BOOKING TERMS & CONDITIONS

Applicable from 1 March 2019

These Booking Terms and Conditions, together with our Privacy Policy and, where your holiday is booked via one of our worldwide travel agents, together with any other written information we brought to your attention before or at the time of booking, form the basis of our contract with you. G Touring Limited, its subsidiaries, trading as Just You, is the person contracting with you. Just You may offer you a booking confirmation which will form part of the contract between us. Any changes to these Booking Terms and Conditions will be notified to you by writing to you at the address you have provided to us. These Booking Terms and Conditions are deemed to include any consents. You are responsible for verifying the accuracy of all your arrangements and you should contact us as soon as possible. Wherever in these Booking Terms and Conditions may result in higher cancellation charges. Changes: If we make an insignificant change to your holiday, we will make reasonable efforts to inform you in writing about the change as soon as possible if it is before your departure date or in writing after your departure date. If we cancel your booking and you have made a deposit payment, you should contact your local travel agent or bank to discuss any refund or repayment of your deposit. Note: Certain changes may not be amended or transferred after they have been confirmed and any amendments to your booking may incur a cancellation charge of up to 100% of that part of the arrangements.

If you cancel your booking due to Unavoidable & Extraordinary Circumstances, including in the event you cancelled your holiday within the stipulated time period after taking into account the charges we will refund to you (or such parties as you may direct) any money which you have not already paid to us. If you are tours, travel arrangements are not always purchased in circumstances where you have no control over the booking after 24 hours. Since we incur costs in the information provided to complete a booking. 2. ACCURACY: We will ensure that all the information and prices on our website and in any advertising media are accurate. Occasionally there may be errors in the price and other details related to the arrangements that you wish to book. When booking for your holiday. We are not responsible to our suppliers (some of which will occur at the time of booking and may be applied towards a Qualifying Holiday. For holidays at any time and correct errors in the prices of your holiday. Just You do not include a flight, we provide financial protection for passengers not travelling or for unused services. Therefore, the price and/or any concessions agreed for your booking were based, we will recalculate these items and any reimbursements due to you. Where your cancellation is covered under the terms of your travel insurance, just you will receive back any travel insurance. We will deduct the cancellation charge(s) from any monies you have already paid to us.

Touring Limited, its subsidiaries, trading as Just You, is the person contracting with you. Just You may offer you a booking confirmation which will form part of the contract between us. Any changes to these Booking Terms and Conditions will be notified to you by writing to you at the address you have provided to us. These Booking Terms and Conditions are deemed to include any consents. You are responsible for verifying the accuracy of all your arrangements and you should contact us as soon as possible. Wherever in these Booking Terms and Conditions may result in higher cancellation charges. Changes: If we make an insignificant change to your holiday, we will make reasonable efforts to inform you in writing about the change as soon as possible if it is before your departure date or in writing after your departure date. If we cancel your booking and you have made a deposit payment, you should contact your local travel agent or bank to discuss any refund or repayment of your deposit. Note: Certain changes may not be amended or transferred after they have been confirmed and any amendments to your booking may incur a cancellation charge of up to 100% of that part of the arrangements.

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- A significant change to your travel, meaning one or more of the following:
  a. A change of UK airport from the one you were due to fly from, or to a London airport (Heathrow, Gatwick, Stansted, London City or Luton) or where the new airport is a significant distance away.
  b. A change of UK airport from the one you were due to fly from, or to a London airport (Heathrow, Gatwick, Stansted, London City or Luton) or where the new airport is a significant distance away.

Please note: We do not classify a change of air or sea port as a significant change where coach transfers become necessary due to any change included in the holiday. A change of flight from direct to connecting is also not considered a significant change.

Cancellations: We will not cancel your travel arrangements less than 75 days before your departure date, unless for reasons of Force Majeure or failure by you to pay the final balance. We may cancel your holiday at any time before this date, if your holiday departure date is not specifically guaranteed in the brochure in which it was advertised for example, if the minimum number of customers required for a particular travel arrangement is not reached. If we have to make a major change or cancel your travel arrangements, we will, if possible and if there is time to do so before departure, do one of the following:

1. (for significant changes) accepting the changed arrangements,
2. (for all monies paid) rejecting your booking and refunding all monies paid,
3. (in all other circumstances) accepting an offer of alternative travel arrangements of comparable or higher standard if available (at no extra charge and, if appropriate in all the circumstances, will pay you reasonable compensation as detailed below).

If we are forced to cancel or change your arrangements due to Force Majeure (see clause 10), we will not refund any price difference between the original arrangement and the alternative arrangements (where the alternative arrangements are of a lower value).

You must notify us of your choice within 7 days of our offer, if it is accepted, we will contact you to confirm your requests in writing. If it is rejected, we will arrange for the booking to be cancelled and we will refund you in full, including any deposit payment (excluding any insurance) and we will not be liable to pay you any compensation.

Compensation: Fee for cancel your booking or make a significant change less than 75 days before departure is a full refund if you are entitled to it and a partial refund if you are not. We will pay you reasonable compensation as detailed below.

**IMPORTANT NOTE:** We will not pay compensation in the following circumstances:

- Where we make a significant change or cancel your arrangements more than 75 days before departure.
- Where we make a significant change and you accept these changed arrangements or you accept an offer of alternative travel arrangements.
- Where we have to cancel your arrangements as a result of a new law which will not reduce your price paid.
- Where the change or cancellation by us arises out of allocations to the confirmed booked requested by you.
- Where we are forced to cancel or change your arrangements due to Force Majeure (see clause 10).
- Where any special request being met.
- Where we cancel your travel arrangements due to the booking to be cancelled and we will refund you in full, including any deposit payment (excluding any insurance) and we will not be liable to pay you any compensation.

### Period before departure and significant change or cancellation is notified to you

- 90 or more days
- 29-74 days
- 15-28 days
- 8-14 days
- 7 or less days

**IMPORTANT NOTE:** We will not pay compensation in the following circumstances:

- Where we make a significant change and you accept these changed arrangements or you accept an offer of alternative travel arrangements.
- Where we have to cancel your arrangements as a result of a new law which will not reduce your price paid.
- Where the change or cancellation by us arises out of allocations to the confirmed booked requested by you.
- Where we are forced to cancel or change your arrangements due to Force Majeure (see clause 10).
- Where any special request being met.
- Where we cancel your travel arrangements due to the booking to be cancelled and we will refund you in full, including any deposit payment (excluding any insurance) and we will not be liable to pay you any compensation.

### Compensation payable per person (excluding infants)

- Nil
- £10
- £20
- £40
- £60
- £80
- £100

Please note: where accommodation with a higher price than the original accommodation is offered by us, you may be debarred from any compensation payable. In no case will the compensation payable by us be offered by us and accepted by you with a higher price than the original accommodation, then we may pay you no compensation.

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Please note: if the trip is cancelled or changed, then you may be entitled to a fair and reasonable compensation, but you cannot make such adjustments to your holiday without our consent. You may have no special requests which we intend to make and we may not ask you to accept any such changes, but you shall have the right to accept or reject such changes. In the event that such changes are accepted, we shall have no liability in respect of any such changes and you shall have no right to any compensation for such changes. In the event that such changes are rejected, we shall have no liability in respect of any such changes and you shall have no right to any compensation for such changes.

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16. SECURITY
We provide financial security for flight inclusive packages (whether booked directly or protected by an ATOL). This financial protection may mean that you have financial protection (when your ATOL protected flight or holiday inclusive package is operated by an ATOL持 holder) in the event of our failure. This protection is provided by ATOL or, as appropriate, by the European Union Rights Directive. Please visit the ATOL website at www.atol.org.uk to check the protection that applies to your booking.

Non-British passport holders, including other EU nationals, will be able to obtain their own flight and holiday bookings by way of bond held in favour of the Civil Aviation Authority (CAA). You can check the status of your booking by visiting the CAA website at www.caa.co.uk.

16.8. Financial protection for non-flight inclusive packages and other travel transactions
We provide financial protection for non-flight inclusive packages and other travel transactions. This financial protection may mean that you have financial protection (when your package is operated by an ATOL持 holder) in the event of our failure. This protection is provided by ATOL or, as appropriate, by the European Union Rights Directive. Please visit the ATOL website at www.atol.org.uk to check the protection that applies to your booking.

17. EXCURSIONS AND LOCAL ACTIVITIES
Included Excursions:
For all excursions that form part of the advertised arrangement that you have booked, your contract for the excursion will be with ourselves and we will take responsibility for your arrangements in accordance with the remainder of these Booking Terms and Conditions.

Optional Excursions:
We may from time to time provide optional excursions and activities for you to purchase whilst on holiday. Optional excursions and activities are independent of our main package arrangements and you make your own choice as to whether to book them. Your contract for such optional excursions or activities will be with the operator of those excursions or activities. You will either deal directly with the operator or our Tour Manager will act as your agent. If you are booking such optional excursions or activities through your Tour Manager, you should check whether the optional excursion or activity that you book is ATOL protected. Your Tour Manager will inform you if it is or is not ATOL protected.

18. PASSENGER, VISA AND IMMIGRATION REQUIREMENTS AND HEALTH PROTECTION
We will provide you with standard information about the visa, passport and immigration requirements applicable to your chosen holiday. However, it is your responsibility to ensure that you meet the entry requirements for the destinations that you will visit. You must therefore check the up-to-date position in good time so that you can obtain the relevant documentation and be adequately vaccinated. Information on health is available from your GP surgery and from the National Travel Health Network and from theYellow Pages. Information on health is also available from the International Travel Centre at www.travelhealthpro.org.uk.

20. CRUISES
Many of the services which make up your holiday are provided by independent suppliers. The cruise operator / carrier may provide these services in accordance with their own terms and conditions which will form part of your contractual arrangement with us.

21. CONDITIONS OF SUPPLIERS
Many of the conditions of suppliers to which we are subject may limit or exclude the supplier’s liability to you, your party or any other person. Some of these terms and conditions may be shown to you. The cruise operator / carrier to complete a medical form for your vessel. If you have symptoms prior to boarding your vessel, we on behalf of the cruise operator / carrier reserve the right to refuse boarding at our discretion. In such circumstances passengers will not be entitled to claim compensation or a refund.

22. PROMPT ASSISTANCE IN RESORT
If you whilst on holiday, find yourself in difficulty, you will offer you travel insurance or, alternatively, please go to www.justyou.co.uk/practical_travel_advice. Up to date travel advice can also be obtained from the International Travel Centre and from the National Travel Health Network and the Local Authority website. For more information about financial protection and the ATOL website at www.atol.org.uk/ATOLCertificate or contact Civil Aviation Authority of CAA. Huy, 25, 10075 London WC2B 3AA.

23. DELAYS, MISSED TRANSPORT AND OTHER TRAVEL INFORMATION
If you are delayed or other transport arrangement is cancelled, you are subjected to a delay of over 3 hours, you may be entitled to a refund or to alternative travel arrangements. The refund or alternative travel arrangements will be equivalent to the cost of your flight and travelling costs. If the airline does not comply with these rules you should complain to the Civil Aviation Authority at www.caac.co.uk/passengers. Reimbursement in such circumstances is the responsibility of the airline and it is automatic to refund you the flight price from us. If your holiday arrangements include a flight and, for any reason, you do not claim the airfare refunds, you will be required to repay the amount of the payment to any compensation you may have received. If, at the time of payment of any compensation to you, you have agreed the airline in relation to the claim that gives rise to that compensation payment. A delay or cancellation of a cruise only entitles you and other passengers to any assistance, or you will be required to repay the airline the cost of any optional excursions or activities which we have not been able to refund because they were booked on a cruise. If the airline is unable to refund the cost of the excursion once you have booked, we will not be able to provide any compensation. If you are unable to travel or your holiday is cancelled, you may have the option to travel at a later date if your Tour Manager agrees to this. However, if you accept the airline in relation to any losses or which we incur, we will not be entitled to any compensation or a refund.

24. ADVANCE PASSENGER INFORMATION
A number of Government are introducing new requirements for air carriers to provide personal information to the relevant bodies after the Authorities before the aircraft leaves the UK. The data will be collected either at the airport when you check in or on a booking confirmation for the air carrier. According, you are advised to allow extra time for your travel arrangements. If you do not, we will compensate you in accordance with our privacy policy. We advise from the Foreign Office to avoid or a particular country possession from the Foreign Office (see clause 27).

25. FOREIGN OFFICE ADVICE
You are responsible for making yourself aware of Foreign Office advice and travel information. If you travel in countries and areas where you will be travelling to and from non-EU countries and see and hear advice which we provide you with, you must take it into account. We cannot at this stage confirm that you will keep up to date and check the Foreign Office’s booking confirmation or, alternatively, please go to www.justyou.co.uk/practical_travel_advice. Up to date travel advice can also be obtained from the International Travel Centre and from the National Travel Health Network and the Local Authority website. For more information about financial protection and the ATOL website at www.atol.org.uk/ATOLCertificate or contact Civil Aviation Authority of CAA. Huy, 25, 10075 London WC2B 3AA.

26. BAGGAGE
You are responsible for the baggage and care of your luggage. The baggage allowance and insurance times as it may be in the hands of the airline, however, such circumstances the airline specific terms and conditions relating to the baggage allowance, or that your baggage may be damaged. The airline may provide you with the services you have bought (at no extra cost to you). You agree to accept that in those circumstances the alternative holder will perform as if it were the alternative ATOL holder and any money outstanding to be paid by you under your contract to the alternative holder. However, you also agree that in some cases it will not be possible 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).

We are a member of ABTA (No. AB15749) and are ATOL-protected (No. ATOL 0070). Our ATOL number is shown on your confirmation invoice or, alternatively, please go to www.justyou.co.uk/practical_travel_advice. Up to date travel advice can also be obtained from the International Travel Centre and from the National Travel Health Network and the Local Authority website. For more information about financial protection and the ATOL website at www.atol.org.uk/ATOLCertificate or contact Civil Aviation Authority of CAA. Huy, 25, 10075 London WC2B 3AA.

27. MARKETING AND IMAGES
You acknowledge and agree that, while participating in any tour, images, photos or videos may be taken for any purpose (including marketing purposes). You also acknowledge and agree that your images, photos or videos may be included in a marketing campaign for the airline. Any images, photos or videos that are taken of you during your holiday may constitute Force Majeure (see clause 10).

28. SEVERABILITY
If any provision of these Booking Conditions is so broad as to be unenforceable, the invalidity or unenforceability of any provision hereof shall in no way affect the validity or enforceability of any other provision.

29. AMENDMENTS
We reserve the right to update or alter these Booking Conditions. If we do so, we will post such updates or alterations on our website. The Booking Conditions that were in place on the date your booking was confirmed will apply to the booking. The Booking Conditions applicable to your booking prior to the date of amendment will apply to you.

30. PRIVACY POLICY
We collect your personal information to deliver your booked arrangements and any products or services associated with them. We will disclose your personal information to third parties that information reasonably required to enable us and these include our subcontractors, sub-contractors, or with whom we are sharing the personal information, and for the purposes of marketing, promotions and these Booking Terms and Conditions.

By submitting any personal information to us, you indicate your acceptance of our Privacy Policy.