



Booking Conditions

Please read the following information carefully. It contains details about booking your holiday, which you need to be aware of, particularly when travelling overseas.

A. Introduction

This is the agreement which governs the purchase by you (the customer) of the services and products We provide.

We are ANAM CARA TRAVEL LTD (hereinafter called 'We') whose registered office is at

24 MAIN STREET
PORTGLENONE
CO ANTRIM
BT44 8AB
Company No. NI069416

We hold an Air Travel Organiser's Licence. ATOL No: 10200

These Booking Conditions and the information detailed in our General Information will form the basis of your agreement and contract with Anam Cara Travel Limited (Us). They apply only to holiday arrangements which you book with Us in the UK.

B. Contractual Relationship

Depending on the services or products We have sold to you We act as Principal (where you have a contract directly with Us) or Agent (where your contract is with a third party service provider) or Ticket Provider (where your contract for your scheduled flight is with the no frills / low cost airline as dealt with below). The nature of this relationship affects Our obligations to you and yours to Us.

In these booking conditions, a 'package' means a Package as defined by The Package Travel, Package Holidays and Package Tours Regulations 1992 namely "package" means the pre-arranged combination of at least two of the following components when sold or offered for sale at an inclusive price and when the service covers a period of more than twenty-four hours or includes overnight accommodation:—

- (a) transport;
- (b) accommodation;
- (c) other tourist services not ancillary to transport or accommodation and accounting for a significant proportion of the package, and (i) the submission of separate accounts for different components shall not cause the arrangements to be other than a package;
- (ii) the fact that a combination is arranged at the request of the consumer and in accordance with his specific instructions (whether modified or not) shall not of itself cause it to be treated as other than pre-arranged."

We both agree that any dispute, claim or other matter which arises out of or in connection with this contract or your holiday will be dealt with by the Courts of England, Wales, Scotland or Northern Ireland as appropriate.

Where you book a flight inclusive package with us, this will be ATOL Protected by the Civil Aviation Authority. Our ATOL number is 10200. ATOL Protection extends primarily to customers who book and pay in the UK. For further information, visit the ATOL website at www.atol.org.uk. This does not affect your statutory rights as a consumer. Please note that 'an inclusive price' in the above definition of a 'package' is one where you only have one price shown for the component parts of the 'package' in advertising and the cost is not broken-down by individual components or services. Where you make one payment for several components at the same time, but the price for each is displayed on the invoice, you have not purchased as a package.

C. Holiday contract

The person who makes the booking is the 'lead name'. When a booking is made, the 'lead name' on the booking guarantees that he or she has the authority and does accept on behalf of all members of the party, the terms of these booking conditions.

He or she must be over 18 and have the legal capacity to make the transaction. They are financially responsible for payment of the total holiday price, including any insurance premiums and subsequent cancellation or amendment charges that may be payable

All correspondence will be sent to the lead name at the address on the booking form. The lead name agrees to provide accurate and full information to the remainder of the party in relation to the booking, and by making the booking, confirms that all the other members of the party, including any that may be added at a later date, agree to be bound by these Conditions.

The lead name undertakes to Us that details you supply when making a booking are correct. This includes the correct spelling of the full names, as displayed in the passport at the time of travel, for all members of your party.

If there are any changes to the personal or contact details supplied to Us by you it is the lead name's responsibility to inform Us as soon as possible.

A contract will exist as soon as the confirmation invoice is issued. It is important to check the details on the invoice are exactly as requested. Contact us immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We regret We cannot accept any liability if We are not notified of any inaccuracy in any document within 7 days of our sending it out (5 days for tickets). We will do our best to rectify any mistake notified to Us outside these time limits but you must meet any costs involved in doing so. The only exception to this requirement to meet costs is where the mistake in question was made by us and there is good reason why you did not tell Us about it within these time limits.

D. Bookings / Payments

To confirm a booking and avoid automatic cancellation, the required deposit/ payment must be received by Us by the due dates as described -

Final payment is due 56 days prior to day of departure. If a booking is made 57 or more days prior to departure a £350 per person deposit should be received in our office within 7 days of booking to avoid automatic cancellation of the reservation. The deposit amount will depend on the type of service being booked and will be advised at the time of booking. Some airlines require tickets to be issued at the time of booking, in which case the deposit will be at least the full cost of the ticket which is non refundable.

For reservations made within 55 days prior to day of departure, full payment is due in our office within 3 days of booking to avoid automatic cancellation. If a booking is made 21 days prior to departure, full card payment is required at time of booking.

In default of payment by the due date we reserve the right to cancel the reservation and apply cancellation charges. The total package price will be determined only after all specific items are selected and will be communicated to you prior to completion of the reservation. Selected items will be detailed on your confirmation invoice. We reserve the right to re-invoice your reservation should any error or omission be made in computing the total cost of all components/ travel arrangements required. All prices and descriptions shown are subject to change without notice. All known airport taxes, security charges, air passenger duty, mandatory resort, service and energy fees/taxes are included in all package holidays. However, in the current climate it is possible, that certain additional surcharges, payable locally may be introduced by individual suppliers according to local circumstances. In such instances we will do our best to contact you and ask whether you wish to continue with the booking or cancel without penalty.

As of 1st November 2009 the Air Passenger Duty, which is payable by all passengers departing from UK airports, is included in the price of your holiday. This is subject to increase as of November 2010 and, as a result of this, we reserve the right to adjust our prices to reflect those changes in costs. The price of your holiday will include the Air Passenger Duty for an economy seat. If you upgrade to a premium cabin this will be included in the upgrade cost.

Payment can be made by cheque, Maestro, Delta, Visa, MasterCard, Electronic Bank Transfer.

Cheques should be made payable to Anam Cara Travel Ltd.

Payments made by credit or debit incur a 2.5% charge. Payments made by cheque require 7 working days for clearance.

TRAVEL TICKETS & DOCUMENTATION

Tickets posted to the lead name are done so at the lead names risk. Documents will not be mailed until full payment has been received. Any costs arising from non-delivery will be borne by the lead name. For late bookings collection of tickets at the airport will be arranged and charges will apply where applicable. In the event that we are asked to reissue travel documents and we agree to do so, charges incurred as a result of this will be payable by you.

Data Protection Statement

Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on 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.

We will only pass your information onto persons responsible for your travel arrangements. This applies to any sensitive information that you give 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.

Travel Insurance

It is a condition of booking that you insure your holiday arrangement. **Comprehensive travel insurance is mandatory.** Clients should purchase a policy suitable to their individual needs. The Tour Operator has partnered with an insurance provider to offer a comprehensive & competitive policy. For more information, visit www.anamcaratravel.com/insurance/

If you decide not to arrange insurance via our preferred partner, we will require the name of your chosen insurance company and policy number.

Hazardous sports and activities may not be covered by your insurance so please check your policy.

We reserve the right to view details of your insurance cover (insurer and policy number), as we may have to pass this information on to the suppliers. It is your responsibility to ensure that you are adequately insured throughout your holiday. Any person who is under 18 years old must be accompanied by an adult on his or her journey

Travel Advice - Health and Hygiene:

You should take care to minimise the risk of holiday illness while you are away and should take advice about your specific needs before you go. We recommend that you obtain a valid UK GHIC available online or by telephone 0845 606 2030 Please note the GHIC form DOES NOT REPLACE THE NEED FOR VALID TRAVEL INSURANCE.

Health & Safety

The Foreign and Commonwealth Office (FCO) issues up to the minute safety information for travellers to many countries. You can check on www.fco.gov.uk, or by calling the FCO's Travel Advice Unit on 0870 606 0290.

Disabled Clients

We welcome all customers including those with disabilities and we endeavour to meet individual needs. However, in order to assist, we must be advised at time of booking of any disability and special requirements. Special facilities can be requested but may not be guaranteed. Sometimes, if it seems that we are unable to

provide our usually high standard of service, we may suggest that a specialist operator is contacted.

Special Requests

If you have a special request for a facility or service not advertised in our brochures, e.g. adjoining rooms or airline seat requests, We shall pass it on to the relevant supplier but we cannot guarantee that it will be met and we shall have no liability to you if it is not. We cannot accept any booking that is conditional upon special requests being met.

Seat Requests

We are unable to guarantee any seat requests for specific seating arrangements and neither can it be agreed that all members of the party will be seated together. If you have a specific requirement we suggest contacting your airline direct. We cannot accept any booking that is conditional upon special requests being met.

Special Meal Requests

The majority of airlines require 48 hours notice for any special meal requests, including children's and vegetarian meals for those over two years of age. We strongly recommend that you contact the airline direct, however, such requests cannot be guaranteed.

Infants

Infants under the age of 2 years on the date of outbound (pay the Airlines rates based on Economy flights) as long as they sit on an adult's lap. Any charge for the cot in the hotel room and for food are paid by the guest direct to the hotel. Cots cannot be guaranteed.

Public Holidays

We are unable to accept liability for any alterations or withdrawal of facilities due to National or Public Holidays and suggest that you consult the relevant Tourist Board for further information.

Cancellations / Refunds / Changes

You must request any change you require in writing as soon as possible. We cannot guarantee that such requests will be met. Where we can meet requests, an amendment fee of £25 per person, per amendment will be payable along with any costs imposed by any of our suppliers. Changes requested within 56 days of departure, will be treated as a cancellation and rebooking, and the cancellation charges below apply. Note: Certain arrangements may not be amended after they have been confirmed. In some cases it may not be possible to offer any refunds for air tickets which could incur a cancellation charge of up to 100% of that part of the arrangements.

Your notice of cancellation will take effect when it is received by Us in writing from your Lead Name. As we incur costs from the time we confirm your booking, we will levy the following cancellation charges. The percentage cancellation charge detailed is calculated on the basis of the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges. Insurance premiums and amendment charges are not refundable in the event of the person(s) to whom they apply cancelling.

Period before departure within which written Cancellation charge per notification of cancellation is received by us person cancelling

| | |
|-------------------|-----------------------------|
| 57 days and over | Deposit Only |
| 56-43 days | 60% (or deposit if greater) |
| 42-29 days | 60% |
| 28-15 days | 80% |
| 14- Departure day | 100% |

All refunds are subject to the return of ALL unused travel documents. It is not possible to make refunds after departure from the UK for any services not used or partially unused. In certain cases the price of your holiday is calculated by reference to the number of occupants of a room. If one of these occupants cancels, not only will there be a cancellation charge, but also the remaining members of your party may have to pay an additional sum. Any name changes will be regarded as a cancellation and rebooking. Cancellation charges will apply.

Note: Cancellation charges made by our suppliers may be higher than the cost of the holiday deposit. Therefore we reserve the right to pass such charges on to you. We will advise of all charges before cancellation.

Changes and cancellation by the Us

We reserve the right to make changes to, and correct errors, in holiday details both before and after bookings have been confirmed. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us; if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in the table below.

However, we will only cancel your confirmed booking 8 weeks or less before departure where you have failed to make full payment on time or as a result of circumstances outside our control/"force majeure" as defined below.

Most changes are minor but occasionally, we may have to make a "significant change". Examples of "significant changes" include the following when made before departure; a change of accommodation area for the whole or a major part of your holiday, a change of accommodation to that of a lower official classification for the whole or a major part of your holiday, a change of UK departure point to one which is more inconvenient for you, a change of outward departure time or overall length of your holiday of twelve or more hours, the closure of the only or all advertised swimming pool(s) at your accommodation for an extended period.

If we have to make a significant change or cancel, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of the following options:

(a) (for significant changes) accepting the changed arrangements or

(b) purchasing alternative arrangements from us, of a similar standard to those originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask you to pay the difference) or
(c) cancelling or accepting the cancellation in which case you will receive a full refund of all monies you have paid to us.

If we have to make a significant change or cancel [8 weeks or less before departure], subject to the exceptions below, we will pay you the following compensation:

Period before departure a significant change
Compensation per person or cancellation is notified to you (excluding infants)

| | |
|-----------------|-----|
| 57 days or over | nil |
| 56-29 days | £10 |
| 28-15 days | £20 |
| 14-0 days | £30 |

We will not pay you compensation where we make a significant change or cancel more than 8 weeks before departure or in the event that we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. These include unavoidable technical problems with transport, changes imposed by rescheduling or cancellation of flights by the airline.

We regret we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation.

Very rarely, we may be forced by "force majeure" (see below) to change or terminate your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds (unless we obtain any from our suppliers), pay you compensation or meet any costs or expenses you incur as a result.

Force Majeure

In these Booking Conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control. Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our agreement with you is prevented or affected by, or you otherwise suffer any damage or loss as a result of force majeure.

Scheduled Airlines

All details are correct at time of going to press and are liable to change at any time. Our confirmation invoice will detail the airline operator, origin/destination airports and provisional timings of reserved flights. Information on aircraft type, flight routings and timings of designated flights provided at time of booking is subject to change. Changes to schedule or flight time will be advised on your

final airline documents but it is possible that further changes can occur. We strongly recommend that relevant carrier is contacted before departure. We/airlines reserve the right to substitute alternative aircraft and/or airlines at any time.

Any change in the identity of the carrier(s), flight timings, and/or aircraft type will not entitle you to cancel or change to other arrangements without paying our normal charges.

Please be aware that some promotional fares of schedule airlines require full payment at the time of booking and are non refundable, this may increase the deposit required to confirm your booking. It is essential that at the time of booking passengers names entered are an exact match with names as they appear in passports.

In accordance with EU Directive – (EC) No. 2111/2005, article 9, we are required to bring your attention the existence of a 'community list', which contains details of air carriers that are subject to an operating ban within the EU Community. The community list is available for inspection at http://ec.europa.eu/transport/airban/list_en.htm

Flight Delays and Cancellations

We will not accept liability, or pay compensation for (or consequence of) longhaul/ domestic flight delays. The airline will assist by allocating you seats on next available flight and where appropriate provide overnight accommodation. For travel delay compensation please refer to your travel insurance policy.

Under EU Law, you have rights in some circumstances to refunds and/or compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday price from us. Your rights to a refund and/or compensation from us are set out above. If the airline does not comply with these rules you should complain to the air transport users council on 02072406061 www.auc.org.uk.

Passports, visas/ Proof of Citizenship

It is the passengers responsibility to be in possession of a valid machine readable passport and/or visa if required. Your passport must be valid for six months beyond the duration of your stay, and visas may be required. Requirements may change and you must check the up to date position in good time before departure. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If failure to have any necessary travel or other documents results to fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

Prices, Descriptions & Free Offers

Every effort has been made to ensure the accuracy of descriptions and information. However, it is possible that an advertised facility or free offer may be withdrawn or changed, for which we cannot be held responsible. Maps, if shown, are for rough guidance only. Please note we cannot guarantee that the hotel room photography

will represent the exact room or type you may occupy on your holiday. Important note: the information and prices shown may have changed by the time you come to book your arrangements. Although we make every effort to ensure the accuracy of the description and prices, regrettably errors do occasionally occur. You must therefore ensure you check the price and all other details of your chosen arrangements at the time of booking.

Building and Development Work

Many cities and hotels change and develop constantly. We have no control over building work, but We will do our best to tell you about any specific work going on at your accommodation, if there is time before you go on holiday. Please do bear in mind however that it is extremely difficult to foresee the extent, nature and effect of any such activity at a particular time.

Excursions

From time to time we may introduce you to reputable third party suppliers of excursions or other leisure services. If you choose to enter into a contract for the provision of excursions or other leisure services, your contract will be with that supplier directly and we act only in the capacity of an agent, and therefore would have no liability for the proper performance of that contract.

The terms and conditions in this "Our Agreement With You" will not apply to any contract for the provision of excursions or other leisure services.

Complaints and Problems.

For all bookings, if you have a complaint whilst away it is essential to take up the matter locally with the service provider as soon as possible to allow them/Us the opportunity to resolve the situation. Most problems or complaints can be resolved while you are away, however if you remain dissatisfied, you must write to us within 28 days of your return to the UK giving full details of your complaint. We regret we cannot accept liability for any complaints or claims which do not involve death, personal injury or illness, if you fail to notify the complaint or claim in accordance with this clause.

Flights and other services

You are reminded that Captains of aircraft have absolute authority over the aircraft and passengers whilst boarding or in flight. The Captain or other authorised representative of an airline can refuse to carry anyone if they are deemed unruly, are otherwise unfit to travel or are a danger to the flight or other passengers. If you are refused carriage in these circumstances your holiday contract will terminate immediately. We will have no further responsibility or liability to you.

Improper behaviour

When you book a holiday with Us you accept responsibility for the proper conduct for yourself and your party whilst on holiday. If your actions or those of a member of your party cause damage to the accommodation in which you're staying, or cause delay or diversion to any flight or other means of transportation, you agree to fully indemnify (i.e. compensate or reimburse) Us against any claim (including legal costs) made against Us by or on behalf of the owners of such

accommodation or the operator of such flights or other means of transportation.

Liability

(1) In respect of Packages

We promise that your holiday arrangements will be made, performed or provided with reasonable skill and care. This means that we will accept responsibility if, for example, you suffer death or personal injury or your contracted arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing your arrangements. Further, we will be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment or carrying out work we had asked them to do.

(2) In respect of other arrangements

We promise to use reasonable skill and care in the performance of our contractual obligations, subject to and in accordance with these Booking Conditions. Our contractual obligations consist of using our reasonable skill and care in making your booking and arranging your accommodation/car hire/flight, as well as using our reasonable skill and care in choosing our suppliers.

(3) In respect of Packages and other arrangements We will not be responsible for any injury, illness, death, loss, damage, expense, cost or other claim of any description whatsoever which results from: -

- the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or
- the act(s) and/or omission(s) of a third party not connected with the provision of your arrangements, and which were unforeseeable or unavoidable or
- 'force majeure' as defined above.

(4) Except as specifically set out in these conditions, we will not accept any further or different liability than the Package Travel, Package Tours and Package Holidays Regulations impose. In addition, regardless of any contrary representations made by us, we only promise to use reasonable skill and care as set out above and we do not have any further or different liability to you. It is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.

(5) We limit the maximum amount we may have to pay you for any claims you may make against us. The maximum amount we will have to pay you where we are found liable for loss of and/or damage to any luggage or personal possessions (including money) is £75 per person affected unless a lower limitation applies to your claim under this clause or clause.

For all other claims which do not involve death or personal injury, the maximum amount we will have to pay you if we are found liable to you on any basis is three times the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim. This maximum amount will only be payable where

everything has gone wrong, and you have not received any benefit at all from your holiday.

(6) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question. 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. In any circumstances in which the 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; any sums you receive from the carrier will be deducted from any amount due from ourselves.

(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 website or brochure.

(8) The services and facilities included in your holiday will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are no applicable local regulations, if they are reasonable when compared to the local standards in practice.

(9) You must tell us and the supplier concerned about your claim or complaint as set out in 'Complaints and Problems' above.

(10) We do not accept liability for (1) any damage, loss, expense or other sum(s) of any description which, based on the information you gave us at the time of booking, we could not have foreseen you would suffer or incur if we breached our contract with you; (2) any business losses.

Hotel Accommodation

All classifications of properties have, wherever possible, been taken from the 'Official Hotel Guide'. We cannot accept responsibility for changes occurring after going to press. All properties are contracted on a 'Run of House' basis, which means you have a standard room from any part of the property unless confirmed otherwise. Special accommodation requests, such as adjoining rooms, or twin beds are subject to hotel availability and cannot be guaranteed. We cannot accept any booking that is conditional upon special requests being met. Children and 3/4th adult prices are based on use of existing bedding. Rooms usually have one or two double beds, depending on room size. Rollaway beds are often available to ease sleeping arrangements and usually incur a supplementary charge payable locally to the hotel. It is essential that you confirm the full name and address of your selected property at time of booking.

Prices

In respect of Packages, changes in fees (including transportation costs, fuel costs, dues, taxes, fees such as landing taxes or embarkation /disembarkation fees at ports/airports and exchange rates) and services mean that the price of your travel arrangements may change after you have booked your holiday. However, there will be no change to the cost of your holiday within 30 days of departure. In relation to package holidays, we will absorb and you will not be charged for any increase equivalent to up to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements (excluding insurance premiums and amendments charges), 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 monies paid, except for any amendment charges and cancellation charges already incurred. 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 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. 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. The price of your travel arrangements was calculated using the rate of exchange applicable to the purchase of foreign currency which is used to pay for these supplies. For arrangements which are not Packages, we reserve the right to pass on any cost increases to you in full.

Financial Security

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies you pay for the package holidays booked on this brochure and for your repatriation in the event of our insolvency. When you buy an ATOL protected air holiday package or flights from Us you will receive a Confirmation Invoice from us confirming your arrangements and our protection under our Air Travel Organisers Licence number 10200. This means that in respect of all arrangements including flights, in the unlikely event of our insolvency, the CAA will ensure that you are not left stranded abroad or will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk. The price of our flight inclusive arrangements includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme.