

BOOKING AGREEMENT

Your contract is with Premier Holidays Limited, a Member of ABTA.

1. Your holiday contract

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 this contract. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of this booking agreement together with the essential information, which are 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 wish to do so.

2. Your financial protection

We provide full financial protection for our package holidays and flight only arrangements.

a) For flight-based holidays this is through our Air Travel Organiser's Licence number 2713. 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 other body has paid sums you have claimed under the ATOL scheme.

b) When you buy a package holiday that doesn't include a flight or book accommodation only, protection is provided by way of a bond held by ABTA with Amtrust Europe Ltd and Travel & General.

3. ABTA

We are a Member of ABTA, membership number V0762. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. The arbitration scheme is arranged by ABTA and administered independently. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your request for arbitration must be received by ABTA within eighteen months of the date of return from holiday. Outside this time limit arbitration under the Scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you can request the ABTA Mediation Procedure and we have the option to agree to mediation. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com

4. Your holiday price

- a) We reserve the right to alter the prices of any of the holidays shown in our brochure. You will be advised of the current price of the holiday that you wish to book before your contract is confirmed.
- b) When you make your booking you must pay a deposit of £75 per person per person or 10% of

the total holiday cost (whichever is the higher) for inclusive holidays or £50 per person or 10% of the total holiday cost (whichever is the higher) for accommodation only. On occasions, higher deposits may be required and you will be advised of any additional deposits relevant to your holiday at the time of booking. 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. If your booking is made for travel during TT Festival Fortnight, the Manx Grand Prix or Cowes Week, full payment is due at the time of booking. Changes or cancellation at any time prior to departure will attract 100% cancellation fees. For these events, these conditions supersede any charges detailed elsewhere in this agreement.

- c) For Advance Registrations (which will be clearly detailed on the invoice) where we cannot confirm all components of the booking at the time of issue, we will endeavour to do so as soon as possible. Should we be unable to confirm any components you may opt to accept revised alternatives with any applicable price adjustments or receive an immediate refund of any monies paid.
- d) Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 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, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% 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 (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 all monies paid, except for any amendment charges.

We will incur 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.

Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you. 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.

- e) When you buy a flight-based holiday, all monies you pay to the travel agent are held by him on behalf 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, 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. When you buy a holiday not including a flight, all monies you pay to the travel agent are held by him on our behalf at all times.

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 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 £25 per person, 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 changes are made and you should contact us as soon as possible.

Note: Certain travel arrangements (e.g. some types of airline ticket) 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.

A 'change' is deemed to be a correction or an enhancement to the existing holiday. If you request major alterations to your holiday (this includes, for example, changing dates of travel, substituting destinations or any other changes which significantly alter the original holiday) this will be termed a cancellation and charges, as per clause 6, will apply.

If you alter any arrangements during your holiday (for example, checking-out of the hotel early or returning a hire car early) no refund for unused accommodation or services will be made. Where flights are not used, this is likely to result in all other flights on your itinerary being automatically cancelled by the airlines and we will not be liable for any losses or expenses you incur as a result of this.

6. If you cancel your holiday

- a) 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 on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown.

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

- b) If one member of the party wishes to cancel, this may mean that the accommodation booked will be underoccupied and will result in the remaining passengers having to pay any applicable supplements to retain the booking e.g. changing a twin room to a single room. The person who cancels will still remain liable to pay cancellation charges as per the scale below.

| No of days before departure when we receive your cancellation | Amount of cancellation charges expressed as a percentage of the holiday price (excluding insurance) | No of days before departure | Amount per person you will receive in addition to refund of monies paid |
|---|---|-----------------------------|---|
| More than 70 days | Deposit only | More than 70 days | nil |
| 70 - 57 days | 30% | 70 - 43 days | £10 |
| 56 - 43 days | 50% | 42 - 29 days | £20 |
| 42 - 29 days | 70% | 28 - 15 days | £30 |
| 28 - 15 days | 90% | 14 - 0 days | £40 |
| 14 days or less | 100% | | |

Bookings over TT Festival Fortnight, Manx Grand Prix or Cowes Week will be subject to 100% charges regardless of the date of cancellation.

- c) If you are prevented from taking your holiday you may transfer your booking to someone who could have booked the holiday originally, subject to the approval of all interested suppliers. You must give us reasonable notice before the departure date to enable us to change airline bookings, etc - this normally requires 21 days notice. A transfer fee of £25 per person will be charged plus any additional costs we incur. If you transfer the booking before paying the balance of the price, you will remain liable to pay it (and our transfer fees) if the transferee fails to do so. Airlines generally do not permit names to be changed on bookings and it may therefore not be possible to transfer your booking. In this case, your booking will be treated as a cancellation and you will be liable to pay cancellation charges as detailed above.

7. If we change or cancel your holiday

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. 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. However, we will not cancel your travel arrangements less than 10 weeks before your departure date, except for reasons of force majeure

or failure by you to pay the final balance. 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 this clause.

In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. We do this by providing details on your confirmation invoice.

Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor 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 standard.

If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. Examples of "major changes" include changes to your UK or end destination airport, alteration to the times of outward or return flights by more than 12 hours, changes to your resort area or an offer of accommodation of a lower official classification. You will have the choice of either accepting the change of arrangements, accepting 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), or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below:

| No of days before departure | Amount per person you will receive in addition to refund of monies paid |
|-----------------------------|---|
| More than 70 days | nil |
| 70 - 43 days | £10 |
| 42 - 29 days | £20 |
| 28 - 15 days | £30 |
| 14 - 0 days | £40 |

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

Force Majeure: This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics, unavoidable technical problems with transport.

8. Travel delays

It is our policy that once you have checked in you are the responsibility of the carrier. In common with many coastal resorts, the destinations in this brochure occasionally suffer from fog and sea mists and ferry crossings can be affected by rough seas. Adverse weather conditions can result in delays, diversions and even cancellation of some services. Transport may also be cancelled due to technical problems or force majeure. Except where this leads to a significant alteration to contracted services, we will not be liable for any loss or expense incurred in such cases, nor obliged to refund any payment for unused accommodation or services at your destination. Where we have a representative present, we will always try to help you to make appropriate arrangements for meals and/or accommodation if your transport is delayed; you will have to pay for any such services. However, if you have purchased holiday insurance, you may find that it will pay certain benefits in the event of delays.

9. Your travel arrangements

When you book your holiday we will give you the best information we have then about your travel dates, time, routing, carrier and aircraft type. However carriers can and do change dates, times and routing at very short notice and we cannot control these changes. When such changes are made, we will do our best to help you make arrangements to minimise inconvenience to you. If you are notified, in advance, by the airline of schedule changes affecting your itinerary, we will notify you (if there is time to do so before departure). If the timing change is two hours or less, this will be advised to you on your travel documentation when issued. If the schedule change is more than 12 hours, you may choose to cancel your holiday and receive a full refund and, save where the change is for reasons of force majeure, you will have a right to compensation. We cannot accept responsibility if you miss your departure because you check in late.

10. If you have a complaint

Every effort is made to ensure that the accommodation and resort descriptions we use are fair and accurate in order that you can select the best possible holiday to suit your own personal requirements and tastes. However, if you find on arrival that the accommodation reserved for you or the resort area are not to your personal liking, then we will endeavour to arrange a suitable alternative. Naturally, this will be subject to availability and any extra cost will have to be paid by you at the time of your request to change. Please note, this may be in addition to any cancellation fees levied by the original accommodation booked, and subject to any applicable administration fees.

If you are dissatisfied with any aspect of your holiday, please inform the relevant supplier (e.g. your hotelier) and our resort representative immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home

by writing to our Customer Services Department giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you.

It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as to our representative (or our Head Office in the UK) without delay and complete a report form whilst in resort.

If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract. Please also see clause 3 above on ABTA.

11. Our liability to you

We accept responsibility for the proper performance of the services we have contracted to provide and if they are not provided to a reasonable standard (in compliance with local authority minimum standards) due to the fault of our employees, agents or suppliers, we will pay you appropriate compensation, if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

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

- a) The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and

- b) 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 compensation that you can claim 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 compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices at Premier Holidays Ltd, Westbrook, Milton Road, Cambridge, CB4 1YG.

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 of these rights will be publicised at EU airports and will also be 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 clause 7. If any payments to you are due from us, any payment made to you by the airline will be deducted.

N.B. This clause does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday.

12. Prompt assistance in resort

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

13. Travel Identification

It is your responsibility to ensure that you carry the required ID for your travel arrangements. Although British citizens do not require passports to travel to any destination in the UK, the Channel Islands or the Isle of Man all airlines require that you produce valid photo identification at check in and they will refuse boarding if you do not do so. Documentation requirements do vary from one airline to another, but the most commonly accepted forms are a valid passport, photo driving licence or citizen card. Whilst ferry companies have not introduced this requirement as yet, you are advised to carry ID with you, as any carrier may ask for proof of identification at any time.

14. 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. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

15. Insurance

It is advisable to take out an insurance policy at the time of booking as you are at risk as soon as your deposit is paid to us. If you fail to make appropriate insurance arrangements in a timely manner, we will not be liable for any losses or expenses which you may incur for claims which might normally have been covered by insurance in respect of circumstances for which we are not responsible. Where you take out insurance, the premium must be paid at the time of booking. If, once you have considered the cover in detail, you decide that it does not meet your needs, you may have a full refund of the premium if you return the documents within 14 days, unless you have travelled, made a claim or intend to make a claim.

ESSENTIAL INFORMATION

Brochure accuracy

Every care has been taken to try and ensure that all information detailed in this brochure was accurate at the time it went to print. However, due to circumstances beyond our control some details may change. It is possible that an advertised facility may be withdrawn or temporarily unavailable according to season, or due to weather conditions, lack of demand, a private function, for maintenance, renovation etc. For example, swimming pools are sometimes emptied, lifts serviced, air-conditioning restricted, local amenities such as water, electricity and waste disposal facilities may be limited by Local Government Authorities. Even a beach and its facilities can be affected by bad weather and stormy conditions may result in debris being washed ashore at certain times of the year. We will advise you of any significant changes to facilities at the time of booking or as soon as practical if information is received after your booking has been confirmed and if time permits.

Building and development work

Some locations may unavoidably have work underway to public areas and facilities. Whilst we will endeavour to advise you of any building or refurbishment work underway at any properties you have booked, we cannot anticipate where work will take place outside of the hotel grounds. All the hotels featured strive to maintain high standards, and as such there may be the necessity for some ad-hoc and unforeseeable maintenance work.

Hotel rating

All properties in our brochure are regularly inspected to ensure that standards are maintained. The ratings are awarded by independent grading authorities, who inspect properties annually. Where available, we publish the official ratings as a guideline, but this is not an exact science and you should remember that even within one category, there will be differences between properties. Descriptions and prices should also be taken into account when considering the type of accommodation you can expect.

In general, accommodation is divided into three main categories: hotel (usually offering a wider range of facilities and services, which will be detailed within the brochure description), guest accommodation (typically smaller guest houses – often family run – possibly only offering bed and breakfast, where quality is more important than facilities and services) and self-catering. Grades are awarded within each category and although all categories of property are given star ratings between one star and five stars, the actual standards will differ as the grading criteria vary according to the accommodation type, so it is important to be aware of the accommodation category. We offer accommodation of all types from the simplest at the lower end of the scale to the more comfortable with a more extensive range of services and facilities at the higher end. Please read the descriptions in our brochure (and ask our staff for more information if you need it) to enable you to choose the one which is right for you.

Jersey: In Jersey, there is no compulsory grading system. Most accommodation is graded either under the Jersey Quality Assured (JQA) system or by the AA. Grades range from 1 star to 5 star and the grading criteria are similar regardless of the grading organisation. Where the same number of stars are awarded to an hotel and guest accommodation, this does not indicate properties of the same standard. Some properties are given red stars, which indicates a superior property within the category and grade. Visit England Gold and Silver awards are given to hotels and guest accommodation (Gold only for self-catering) that provide exceptional quality in all areas, in particular in service and hospitality. Some properties have opted out of any grading scheme, although all accommodation must meet minimum health and safety and fire regulations. In this case, no grade is shown in the brochure.

Guernsey, Isle of Man, Isle of Wight and Isles of Scilly

Grades are awarded under the Visit Britain scheme and range from one star to five star. As in Jersey, you should note that there are different grading criteria for hotels, guest accommodation and self-catering, so the same number of stars in an hotel and guest accommodation should not be taken to mean that you can expect the same standards. Some properties have also opted to be graded by the AA. Herm, Alderney and Sark: Alderney, Sark and Herm do not use an accommodation grading system. The grading systems in use in Jersey, Guernsey, the Isle of Man, Isles of Scilly and the Isle of Wight are comparable.

Smoke-free zones

Within the UK, Channel Islands and Isle of Man there are regulations in place prohibiting smoking in any indoor public areas, which includes hotel public rooms, restaurants and bars. Some hotels also do not permit smoking in guest bedrooms. If this is an issue, you should ask us to verify the policy at the property you have selected.

Room descriptions

Accommodation in all hotels, whatever the grading, is based on the 'standard room' category unless otherwise stated. A supplement is payable for alternative room categories. It is common practice to use different descriptions for rooms to indicate varying views as well as better facilities. For example, a standard room type, but with sea view, may be described as 'superior' or 'deluxe', although the décor and size of the room itself will be the same. In some cases, a 'superior' or 'deluxe' room may be the standard room type available in the hotel, so you should not automatically assume that this indicates a room of a higher standard. Some beach resort rooms are described as seafacing. However, these rooms may not necessarily have a view of the sea, as it may be affected by plants and trees which grow quickly in tropical climates.

Accommodation

Rooms are often described as being 'twin' or 'double'. However, this often means the same thing – that the room is suitable for an occupancy of two. The bed configuration remains at the discretion of the hotel and whilst special requests, such as that for either double or twin beds, will be forwarded to the hotel, they cannot be fully guaranteed. "Family rooms" may be slightly larger than standard twin rooms with extra beds (as required) which may be bunks or folding beds. In general, family rooms are one room only and although good sized rooms, may not have an overly generous amount of space. However, we would assure you that all rooms are checked by the grading authorities and where additional beds are placed in rooms, this has been authorised by them as being acceptable.

Where single rooms are booked, these may be specifically designed for single occupancy and therefore, less spacious than twins or doubles. Location and views are not always the best in the hotel. Most rooms in our brochure have private facilities. This means a bath OR shower. If you have a specific preference for a bath or shower, you should let us know and requests will be passed to the hotel, although we cannot guarantee that these will be fulfilled. Washbasins may sometimes be in the bedroom rather than the bathroom.

It is common practice for hotels to take a credit card imprint on check-in as a guarantee for incidental expenses. If you do not possess a credit card, a cash deposit may be required, which will be refunded at check-out less any incidental charges.

Early or late arrivals

Rooms are normally available on your arrival day from 1500 hours onwards and you will be required to vacate your room by mid-morning on your departure day.

Local conditions

Please bear in mind that if your hotel is located within a town you are likely to experience some street and traffic noise within your hotel room even when the windows are closed. Some seafacing rooms may not have an unobstructed view of the sea or a road may run between the hotel and the sea.

Meals

The meals included in your holiday are indicated on each hotel description. Half board includes breakfast and dinner. The supplements shown in this brochure for half board are only available if booked at the time of making your reservation. Where half board is booked, the first meal included in your holiday will normally be dinner on your arrival day, and the last breakfast on your departure day. Many hotels also have set meal times. If your arrival or departure does not coincide with normal meal times, you may find that some hotels will only provide a light/cold snack or continental breakfast. In case of early morning arrivals and late departures, it is possible to obtain extra meals and these must be paid for locally before your departure. Whilst the majority of hotels and guest accommodation do have a restaurant, they do not always offer pre-payable half board packages. Some smaller properties may only offer a breakfast service. Please note that whilst hotels will do their best to cater for special dietary requests, menu choices may be limited.

Child reductions

Child reductions only apply when a child (aged 2 - 11 years) is sharing accommodation with two or more adults, unless otherwise indicated. All children under 2 years of age are classed as infants. Infant prices are based on cot accommodation only and no seat is allocated on flights or ferries. It is customary for some hotels to make a nominal charge for food taken. This is payable before departing the hotel. Should a bed be required, please ensure that you request this at the time of booking, as an additional charge may be applicable. Many hotels offer excellent reductions for children. Where special offers are available these may be on an accommodation only basis. The hotel will then charge for all meals taken and in some cases, children will be charged on the same board basis as adults whether meals are taken or not. For this type of offer, payment for meals will be collected locally.

Premier Plus offers

All offers are available for holidays started and completed within the period stated and all nights must be consecutive. They may also be subject to availability and for bookings made by a certain date or may be withdrawn at any time without prior notice. Offers for items such as champagne are per booking, not per person. Free car hire offers are based on minimum two passengers booked and exclude CDI, fuel, hire licence fees and taxes and are subject to the terms and conditions of the car rental company. Where free car hire is offered, this is in 24 hour periods i.e. a 4 night holiday receives 4 x 24 hour periods of car hire. Depending on your arrival and departure times, you may need to pay for an additional 24 hour period. Offers must be claimed at the time of booking, otherwise offers may be refused or administration charges applied.

Honeymoon and anniversary offers

If you are celebrating your honeymoon, silver, pearl, ruby, gold or diamond wedding anniversary (offers not valid for other anniversaries) and wish to take up any offer, you must advise us at the time of booking. You will be required to present your marriage certificate to claim any offers.

Special requests

If you have any special requests relating to your holiday, you should advise us when you make your booking. Although we are happy to pass on any requests to our suppliers, we cannot guarantee that they will be fulfilled and any additional costs involved will be passed on to you. Special requests do not form part of your contract with us.

Special needs

We are delighted to offer advice for clients with special needs or disabilities. Although the properties featured in our brochure do not generally have specially adapted rooms, some may prove more suitable than others with regard to their location, general layout, availability of ground floor rooms, lifts etc. Where a property has a lift, this will be indicated in the brochure description, although it may not serve all floors or areas of the hotel. Do not assume that all properties have this facility. Some styles of lifts may not be able to accommodate all types of wheelchair. It is, therefore, vital that you inform us if this is an important facility for you, so that we can make the property aware of your requirements.

The level of specialist service may vary at different airports and with different airlines. Please note that in order to comply with ferry/airline regulations we do require that detailed information with regard to needs, assistance and facilities is made available to them when your booking is made. Some airlines place restrictions on the number of passengers with

special needs they can carry. The type of facilities available may be restricted in accordance with the type of aircraft in service or the airport itself. We therefore suggest that all components of your holiday are thoroughly discussed and that the information is forwarded to us in writing prior to your holiday being confirmed so we may endeavour to ensure that all aspects of the holiday selected meet your requirements.

We will also ask that you complete our Special Needs questionnaire. You should ensure that you complete this fully and include all relevant information on it. This form will then be forwarded to the relevant suppliers and is the basis on which all arrangements will be made. We will be more likely to be able to meet your requirements if they are advised to us well in advance of your departure date.

Healthcare

Healthcare services are available in the Channel Islands and Isle of Man. There is a reciprocal health agreement in place for emergency treatment in Jersey and the Isle of Man, but you will still have to pay for doctors' visits and medication. There is currently no reciprocal health agreement with Guernsey, so you will have to pay for any treatment you receive. The Isle of Wight and Isles of Scilly are part of the UK and consequently, NHS services are available. Regardless of your destination, we strongly recommend that you travel with full medical insurance, as it may be necessary to make alternative return travel arrangements or provide for travelling companions to extend their stay, which would only be covered if a suitable insurance policy has been purchased. If you are pregnant, please inform us at the time of booking. Both airlines and ferry companies place restrictions on travel in the last trimester of pregnancy. These do vary from one company to another, so check with us and we will give you current advice.

Seasonal entertainment and restricted opening

Some of the attractions mentioned in this brochure do not operate or open all year round or on every day of the week. This information is not always available to us so we cannot guarantee that any attraction mentioned would be open on the day you visit.

Where hotels advertise entertainment, this may only be available during high season, e.g. June to mid September, and at special times of the year such as Christmas. Outside these periods entertainment may be limited or not offered at all. Please ask at the time of booking if this is important to you. Some properties may close during the winter and early spring months. Where possible the dates in our price grids reflect this. However this information is subject to change. Where properties have outdoor pools, these may only be available during the summer months, as most pools are unheated.

Prices and payment

Telephone quotes, including any holidays not featured in our brochure where tailor made arrangements apply, are subject to written confirmation. Payment can be made by cheque, debit or credit card. Please note that payments made by credit card may be subject to a handling fee.

What's included.....

- Return travel as detailed on your itinerary
- Accommodation and meal basis as detailed on your itinerary.
- Jersey and Guernsey inclusive holidays include return transfers between the airport and port and your accommodation unless taking car hire from the airport/port or travelling with your own vehicle
- Services of our representatives in most Jersey and Guernsey hotels: see Representation services
- Luggage allowance as detailed on your itinerary/ticket. Please note that many airlines now only permit each passenger to check in one piece of luggage. Weight limits vary. Restrictions do not apply for clients taking their own cars.

...and what's not

- Holiday insurance (strongly recommended)
- Transfers for accommodation only bookings
- Transfers except for Jersey and Guernsey inclusive holidays
- Car hire
- Taking your own vehicle on the ferry
- High or long vehicles or trailers on ferry
- Optional excursions

- All items of a personal nature, e.g. drinks, laundry, room service, telephone calls, etc.
- Charges for additional services e.g. spa treatments, sports facilities, children's clubs etc.
- Supplements to basic holiday prices, e.g. higher room categories, half board, and flight or travel supplements
- Airport development fees payable on departure from some UK airports including Blackpool, Newquay and Norwich
- Any government taxes or compulsory charges introduced after publication of this brochure

T.T. Festival Fortnight, Manx Grand Prix and Cowes Week

For bookings made for T.T. Festival Fortnight, the Manx Grand Prix and Cowes Week, full payment for the whole holiday must be made at the time of booking. In the event of a cancellation at any time before travel, 100% cancellation charges will be applied and you will be liable to pay the full holiday cost as shown on your confirmation invoice. In the event that you request an amendment to your holiday, a charge will be made for this service. The amount will be advised to you at the time of your request and you will have the option to accept the charge and make the amendment (subject to availability), retain your existing arrangements or cancel with 100% charges.

Your transfers

Where transfers are included in your holiday, you will be met on arrival. Certain transfers may involve stops at other properties en route to your own accommodation and may also be combined with arrivals and departures from other flights, which may involve a short wait. Transfers are not included in the Isle of Man, although you may choose to pre-book taxi transfers at a supplement. Transfers are not provided in Alderney, Sark, Herm, Isle of Wight and Isles of Scilly. Meet and greet services are only available if you have pre-booked transfers. They are not provided for passengers collecting rental cars at the airport or port or for clients arriving by sea with their own vehicle.

Representation services

Our representatives visit most Jersey and Guernsey hotels on a rota basis. The days and times will be found on the hotel notice board. Visits are not made to the following hotels in Jersey: Atlantic, Beausite, Biarritz, Greenhills, La Place, Les Charrieres, Longueville Manor, Old Court House, Pomme d'Or, Pontac House, West View or to any self-catering accommodation. In Guernsey, visits are not made to the following hotels: Fermain Valley, La Villette, La Trelade, Moores, Sunnydene or any self-catering accommodation.

We have an office in Jersey and our staff there can be contacted by telephone for advice or assistance. Representation services, where available, are provided for inclusive holiday bookings only. There are no representation services in the event of an emergency whilst on holiday, an out of hours number will be detailed in your travel documentation.

Minors

Some countries have special requirements relating to entry for children under 18 years, which may involve you obtaining particular documentation. For example, you may be required to obtain an affidavit from a notary if a child is not being accompanied by both parents. You should check this information with the relevant consulate or embassy.

Car hire

The car hire rates featured in this brochure do not include petrol or collision damage insurance. When selecting your vehicle, you should ensure that you choose a vehicle which is large enough to carry the passengers AND all their luggage if you intend to collect it from the airport or port! Additional charges apply if you wish to have your vehicle delivered to your accommodation.

You must provide a fully valid driving licence which you must have held for at least one year at the time of rental. Should you have had any serious motoring convictions during the last five years please check with our reservations staff before making a booking. The car rental company reserves the right to refuse or withdraw a rental.

Car hire: Jersey & Guernsey

Insurance: The car rental company provide public liability insurance cover in respect of injury to other persons or damage to their property. The insurance also covers loss by fire and theft of the vehicle. Under the terms of your rental agreement with the car rental company you are responsible for the full repair/replacement cost of the vehicle whilst it is on hire to you, regardless of how this damage was caused.

Collision Damage Insurance (CDI) insures you against liability to the rental company under the terms of the rental agreement - this is available at the time of collecting your car and charges vary dependent on car group. Please note that rentals remain subject to an excess of £500-750 of each and every claim, dependent on car type. You can reduce the excess to nil on payment of an excess waiver. Please read the terms of your rental agreement carefully.

Age requirement: Drivers must be 21 years of age for Groups A to C and 25 years of age for all other groups. The maximum age for car hire is 79 years.

Car hire: Isle of Man

Insurance: The car rental company provide fully comprehensive insurance with unlimited public liability cover in respect of injury to other persons or damage to their property. The insurance extends to provide for loss by fire and theft and for damage to vehicles with an initial Customer Responsibility Excess Amount - currently £2,000. This responsibility amount can be reduced to a revised lower amount of £600 by payment locally of the appropriate Collision Damage Waiver premium. Windscreens, tyres, under carriage, replacement locks, replacement keys, key remotes and use of the vehicle for towing, racing, rallying, competition or pace making are not covered by this premium. This responsibility amount may be reduced further to either £100 by taking EXCESS REDUCTION cover or to NIL by taking TOP UP cover. Customers who elect to purchase Top Up cover are permitted to nominate an additional driver free of charge for the duration of the hire period. All drivers must produce a full valid driver's licence and be approved by the Rental Company.

Age requirement: Drivers must be at least 23 years old having held a full car driving licence for a minimum of 12 months. The maximum age for car hire is 75.

Fellow travellers

Whilst we can appreciate that other travellers may, on occasion, not act entirely as we would wish, we regret that we cannot be responsible for any inconvenience or loss incurred as a result of their behaviour. Some hotels may be accommodating group parties or providing entertainment/facilities for private functions during your holiday and this may restrict availability of certain facilities to hotel residents for a period of time. If we incur costs or claims from other travellers about you, we reserve the right to claim against you.

Data protection policy

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we, and your travel agent, need to use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not, however, pass any information onto any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to 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 cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Please note that where information is also held by your travel agent, this is subject to your agent's own data protection policy. Your data controller is Premier Holidays. You are entitled to a copy of your information held by us. If you would like to see this please contact us. We may make a small charge for providing this to you.

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.

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