When you book a GLENTON holiday we want you to be totally satisfied with the arrangement so that you will book with us again in the future. To avoid misunderstandings you should be in no doubt as to the commitments we have to you and, in turn, the obligations you have to us. Listed below are a number of important points which we would like you to read carefully. None of the terms, conditions or provisions contained herein are intended to contravene or contradict the Package Travel Regulations 2018 or the Unfair Terms in Consumer Contracts Regulations 1999.

1. YOUR HOLIDAY CONTRACT
Your contract is with GLENTON Holidays Limited trading as GLENTON. When you make a booking you guarantee that you have the authority to accept, and do accept on behalf of your party, the terms of these booking conditions. This contract is made on the terms of these booking conditions, which are governed by Scottish Law, and the jurisdiction of the Scottish Courts. You may, however, choose the law and jurisdiction of England or Northern Ireland if you wish to do so. No contract exists between us until we despatch your Holiday Confirmation Invoice – please see Point 2. Your Booking for full details.

2. YOUR BOOKING
a. Deposits and Final Payments
Deposit payments are non-refundable.
Please make cheques payable to GLENTON or to the travel agent you book through and remember to include your insurance details. If you choose to purchase your insurance through us, it is a condition of booking that you must have holiday insurance to travel with GLENTON and all insurance details must be provided at the time of confirming your booking. Cheques are not accepted within 14 days of travel.

b. Late Bookings
Bookings made within balance due must be paid in full at the time of booking. No reminders will be sent so please keep the Invoice safe and make a special note of the due date then your holiday will be treated as cancelled. Separate arrangements are made in the case of Late Bookings (see point 2b). When you buy a flight-based holiday, all monies you pay to the travel agent are held by them on our behalf at all times. For most holidays your Holiday Confirmation Invoice showing the total holiday cost, less the deposit paid will be despatched within 3 weeks of receipt of your deposit money. For holidays by air your Invoice will be despatched within 7 days. The Invoice shows clearly the balance due and the latest date by which payment must be made. No reminders will be sent so please keep the Invoice safe and make a special note of the due date then your holiday will be treated as cancelled.

3. CANCELLATION OF YOUR BOOKING
a. General
If you wish to cancel your holiday, for whatever reason, you must let us know as soon as possible in writing. Cancellation will be effective at the time written notification is received by GLENTON.

b. If You Cancel Your Holiday
i. If you cancel your holiday for any reason we will be forced to apply the cancellation charges at the rates shown in the table at the top of the next column.

<table>
<thead>
<tr>
<th>Holiday type</th>
<th>Deposit £’s per person</th>
<th>Final payment prior to departure</th>
</tr>
</thead>
<tbody>
<tr>
<td>UK &amp; Ireland Coach Holidays</td>
<td>£55</td>
<td>28 Days</td>
</tr>
<tr>
<td>Channel Islands by Sea and</td>
<td>£100</td>
<td>42 Days</td>
</tr>
<tr>
<td>European Coach Holidays</td>
<td></td>
<td></td>
</tr>
<tr>
<td>River Cruises</td>
<td>£150</td>
<td>42 Days</td>
</tr>
<tr>
<td>Air Holidays</td>
<td>£250</td>
<td>98 Days</td>
</tr>
<tr>
<td>Ocean Cruises</td>
<td>£350</td>
<td>98 Days</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Period before departure when a Material Alteration or Cancellation is notified</th>
<th>Full payment due to day of departure</th>
<th>Full payment due 29 - 42 days before departure</th>
<th>Full payment due 43 - 70 days before departure</th>
<th>Full payment due 71 - 90 days before departure</th>
<th>Full payment due 91 - 99 days before departure</th>
</tr>
</thead>
<tbody>
<tr>
<td>99 days to 90 days</td>
<td>nil</td>
<td>nil</td>
<td>nil</td>
<td>nil</td>
<td>£5</td>
</tr>
<tr>
<td>90 days to 71 days</td>
<td>nil</td>
<td>nil</td>
<td>nil</td>
<td>nil</td>
<td>£5</td>
</tr>
<tr>
<td>70 days to 43 days</td>
<td>nil</td>
<td>nil</td>
<td>£5</td>
<td>£10</td>
<td>£10</td>
</tr>
<tr>
<td>42 days to 29 days</td>
<td>nil</td>
<td>nil</td>
<td>£5</td>
<td>£10</td>
<td>£15</td>
</tr>
<tr>
<td>28 days to 15 days</td>
<td>£5</td>
<td>£10</td>
<td>£15</td>
<td>£20</td>
<td>£25</td>
</tr>
<tr>
<td>14 days to 1 day</td>
<td>£10</td>
<td>£15</td>
<td>£20</td>
<td>£25</td>
<td>£30</td>
</tr>
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</table>

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b. Late Bookings
Bookings made within balance due must be paid in full at the time of booking.

c. If We Change or Cancel Your Holiday
i. Material Alterations, Cancellations and Compensation.
Because our brochure details are prepared many months in advance it could become necessary, in certain circumstances, to change your holiday arrangements, to amend itineraries, change hotels, alter your UK airport, amend your coach seat number or to cancel your holiday because it has failed to attract the minimum number of passengers required for the tour or pick-up point. Often these are only minor changes, but where a Material Alteration or Cancellation (see point c ii) becomes necessary outside the date when full payment is due you have the following options: (a) to continue with the holiday as amended or (b) accept an alternative holiday which we may offer or (c) cancel your booking and receive a prompt refund of all monies paid. A refund will become due to you if any alternative accommodation offered to you is of a lower standard than previously advertised. Where a Material Alteration or Cancellation is notified after the date when full payment is due you are also entitled to compensation on the scale set out below, unless this is a result of hostilities, lock-out, political unrest, industrial disputes, adverse weather conditions, fire, epidemic or health risk, disease outbreak, fuel shortage or any other reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all care had been exercised.

ii. Definitions of Material Alterations and Cancellations.
For the above purposes a holiday will be deemed to be Materially Altered or Canceled if we make a significant change of resort, a change of accommodation to a lower standard, a change of depart time, a change of UK airport (except between the London airports of Gatwick, Heathrow, City, Stansted, Southend and Luton) or a change of coach holiday departure point more than five miles from the original.

iii. If you purchase the insurance we offer and your holiday is cancelled by us then we will refund your insurance premium in full. However, should you choose to take insurance with an alternative provider then they may not offer a refund under these circumstances. Therefore, please check with your alternative insurer as we will not be held responsible for any losses you may incur.

d. Changes to Flight Times
As our brochure is published many months in advance the flight times detailed in the brochure and any other flight information we publish from time to time, are for guidance only. Flight times and or schedules can change, often with little notice, and we reserve the right to substitute alternative airlines, routes and times from those shown if required or to operate the holiday with the altered times. Such a change is not a Material Alteration (see section 3ii) and will not entitle you to cancel your holiday without incurring a cancellation charge. Your final flight details will be sent to you with other important travel information about 10 days before departure and you should check this carefully as soon as it is received.
**4. YOUR HOLIDAY**

**a. Your GLENTON Package**

Your holiday includes a number of elements as stated in the brochure. Unfortunately we cannot make any refunds if you choose, or are unable to, take any part of this package.

**b. Your Holiday Accommodation**

- Bedrooms with en-suite facilities (sometimes referred to as private facilities or bathrooms) have bath and/or shower and WC, and some rooms may have a washing machine in the bedroom rather than in a separate utility room.
- Certain hotels may allow single occupancy of double or twin bedrooms at no additional charge but once the allocation has been sold then additional rooms, where available, will be charged at the double occupancy rate.
- Hotel descriptions in this brochure indicate whether there is a lift or no lift.
- Lower floor rooms are defined as rooms on the ground or first floor. We make no claim whether or not you are physically able to walk up a number of flights of stairs or negotiate steep, narrow staircases.

**c. Your Itineraries**

- Itineraries and included excursions from those stated in the brochure, where expressly stated in the excursion description. We reserve the right to change itineraries and excursions from those stated in the brochure is changed, or additional information given, you or your travel agent may make any special request that you are fit to travel prior to arriving at the airport, port or pick-up point as described in the itinerary. It is therefore, important that you ensure that you are fit to travel prior to departing on your holiday. It is also impossible for us to ensure that all our holidaymaking activities are suitable for all ages and health considerations. It is therefore, important that we have details of the full extent of your needs in writing. If we are not informed of any disabilities in this way we cannot accept responsibility for failure to provide such a service, and no liability will be made to the time of booking and be printed in the relevant section of your confirmation invoice issued by GLENTON to you or your travel agent. If, for whatever reason we are unable to provide the requested service, we cannot accept liability for failure to provide such a service, and no liability will be passed on to your hotel. Whilst every effort is made to comply with your wishes we cannot guarantee that such requests will be granted, or that the hotel or coach will be willing to provide the requested service on request. We cannot accept any reservation which is conditional upon any special request being satisfied.
- Some amenities and facilities require cleaning, servicing or may suffer mechanical failure at times, and other unforeseeable factors beyond the control of the supplier may affect their availability from time to time. Hotel entertainment as detailed in the brochure may also be affected for similar reasons and therefore its frequency or duration may be subject to change. Any confusion arising from a hotel name described in the brochure does not necessarily mean that dancing will be available during your stay.
- In certain circumstances it may become necessary to change the location of a single overnight stop. Whilst we will do our best to notify you in advance of such a change, we reserve the right to effect such a change without notice. At times this change may be from one of our churches or other places of worship which we may sometimes use to transfer you to your main coach transfer service or optional excursions. Although tours may be advertised as having a coach with WC facilities or air-conditioning, we reserve the right to operate a coach without such facilities if an additional charge is not made.
- If it becomes necessary to use a coach with different seat numbers to those indicated on the travel information page, the seat position should not change significantly. However, we cannot accept bookings conditional upon the provision of specific seat numbers and take no liability if the seat provided is in a different position to that indicated in the published seating plan. Reserved seats are not allocated on transfer of travel original excursion costs. GLENTON reserves the right to send an air holiday that is not advertised as having a coach with WC facilities or air-conditioning, we reserve the right to operate a coach without such facilities if an additional charge is not made.
- Smoking

All coaches are strictly no smoking and this includes substitute tobacco & nicotine products such as electronic cigarettes etc. If you ignore this we reserve the right to terminate your holiday and levy full cancellation charges. You may also be liable to meet the cost of any claims brought against GLENTON resulting from such an incident.

**d. Conditions of Carriage**

You are advised that overland carriage is in vehicles other than those owned or operated by GLENTON and that air and sea transport is owned by the company. Such transport is subject to national and international regulations and restrictions which may or may not affect the service that you receive. Some airlines may refuse to carry excess baggage and some airlines may refuse to carry excess baggage in certain circumstances. It is therefore, important that you ensure that the information given is confirmed in writing. No responsibility will be accepted for any loss, damage or disappointment if this procedure has not been followed.

**e. General**

- On half board holidays dinner is included on the day of arrival and breakfast on the morning of departure (unless specifically stated in this brochure or on your confirmation.)
- Admission fees or guided tours are not included in the holiday price unless expressly stated in the excursion description. We reserve the right to change the inclusion of such fees inadvisably technical or mechanical transport problems, epidemic outbreaks, weather conditions, disputes, fuel shortages and fire.
- Should you take out the insurance we offer, and subsequently make a claim under your insurance policy, we can take no responsibility if this claim is disputed or refused by the insurer or for any additional expense incurred by you in making the claim whether successful or not. We will not be responsible for any of your items taken on holiday that are subsequently damaged, however caused.
- No items within your luggage should exceed a £200 limit per item.
- Due to the overall weight restrictions on vehicles, luggage is limited to one medium size suitcase per person. Luggage on aircraft or other carriers is subject to the carrier’s terms and conditions, a copy of which can be sent to you on request.
- Occasionally it may be necessary to join a ferry as a foot passenger rather than on a coach. Information will be sent to you on the day of departure.
- All holidays are sold subject to availability.

**5. PASSENGERS WITH HEALTH CONSIDERATIONS/DISABILITIES**

Whilst we welcome passengers on our holidays with health considerations and disabilities, some of our holidays are not suitable for disabled passengers. Some hotels do not offer ground/ lower floor accommodation or lifts/easy access. It is, therefore, important that we have details of the full extent of your needs in writing and that you provide us with all the information relating to your health that may be relevant to your participation in any aspect of your holiday. Due to the nature of the accommodation, flight and cruise operators or any other supplier. We are not liable for any loss or damage incurred. Should you cancel or terminate your holiday due to these reasons full cancellation charges will apply.
the event of our insolvency. We provide this security by way of an ATOL (number 10494) – Air Travel Organiser’s Licence – administered by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR. To obtain further information on the ATOL scheme, and who to contact if things go wrong. Many of the flights and flight – inclusive holidays offered by GLENTON in this brochure, other public material and on the website are financially protected by the ATOL scheme. But ATOL protection does not extend to non-flights services listed on the brochure, on the other public material and on the website. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. All the details in this brochure supersede all previously advertised prices and promotional offers. This brochure was published in October 2019.

8. DATA PROTECTION

In the unlikely event of our insolvency whilst you are on holiday, the CAA will ensure that you are not stranded abroad. Further information on the ATOL website at www.caa.co.uk/atol-protection

9. PRICE POLICY

In the unlikely event of our insolvency or to an event which we, or the supplier of the service, even with all reasonable skill and care, could not foresee or avoid. Limitation of liability on you in respect of costs. Full details will be provided on request www.abta.com. The arbitration scheme is arranged by ABTA and administered by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR. To obtain further information on the ATOL scheme, and who to contact if things go wrong. Many of the flights and flight – inclusive holidays offered by GLENTON in this brochure, other public material and on the website are financially protected by the ATOL scheme. But ATOL protection does not extend to non-flights services listed on the brochure, on the other public material and on the website. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. All the details in this brochure supersede all previously advertised prices and promotional offers. This brochure was published in October 2019.

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