

Conditions of Booking

AS TRAVEL AND BOOKING AGENTS AND AIR BROKERS we act as Agents for the Principals actually providing the relevant services, and shall not be liable for any act or default on the part of any such Principal or its Agents or Servants.

All agreements are made and all tickets and other documents are issued on the basis of the following conditions.

1. Reservation

On receipt of your request for a flight (via telephone or in person) and deposit, we will confirm your booking and from that point cancellation charges apply. Please note that a telephone booking confirmation is as firmly confirmed as if it were made/confirmed in writing at that time.

2. Fare

The Airlines reserve the right to increase fares at any time. The fare can be adjusted at any time by the Agency prior to the date of departure for any reason. However if the full fare is paid it will not be subject to any changes unless otherwise stated in these conditions. The payment of a deposit secures your seat, subject to complying with the specified conditions of booking, not the fare. From time to time we are required to collect additional taxes. You will be informed of additional taxes prior to ticket issue.

3. Making a booking

The person making the booking becomes responsible to the Agency for the payment of the total price of the arrangements for all passengers shown on the invoice or booking form.

4. Payment

You must pay the balance/ whole fare by the due date shown on the confirmation. Please note that for some telephone bookings full payment may be required IMMEDIATELY i.e. before you receive confirmation. If this applies you will be advised when the booking is made. **It is very important that you pay balances when due because failure to do so may lead to the cancellation of your flights and still leave you liable to the cancellation charges.** Where an extra 'booking charge' applies this will have been advised at the time of booking. All credit card payments are subject to a surcharge. All credit/debit card transactions taken over the telephone must be signed by the cardholder showing the appropriate card in person at a later date. No ticket will be issued unless the above condition is complied with. All cheque payments require 10 working days to clear.

5. Deposit

No booking will be confirmed unless the required deposit has been received by the Agency. A separate deposit is required for every passenger.

6. Confirmation of Booking

If for any reason the flight requested is unavailable and flight tickets have not been issued, we reserve the right to cancel the booking and make a refund in full. Passengers, however, would be offered other flights as near to their requirements as possible.

7. Departures and Arrivals

The Schedule given in the passenger's itineraries are those provided by the airlines concerned, and form no part of the contract between the Agency and passengers. No liability whatsoever arising for any loss, damage or expense of any nature whatsoever and howsoever arising can be accepted the Agency in the event of cancellations, delays or diversions, alterations and changes to flights or types of aircraft or other means of transport.

8. Validity of Tickets

Return tickets are only valid for the dates and routings specified unless otherwise specifically authorised.

9. Changing your Arrangements

If you wish to change any arrangement for travel (other than increasing the number of persons travelling in your party) and providing we can accommodate the change, you will have to pay an Amendment Fee per person. These fees can vary greatly and you will be advised of the fee at the time of the requested change. Changes must be confirmed to us in writing.

10. Cancellation

Cancellation by the client: -
Notification of cancellation must be made in writing to the Agency address. If you cancel a ticket, which is non-refundable, there will be no refund. If there is a refund due on the ticket it will be minus cancellation charge. Note if some but not all party members, cancel the booking or part of it, additional charges may be payable by the remaining members. Cancellation by the Agency: -

The Agency may cancel, suspend or withdraw a booking at any time prior to the date when final payment of the whole fare is due in which case its liability will be limited to refunding all monies paid by each passenger. The Agency at anytime after the date when final payment is due may cancel, suspend, alter or withdraw such bookings.

11. Reconfirming return/ onward flights

The Agency will not be liable for any additional costs due to your failure to reconfirm flights. Reconfirming your flight at least 72 hours before departure is a minimum requirement.

12. Document despatch

The address for all documentation will be that given at the time of booking. If you require the Agency to post your ticket to you, you will be liable for any loss/ delay of the ticket. The ticket can be posted by special delivery but you will be liable for the extra cost.

13. Passports, Visa and Health Requirements – you are responsible for checking all these items.

Passport and Visa: You must consult the relevant Embassy or Consulate for this information. Requirements may change and you should check for an up to date position in good time before departure. The Agency can not accept any liability if you are refused entry onto the flight or into any country due to failure on your part to carry the correct passport, visa or other documents required by any airline, authority or country. Health: Recommended inoculations for travel may change at any time and you should consult your doctor on current recommendations before you depart. It is your responsibility to ensure that you obtain all recommended inoculations, take all recommended medication and follow medical advice in relation to your trip.

14. Force Majeure

The Agency accepts no responsibility for and shall not be liable in respect of any loss or damage or alterations, delays or changes arising from unusual and unforeseeable circumstances beyond the Agency's control, such as war or threat of war, riot, civil strife, industrial dispute including air traffic control disputes, terrorist activity, natural and nuclear disaster, fire or adverse weather conditions, technical problems with transport, closure or congestion of airports or ports, cancellations of schedules by scheduled airlines. You can check the current position on any country by telephoning the Foreign and Commonwealth Office's Travel Advice Unit.

15. Insurance

You are strongly recommended to take out travel insurance. It is further recommended to read any terms of insurance selected to ensure that it meets your requirements and fitness of cover. The agency will be pleased to quote you for insurance on request. Should insurance be declined the agency will not be held responsible.

16. Conditions of Carriage and Liability

All arrangements and other services that are made by the Agency are made on the express understanding that the Agency acts as booking agent only for the principal providing such services and as such are subject to the usual conditions of contract of those persons who provide services for the passenger. The Agency (or its servants) shall not be liable for any loss, damage or injury, accident, delay or inconvenience caused or suffered by any passenger or his property howsoever arising to the extent that the Agency is liable itself at law for negligence or breach of these conditions.

Please remember that the person making the booking accepts ALL the booking Conditions and is liable for any amendment fees, late payments or cancellation charges that arise on behalf of ALL passengers in their party. In addition they are also responsible for checking this and all future documentation and for advising us immediately if anything is missing or incorrect. The details provided to the passenger in any documentation are given in good faith based on information from the Principal at the time of booking. Should it transpire that any details differ you will be advised immediately.