





# Package Travel Booking Conditions

**YOUR CONTRACT IS WITH PERSONAL TOUCH HOLIDAYS LIMITED,**  
a Member of ABTA.

## 1. Our details

Personal Touch Holidays Ltd, Roffey Park Institute, Forest Road, Horsham, West Sussex, RH12 4TB. Tel: 01403 786200 Email: office@personaltouchholidays.com.

## 2. Your holiday booking

A booking will exist as soon as we issue our confirmation invoice. This booking is made on the terms of these booking conditions. 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.

## 3. Paying for your Holiday

When you make your booking you must pay a deposit of £350 for European holidays per person. The balance of the price of your travel arrangements must be paid at least 10 weeks before your departure date. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit.

## 4. If you cancel your holiday

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows (see also the exception below):

Period before departure In which you notify us	Cancellation Charge
More than 70 days	Deposit only
69 – 56 days	30% of holiday cost
55 – 29 days	60% of holiday cost
28 – 07 days	90% of holiday cost
Less than 7 days	100% of holiday cost

**Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.**

You can cancel your booking without paying cancellation charges if the performance of your package, or the carriage of passengers to your destination, is significantly affected by unavoidable and extraordinary circumstances. In such circumstances we will arrange for your booking to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign & Commonwealth Office.

## 5. If you change your booking

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £20, and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that any changes are made and you should contact us as soon as possible. Please note that insurance premiums are not transferable or refundable. Should the number of persons travelling change, the price will be recharged on the basis of the new party size. Any increase in price per person payable as a result of part cancellation, e.g. an under occupancy charge or a sole occupancy charge or loss of free place, will be indicated on the revised confirmation invoice.

**Note: Certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.**

You can transfer your booking to another person, who satisfies the conditions that apply to this booking, by giving us notice in writing at least 7 days before your departure date. Both you and the new traveller are responsible for paying all costs we incur in making the transfer.

## 6. If we cancel your booking

We reserve the right to cancel your booking. We will not cancel less than 10 weeks before your departure date, except for unavoidable and extraordinary circumstances, or failure by you to pay the final balance. Unavoidable and extraordinary circumstances means a situation beyond our control, the consequences of which could not have been avoided if all reasonable measures had been taken. The minimum number of passengers required to operate each holiday can vary. If you would like to know the minimum number required to operate your holiday please ask us at the time of making your booking. We will not cancel a holiday less than 10 weeks prior to departure if the minimum required number of passengers has not been reached. If your holiday is cancelled you can either have a refund of all monies paid or accept an alternative holiday of comparable standard from us if we offer one (we will refund any price difference if the alternative is of a lower value).

In the event a refund is paid to you, we will:

- fully refund your travel insurance premiums if you paid them to us and you can show that you are unable to transfer or reuse your policy.
- pay compensation as below except where the cancellation is due to unavoidable and extraordinary circumstances (see definition above).

Period before departure in which we notify you	Amount you will receive from us
More than 70 days	Deposit only
69 – 56 days	100% of monies received + £5.00
55 – 29 days	100% of monies received + £10.00
28 – 07 days	100% of monies received + £15.00
Less than 7 days	100% of monies received + £20.00

This does not exclude you from claiming more if you are entitled to do so.

## 7. If we change your booking

### (a) Changes to the price

We can change your holiday price after you've booked, only in certain circumstances:

Changes in the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports or currency exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure.

We will absorb, and you will not be charged for, any increase equivalent 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 results in an increase equivalent to more than 8% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. If you decide to cancel: 1) you must do so in writing within 7 days of the issue date of your final invoice; 2) we will provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy. Should the price of your holiday go down due to the cost changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administration expenses incurred. 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.

### (b) Changes other than the price

It is a term of your booking that we are able to make changes to any aspect of your booking. If the change is insignificant, we will ensure that you are notified about it. Examples of insignificant changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers. If we are constrained by circumstances beyond our control to alter significantly any of the main characteristics of the travel services that make up your package you will have the rights set out below:

- We will contact you and you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative holiday, where we offer one (we will refund any price difference if the alternative is of a lower value). We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the timescale given your booking may be cancelled.
- If you choose to accept a refund:
  - we will provide a full refund of your travel insurance premiums if you paid them to us and you can show that you are unable to transfer or reuse your policy.
  - we will pay compensation as detailed in Clause 6 above except where the significant change is due to unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

## 8. Our liability to you

You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. If any of the travel services included in your package are not performed in accordance with the contract, or any are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to: you or another member of your party; or a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable; or unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

Our liability, except in the cases of death, injury or illness, shall be limited to a maximum of three times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to:

- The contractual terms of the Companies that provide the travel services that make up your package. These terms are incorporated into this booking; and
- Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions.

You can ask for copies of the travel service contractual terms, or the international conventions, from our offices as detailed in Clause 1 of these booking conditions. Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details will be publicised at EU airports and available from airlines. However, reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in these booking conditions. If any payments to you are due from us, any payment made to you by the airline or any other service provider will be deducted.

If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances, we will bear the cost of necessary accommodation, if possible of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your holiday.

NB this entire clause 8 does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday.

## **9. Protecting your money**

1. We provide full financial protection for our flight inclusive package holidays by way of our Air Travel Organiser's Licence number 5961 issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex RH6 0YR, UK, telephone 0333 103 6350, email [claims@caa.co.uk](mailto:claims@caa.co.uk). When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you).

You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL 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).

If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that body has paid sums you have claimed under the ATOL scheme. The price of our air holiday packages includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) that we pay to the CAA. This charge is included in our advertised prices.

2. We provide full financial protection for our non-flight package holidays by way of a bond held by ABTA – The Travel Association, 30 Park Street, London SE1 9EQ, [www.abta.co.uk](http://www.abta.co.uk). You agree to accept that in the event of our insolvency ABTA may arrange for the services you have bought to continue, or for a suitable alternative to be provided at the same cost as your original booking. You also agree to accept that in circumstances where the travel service supplier provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your credit card issuer where applicable) for a refund of the monies you have paid.

## **10. ABTA**

We are a member of ABTA, membership number V9038. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com). You can also access the European Commission Online Dispute Resolution (ODR) platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of notifying us of your complaint; it will not determine how your complaint should be resolved.

## **11. Complaints**

If you have a complaint about any of the services included in your holiday, you must inform without undue delay our resort representative who will endeavour to put things right. If it is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at Roffey Park Institute, Forest Road, Horsham, West Sussex, RH12 4TB giving your booking reference and all other relevant information. Please keep your letter concise and to the point. If you fail to follow the requirement to report your complaint in resort we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking. Please see clause 10 above on ABTA.

## **12. Additional assistance**

If you are in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

## **13. Passport, Visa and Immigration Requirements**

Your specific passport and visa requirements, and other immigration requirements (for example vaccination requirements) are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

## **14. Travel Insurance**

We cannot emphasise enough the importance of purchasing adequate comprehensive travel insurance prior to your date of travel. You must ensure that you and all members of your party have suitable cover which includes cancellation charges, all medical and repatriation costs and personal liability claims. If you, or any member of your party, choose to travel without adequate insurance cover, we will not be liable for any costs arising for which insurance cover would have been available.

## **15. Excursions**

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us.

## **16. Bowls Holidays**

On occasions it may be necessary to cancel bowls matches due to adverse weather conditions. Personal Touch Holidays cannot accept responsibility for this. In such circumstances it may be possible to re-schedule your programme, however, this may unfortunately generate an extra charge to cover further transport costs. Personal Touch Holidays will not provide a refund in the event of a cancellation.

## **17. Dance Holidays**

In the event of the advertised dance leaders being unable to host the dance holiday for reasons beyond their control, we reserve the right to replace them with alternative dance leaders of an equivalent standing.

## **18. Travel Agents**

All monies you pay to the travel agent are held by him or her on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to us for so long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by him or her, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

## **19. Reservation of Rights**

We reserve the right to refuse a booking, refuse to carry or continue to carry any person who in the opinion of any person in the employ of the Company is a danger to the health, safety or the well-being of the Company's clients or employees or who is likely to cause distress or annoyance to other clients or any third party. When any person is prevented from joining or continuing any holiday as a result of such a termination our responsibility for the holiday will cease immediately and any losses or expenses incurred by the client shall be borne by the client in full.

## **20. Law and jurisdiction**

This booking is governed by English Law, and the jurisdiction of the English Courts. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.

**This brochure is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements. Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be under 2 years of age on the date of its return flight.**