditions) providing we are notified in writing not less than seven days before departure and you pay an amendment fee and meet all costs and charges incurred by us and/or incurred or imposed by us or any of our suppliers. Both you and the person to whom you would like to transfer your arrangements shall be jointly and severally liable for the payment of any balance due and for any additional fees, charges or other costs arising from the transfer. If you are unable to find a replacement, cancellation charges as set out below will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services. For flight inclusive bookings, most airlines do not permit name changes after tickets have been issued for any reason, you will have to pay the full cost of an alternative flight (if available) if you wish to transfer after tickets have been issued.

Please note that where an outbound portion of your flight coupon is not used, the return sector will be automatically cancelled by the airline and will be classed as void. No automatic right to any refund exists for such part-used tickets.

Charges in the event of a cancellation

If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim the charges below. We will deduct the cancellation charge(s) from any monies you have already paid to us.

a. Packages and Accommodation-only

In order to cover our expected losses from the cancellation of the booking there is a set scale of charges which must be paid by you if you or anyone travelling with you cancels. Note: These cancellation charges apply to all bookings, except in circumstances where a booking includes items or services where our suppliers own cancellation charges exceed those shown below. In these circumstances any additional cancellation charges will be advised at the time of booking. Please ensure you are certain of the fees applicable to your booking by asking us before proceeding to book your arrangements.

Bookings confirmed up to and including 31 March 2024

Time we receive your notice to cancel before departure	Cancellation charge (Package Holidays)	Cancellation charge (Accommodation Only)
More than 70 days before departure	Loss of deposit	Loss of deposit*
70 to 57 days before departure	30% cost of the holiday (or loss of deposit if greater)	30% cost of the holiday (or loss of deposit if greater) *
56 to 29 days before departure	50% cost of the holiday (or loss of deposit if greater)	50% cost of the holiday (or loss of deposit if greater) *
28 to 15 days before departure	80% cost of the holiday (or loss of deposit if greater)	80% of the total cost (or loss of deposit if greater)*
14 to 0 days before departure	100% cost of the holiday	100% cost of accommodation

Bookings confirmed from 01 April 2024 onwards

Time we receive your notice to cancel before departure	Cancellation charge (Package Holidays)	Cancellation charge (Accommodation Only)
More than 70 days before departure	Loss of deposit	Loss of deposit*
70 days to 29 days before departure	50% cost of holiday (or loss of deposit if greater)	50% cost of holiday (or loss of deposit if greater) *
28 to 15 days before departure	75% cost of the holiday (or loss of deposit if greater)	75% cost of the holiday (or loss of deposit if greater) *
14 to 0 days before departure	100% cost of the holiday	100% cost of the holiday

*Accommodation Only: Accommodation booked to coincide with peak periods or special events or when we negotiate special offer rates with our accommodation providers may be non-refundable once booked. Where this applies, you will be advised at the time of booking.

In the event of cancellation by some but not all party members, additional charges may be payable (for example, where a twin or double room will only be occupied by one person). Any such additional charges must be paid at the time of cancellation or with the balance of the cost of the arrangements as advised.

b. Other Travel Arrangements including Flight-only

If you need to cancel you must contact your travel agent. Cancellation charges vary depending upon the services booked and will be higher the later you cancel. Except as described below in respect of car rental, a minimum cancellation fee of £50 will apply regardless of the value of the service cancelled. In some cases it may not be possible to offer any refunds for certain services such as air tickets once a booking has been made. The cancellation charge of flight only bookings will be 100% of the cost of the booking. Please ensure that you are certain of the fees applicable to your booking by asking your travel agent or us before proceeding to book your arrangements. Air tickets returned to us for a refund are subject to an administration fee of £50 per ticket. Refunds will not be paid by us until they have been received by us from the relevant airline or consolidator.

Car Rental: There is no charge to change/cancel car hire-only bookings more than 48 hours before departure. Cancellations 48 hours or less before departure will incur 100% cancellation charge. If you fail to cancel your reservation prior to the pick-up time and do not collect the vehicle on the pick-up date, or if you fail to comply with the pick-up terms (please see car suppliers website for full terms and conditions), we reserve the right to make a 'no-show' charge of 100% of the total car rental booking value and un-used or part-used car hire rental will be non-refundable.

CHARGES IN THE EVENT OF A CHANGE

In the event we can meet your requested change, you will have to pay £50 per person per change as well as any applicable rate changes or extra costs incurred as well as any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a charge of up to 100% of that part of the arrangements in addition to the charges above.

8. Changes and cancellation by us

Where we refer to a 'price reduction' in this clause, we mean that we will give you an appropriate reduction in the price you paid for the arrangements affected for any period during which there was lack of conformity, (unless that lack of conformity is attributable to you). Where we refer to 'compensation', we will pay you appropriate compensation without undue delay for any damage which you sustain as a result of any lack of conformity subject to the limitations and exclusions in section 8 of clause 12.

CHANGES AND CANCELLATIONS TO PACKAGE ARRANGEMENTS BEFORE DEPARTURE

Most changes will be insignificant and we reserve the right to make them. We will have no other responsibilities to you in respect of any insignificant changes.

Examples of "insignificant changes" made before departure include the following:

