

# GLENTON Terms & Conditions

When you book a **GLENTON** holiday we want you to be totally satisfied with the arrangements so that you will book with us again in the future. To avoid misunderstandings you should be in no doubt as to the commitments we have to you and, in turn, the obligations you have to us. Listed below are a number of important points which we would like you to read carefully. None of the terms or conditions are intended to contravene or contradict The Package Travel Regulations 1992 or The Unfair Terms in Consumer Contracts Regulations 1999.

## 1. Your Booking

### a. Deposits and Final Payments

Deposit payments are non-refundable and as follows:

Holiday type	Per person	Balance Due
UK Coach Holidays	£35	28 days
Irish Coach Holidays	£50	28 days
Select Coach Holidays (exc European)	£50	28 days
European & Channel Islands Coach Holidays	£100	42 days
Ocean Cruises	From £200	98 days
Air Holidays	From £200	98 days

Please make cheques payable to **GLENTON** or to the travel agent you book through and remember to include any insurance premiums, if you choose to purchase insurance through us. Its is a condition of booking that you must have holiday insurance to travel with **GLENTON** and all insurance details must be provided at the time of confirming the booking. We regret we are unable to accept cheques as deposits with 14 days of travel or for air holidays as flights are purchased at the time of booking and we therefore require cleared funds. Furthermore, deposits may be varied depending on the airline and / or country you are travelling to. You will be advised of the deposit amount payable at the time of booking. Holiday confirmation will be dispatched within 7 days. These should be carefully checked and any errors or omissions notified immediately.

### b. Late Bookings

Bookings made within balance due must be paid in full at the time of booking. When you buy a flight-based holiday, all monies you pay to the travel agent are held by them 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 them, 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 them on our behalf at all times.

### c. Final Travel Details

We will forward your travel documents and information approximately 10 days prior to departure.

## 2. Cancellation of your Booking

### a. Cancellation By You

Cancellation by you must be sent to us in writing and it will take effect when it is received by us. Since we incur costs in cancelling your arrangements, you will have to pay the applicable cancellation charges as shown below.

Date Cancellation received	Coach	Air/Cruise
98+ days before departure	Deposit Only	Deposit Only
97 - 57 days before departure	Deposit Only	60% of the price
56 - 42 days before departure	Deposit Only	75% of the price
41 - 28 days before departure	50% of the price	85% of the price
27- 14 days before departure	50% of the price	85% of the price
13-7 days before departure	65% of the price	100% of the price
6- 1 days before departure	90% of the price	100% of the price
Day of departure or after	100% of the price	100% of the price
<b>Day Excursions</b>		
28+ days before departure	loss of deposit	
27 days to day of departure	100% of the price	

No refunds will be made for tickets or services booked but not used, or for insurance premiums or alteration charges. **Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements in addition to the charges detailed above.**

ii. Should you cancel your holiday due to medical reasons and you can support this with the documentation requested by your insurer, you may be able to reclaim these charges, less any excess figure, if the reason for cancellation is covered by your holiday insurance. Advice on how to make your claim, which must be dealt directly with the Insurance Company, will be sent together with a Cancellation Invoice.

iii. If any person with whom you are sharing a room should cancel, and you wish to continue with your holiday as planned, we will make every effort to transfer you to a suitable room, if available. If this is not possible, or if this results in any additional charges, we reserve the right to pass on these charges to you, or to cancel your holiday and apply the appropriate cancellation charges.

### b. If We Alter or Cancel Your Holiday

i. Material Alterations, Cancellations and Compensation. Because our brochure details are prepared months in advance it could become necessary, in certain circumstances, to change your holiday arrangements, to amend itineraries, change hotels, alter your UK airport or to cancel your holiday because it has failed to attract the minimum number of passengers required for the tour or pick-up point. Often these are only minor changes, but where a Material Alteration or Cancellation (see point 2b.ii) becomes necessary outside the date when full payment is due you have the following options: (a) to continue with the holiday as amended or (b) accept an alternative holiday which we may offer or (c) cancel your booking and receive a prompt refund of all monies paid. A refund will become due to you if any alternative accommodation offered to you is of a lower standard than previously advertised. Where a Material Alteration or Cancellation is notified after the date when full payment is due you are also entitled to compensation on the scale set out below, unless this is a result of hostilities, lock-out, political unrest, industrial disputes, adverse weather conditions, fire, epidemic or health risk, disease outbreak or any other reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all care had been exercised.

Period before departure when a material alteration or cancellation is notified	Holidays where full payment is due 28 days before departure	Holidays where full payment is due 29 to 98 days before departure
	Compensation per person	
More than 84 days	nil	nil
83 days to 28 days	nil	£5
27 days to 14 days	£5	£10
13 days to day of departure	£10	£20

ii. Definitions of Material Alterations and Cancellations. For the above purposes a holiday will be deemed to be Materially Altered or Cancelled if we make a significant change of resort, a change of accommodation to a lower standard a change of departure date or a change of coach holiday departure point more than five miles from the original.

### c. Changes to Flight Times

As our brochure is published many months in advance any flight times detailed in the brochure, or in any other literature we publish, are for guidance only. Flight times and/or schedules can change, often with little notice, and we reserve the right to substitute alternative airlines, routes and times from those shown if required. Such a change is not a material alteration (see section 2b.ii) and will not entitle you to cancel your holiday without incurring a cancellation charge. Your final flight details will be sent to you with other important travel information about 10 days before departure and you must check this carefully as soon as it is received.

### d. Changes to Your Booking and Amendment Charges

If, after booking your holiday, you are prevented from travelling and wish to transfer the booking to another person, the company will agree as long as the other person satisfies all the conditions applicable to the package, and subject to both persons accepting joint and several liability for full payment of the package price and the company's charge of £10 for confirming the transfer and any additional costs imposed upon the company by flight or cruise operators or accommodation suppliers. Any transfer requests within 28 days of departure will however be treated as a cancellation and will be subject to the scale of cancellation charges set out in section 2a.i above. Requests for changing the booking to another departure date, hotel, tour or to amend your departure point/travelling plans, will be treated similarly.

## 3. Your Holiday

### a. Your GLENTON Package

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

### b. Your Holiday Accommodation

i. Rooms with private facilities (sometimes referred to as En-Suite or Private Bathroom) have bath and/or shower and WC, and some rooms may have a washbasin in the bedroom rather than in the WC or bathroom.

ii. There is no supplement for a limited number of sole occupancy rooms available at the majority of our UK mainland hotels. However, hotels may allow the use of additional rooms for single occupancy and these rooms, where available, will often carry a supplement.

iii. Lower floor rooms are defined as rooms on the ground or first floor. We make no extra charge for the limited number available and although every effort is made to comply with your wishes we accept no liability for failure to provide such a request and cannot accept bookings which are conditional upon us fulfilling this request.

iv. Any special requests (eg special diets, low floor or adjoining rooms) must be made at the time of booking and printed in the relevant section of the confirmation invoice issued by **GLENTON** to you or your travel agent. If, for whatever reason, this is missing you must contact us immediately otherwise the information will not be passed on to the relevant suppliers. Whilst every effort is made to comply with your wishes we cannot guarantee that such requests will be granted or that your accommodation will be able to provide the requested services or facilities. We cannot accept any reservation that is conditional upon any special request being satisfied.

v. Some amenities and facilities require cleaning, servicing or may suffer mechanical failure at times, and other unforeseeable factors beyond the control of the supplier may affect their availability from time to time. Certain facilities may be available only on a seasonal basis and subject to local operating timetables. Entertainment as detailed in the brochure may also be affected for similar reasons and therefore its frequency and nature may be subject to change. Some providers may make an additional charge for the use of leisure facilities.

vi. In certain circumstances it may become necessary to change the location of a single overnight stop. Whilst we will do our best to notify you in advance of such a change, we reserve the right to effect such a change without notice. At all times the change of hotel will be of equivalent standard to the original. Few insurance companies will provide cover for loss of luggage or personal belongings stored in an unattended vehicle overnight. You should therefore take all personal belongings with you at overnight stops.

vii. In certain cases tourist board accommodation categories or star ratings are shown against hotels. Overseas countries have different grading systems, and star ratings may not be equivalent to those in the UK. Our own grading system shown in our publicity material is based on our clients questionnaire feedback from Jan 2016 to Sep 2017.

viii. Inclusive Bars: Please note that where drinks are included as part of the holiday package, conditions do apply and the accommodation provider will give full details on arrival. The accommodation provider has a legal duty of care to maintain responsible drinking and will put in place measures to monitor and control as they see fit. All-inclusive packages are designed to allow you to budget in advance and anyone abusing the inclusive bar facility may have this facility withdrawn at any time

by the accommodation provider and without compensation. If the inclusive arrangement is restricted or banned by any government agency, court or council in advance of your arrival, you have the right to cancel your holiday and request a full refund but this will be the extent of our liability.

### c. General

i. On full board holidays lunch is not included on the first and last days.

ii. Admission fees or guided tours are not included in the holiday price unless expressly stated in the excursion description. We reserve the right to change itineraries and included excursions from those stated in the brochure, where necessary, and this will not entitle you to compensation where such variations are a consequence of non-significant changes to your holiday. Please note that on cruise holidays onshore excursions incur an additional cost.

iii. We reserve the right to prohibit travel should you be experiencing medical symptoms likely to cause ill health to others. It is therefore vital that you ensure you are fit to travel prior to arriving at the pick-up point, port or airport as full cancellation charges will apply should we be forced to terminate your holiday. We also reserve the right to refuse a booking or terminate your holiday and levy full cancellation charges in the event of irrational conduct that is likely to cause anxiety, annoyance, harm or danger to other passengers.

iv. Should you leave any belongings at your accommodation or on a coach we will make every effort in tracing and returning them to you, although we do reserve the right to pass on any cost incurred in doing so.

v. In the event of any contact being made with us, either directly by you, or by your Travel Agent, on any subject whereby information contained in this brochure is changed, or additional information given, you or your Travel Agent must ensure that the information given is confirmed in writing. No responsibility will be accepted for any loss, damage or disappointment if this procedure has not been followed.

vi. Where you have chosen to take the holiday insurance offered as part of our package, should you make a claim under your insurance policy we can take no responsibility if this claim is disputed or refused by the insurer or for any additional expense incurred by you in making the claim whether successful or not.

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

viii. Due to the overall weight and space restrictions on vehicles, luggage is limited to one medium size suitcase per person. Luggage on aircraft or other carriers is subject to the carrier's terms and conditions, a copy of which can be sent to you on request. It is your responsibility to ensure luggage is fit for travel, sturdy and waterproof. No item within your luggage should exceed a £200 limit per item.

ix. All holidays are sold subject to availability. Prices & other holiday details are provided for guidance only and in the event of any inaccuracy or discrepancy, the price quoted & the details given at the time of booking will be applicable. In the event of a costing error being generated by our reservations / internet systems or appearing on the confirmation invoice, the prices as they appear in the brochure or relevant availability offer will prevail. Please note that any contract entered into upon such a mistake is not valid or binding.

x. When travelling abroad food and entertainment may reflect local customs and tastes.

xi. Responsibility is limited for events which are reasonably beyond our control and unforeseeable. Examples of such events could include traffic or road conditions, unavoidable technical or mechanical transport problems, epidemic outbreaks, weather conditions, disputes, fuel shortages and fire.

xii. **GLENTON** has no control over other clients staying in your accommodation. We cannot accept liability for any inconvenience or disturbance caused to our holiday-makers by any other guest or guests staying during the same period. On Good Companions tours it is impossible for us to ensure in advance that all guests are over the age of 55 and we accept no responsibility for the fact that clients under this age may join our tours from time to time, with or without our consent.

xiii. Occasionally it may be necessary to join a ferry as a foot passenger rather than onboard a coach, especially when destination islands restrict coach access.

## 4. Health consideration / Disabilities

We welcome disabled passengers on our holidays, but some holidays may not be suitable, in our opinion, for your particular disability. Please be aware that many guided tours involve walking and these may not be suitable for customers with limited mobility. Please ensure that the full extent of your disability is advised in a covering letter. Please also ensure that confirmation of your disability has been acknowledged. If we are not informed of any disabilities in this way we cannot be held responsible for any cost or inconvenience incurred. Should you cancel or terminate your holiday due to these reasons full cancellation charges will apply. Collapsible wheelchairs are accepted on coaches, with prior agreement, but battery/ motorised models are not on the grounds of safety to staff and other passengers. On cruise or air holidays, onboard policies regarding disabled holidaymakers may vary. If we are not advised of a disability at the time of booking, you may be refused travel.

## 5. Your Travel Arrangements

### a. Departure Times and Places (Coach Holidays)

i. It is only possible for customers to be picked-up and dropped off at the scheduled departure points as listed on brochure pages. Final travel times will be confirmed with your Final Travel Documents approximately 10 days before departure.

- ii. If you have not received your travel documents within 5 days of your departure date you must contact us immediately so that they may be re-sent to you or any new details confirmed as soon as possible. We cannot accept any responsibility for any loss or expense resulting if the above procedures have not been carried out.
- iii. You are responsible for ensuring that you are at the correct departure point at the correct time. We cannot accept any responsibility for you not locating your transport or any additional expenses incurred due to you failing to join your transport for the above reasons.
- iv. Where there is insufficient demand for the advertised departure route **GLENTON** reserves the right to alter the route.
- v. Where we include home pick-up, we can only collect from one address per booking. The service is limited to those areas advertised.

#### b. Tour Coaches and Coach Seats

- i. If it becomes necessary to use a coach with different seat numbers to those shown in the booking form, the seat position should not change significantly. However, we cannot accept bookings conditional on the provision of specific seats and accept no liability if the seat provided is in a different position to that indicated in the published seating plan. Additionally on rare occasions we reserve the right to change your seat number/s for operational reasons. Reserved seats are not allocated on transfer services or optional excursions. Although certain tours are advertised as having a coach with WC facilities, we reserve the right to operate a coach without such facilities should this become necessary due to mechanical failure, accident, etc. From time to time connecting taxis and minibuses may be used on a transfer element of your holiday.
- ii. In the unlikely event of a premium Select coach being unavailable, for whatever reason, on Select tours we reserve the right to replace the vehicle with a regular coach and remove Select inclusions from the tour. Clients will be refunded £2 per day and this will be the extent of our liability

#### c. Smoking

For the comfort of the majority of passengers, all coaches are strictly no smoking including electronic cigarettes. If you ignore this rule we reserve the right to terminate your holiday and levy full cancellation charges. You may also be liable to meet the cost of any claims brought against **GLENTON** resulting from such an incident.

#### d. Conditions of Carriage

You are advised that overland carriage is in vehicles other than those owned or operated by **GLENTON** and that no sea or air transport is owned by the company. Such transport is subject to national and international regulations and conventions which may limit or exclude liability - a copy of these are available if you wish to see them. Your contract is subject to English Law and jurisdiction. Not all coaches bear **GLENTON** livery.

#### e. Delayed Departure

If your departure to or from the UK mainland is delayed for more than six hours beyond the scheduled departure time we will make arrangements for meals and alternative accommodation only if this delay results in the advertised meal and accommodation arrangements being cancelled. We cannot accept responsibility for any meals or accommodation not included in the advertised holiday itinerary. If departure from the UK mainland is delayed for more than twelve hours beyond the scheduled departure time we reserve the right to cancel the holiday and refund all monies paid and this shall be the extent of our liability.

#### f. Locally Booked Excursions and Activities

Whilst you are away on holiday you may be offered the opportunity to buy optional excursions & activities. These are provided by independent local companies which are neither owned or controlled by **GLENTON**. If you decide to purchase an excursion or activity your contract will be made with the local supplier and will not be regarded as part of the **GLENTON** package. This contract will be subject to the local providers' terms & conditions and will be governed by local law & jurisdiction. **GLENTON** accepts no liability for any breach of contract or negligent act or omission by such suppliers.

#### 6. Liability and Consumer Protection

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for package holidays booked from this brochure, other publicity material and on the website and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL (number 10494) - Air Travel Organiser's Licence - administered by the Civil Aviation Authority and a bond held by ABTA for packages that do not include flights. If you book arrangements other than a package holiday from this brochure, the financial protection referred to above does not apply.

For your financial protection when you buy an ATOL protected air holiday package from **GLENTON**, you will receive an ATOL Certificate from us (or via our authorised agent through which you booked) This lists the flight, accommodation, car hire and/or other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong. Many of the flights and flight-inclusive holidays offered by **GLENTON** Holidays Ltd in this brochure, other publicity material and on the website are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. For more information about financial protection and the ATOL Certificate go to: <http://www.caa.co.uk/default.aspx?catid=1080>.

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). In the unlikely event of our insolvency whilst you are on holiday, the CAA will ensure that you are not stranded abroad. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).

If you buy a package holiday that does not include a flight protection is provided by ABTA. We are a Member of ABTA, membership number Y0234 and we are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information please see <http://www.abta.com>.

This brochure is published by **GLENTON** in good faith and is designed to assist you in choosing a suitable holiday. We accept responsibility for ensuring that the component parts of your holiday as described in this brochure are of a reasonable standard and that the obligations arising from this contract are performed properly unless this non or improper performance is attributable neither to any fault of ours or to that of another supplier because i) the failure to perform the contract were attributable to you ii) such failures were attributable to a third party unconnected with the provision of the contracted services, and are unforeseen and unavoidable iii) such failures are due to force majeure or to an event which we, or the supplier of the service, even with all due care could not foresee or forestall. Even in the case of sections i and ii above we will still give prompt assistance to you but this shall be the extent of our liability.

#### 7. Claims

##### a. Claims other than Personal Injury

Subject to the foregoing we will pay reasonable compensation for the non or improper performance of the contract by us, limited at all times to twice the total cost of the holiday.

##### b. Claims for Personal Injury

Subject to the foregoing, all claims relating to personal death or injury will be equivalent to the damages you would be entitled to receive under English Law in an English Court provided at all times that:

- i. you assign to **GLENTON** any rights against a supplier or other person or party you may have relating to the claim.
- ii. that you co-operate fully with us should we or our insurers wish to enforce those rights which have been assigned to us.
- iii. Such payment in the case of transport or air is limited to that laid down in the appropriate International Conventions.

**Note: Failure to notify us of your claim within 90 days of your return from holiday may affect our ability to investigate your claim and may impact on the way your claim is dealt with.**

#### 8. Data Protection

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 on to any person not responsible for part of 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 cannot provide your booking. In making this booking you consent to this information being passed on to the relevant persons. You are entitled to a copy of your information held by us. If you would like to see this please contact D. Haig, Data Controller, **GLENTON**, 30 Gordon Street, Glasgow, G1 3PU.

#### 9. Price Policy

Before confirmation of your holiday we reserve the right to change prices from those advertised in this brochure. Having confirmed your holiday by sending your Holiday Confirmation Invoice, the price of your travel arrangements is subject to surcharges only on the following items. 1. Transportation - e.g. increases in fuel costs 2. Government action - e.g. any increases in VAT or any other tax imposed on us or required to be passed on by us 3. Currency - in relation to adverse exchange rate variations. However, even in these circumstances we will absorb or retain an amount equivalent to the first 2% of the price of your holiday, which excludes any insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged but where a surcharge is payable there will be an administration fee of £3 together with an amount to cover travel agents' commission. If this means paying more than 10% on the holiday price, you will be entitled to cancel and receive a full refund of all monies paid. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the revised invoice. Should the above mentioned price variations be downward then the price of your holiday will be accordingly reduced and any refund paid to you. 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 holiday prices published in this brochure were calculated according to exchange rates published in the Financial Times on 23 August 2017 Euro 1.0912.

#### 10. Arbitration

In the event that you have any complaint during the course of your holiday you are strongly advised to immediately bring this to the attention of the supplier of the service in question AND the **GLENTON** driver. If you are not satisfied with the solution offered you must contact us in writing after returning home. We are unable to address complaints received more than 28 days after your return date and cannot be held responsible for any letters not received. In the unlikely event that we are unable to amicably settle your

grievance, you may decide to pursue the matter further. **GLENTON** are a member of ABTA, membership number Y0234 and can offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If **GLENTON** cannot resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code of Conduct and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com).

#### 11. Health Matters

Travel to certain countries may mean it is advisable or even compulsory for you to be inoculated against certain illnesses. It is essential therefore that you get fully comprehensive information about inoculations & health precautions that you may need for your holiday by, in the first instance, consulting your GP. Clients travelling to EC countries are strongly advised to obtain the European Health Insurance Card (EHIC). This card allows you access to state provided healthcare in all European Economic Area (EEA) countries and Switzerland at a reduced cost or sometimes free of charge. Your local Post Office has application forms or you can apply online at [www.ehic.org.uk](http://www.ehic.org.uk) or call 0300 3301 350. For travel overseas you are also advised to obtain the 'Health Advice for Travellers' leaflet from the Dept. of Health, your local ABTA travel agent or directly from ourselves.

#### 12. Photo Identification, Passport and Visa Requirements

- i. For cruises and holidays outside the UK, you will require a full 10 year British passport with at least six months validity after your date of return to the UK. Passports are also required for day trips to European countries such as France or Belgium.
- ii. Holders of non-UK passports may be subject to differing visa requirements and are advised to consult the appropriate embassy or consulate to seek clarification.
- iii. A full passport is now required for ALL holidays that include air travel within the UK and Ireland.
- iv. It is your responsibility to comply with all passport, visa, health and immigration requirements applicable to your chosen tour. It is your responsibility to obtain the correct documentation to travel and full cancellation charges will be levied if you fail to do so.

#### 13. Cruises and Flights

- i. Persons with physical disabilities or other special needs requiring special treatment or assistance, including persons confined to wheelchairs, must advise us in writing of the nature of such conditions at the time of requesting reservations.
- ii. The Cruise/Airline Operator reserves the right to refuse passage to anyone who has failed to notify them of such disabilities or need for assistance or who, in the Cruise/ Airline Operator's opinion is unfit for travel or anyone whose condition may constitute a danger to themselves or others on board.
- iii. The Cruise/Airline Operator reserves the right to insist on the presence of an able bodied (fare-paying) companion.
- iv. Those passengers confined to wheelchairs must furnish their own standard size wheelchairs and must be accompanied by a travelling companion fit and able to assist them. Ship and airport wheelchairs are available for emergency use only.
- v. On cruises for safety reasons passengers using wheelchairs will not be able to go ashore at ports where the ship cannot berth alongside a landing stage or pier.
- vi. **GLENTON** acts as an agent for nominated Cruise Operators/Airlines and that your booking is subject to the Cruise Operators/ Airlines Conditions of Carriage, a copy of which will be sent to you on request.
- vii. Where free home pick-up is included we reserve the right to alter your departure airport.
- viii. We recommend that you check the names on your booking confirmation match the names on your passport. Any corrections made after receiving your holiday confirmation may be subject to applicable airline charges.
- ix. Any passengers requiring airport assistance must request this at the time of booking. Failure to follow this procedure may result in assistance being unavailable. Cancellation charges will apply should you choose to cancel your holiday as a result. Airport assistance is limited per aircraft, any bookings made where assistance is guaranteed may incur extra charges as levied by the airport or airline.

#### 14. Safety

We recommend that you check Foreign Office Travel Advice relating to the country you have chosen to visit before you make your booking. This information can be found on the Internet at <http://www.fco.gov.uk/knowbeforeyougo>. It is important that you exercise the same care and attention to your personal safety and possessions as you would at home; we recommend that you remain in well-lit, populated areas if out at night and try to avoid displaying expensive jewellery.

#### 15. Child Discounts

A discount of 25% applies to children under the age of 14 provided they are travelling with two adults paying full charge and are sharing the same bedroom. Subject to availability. This applies to coach holidays in the UK only.

#### 16. Acknowledgements

**GLENTON** gratefully acknowledges the large number of tourist organisations, information offices, hoteliers, suppliers, websites, photographers and attractions that have provided photographs for use within our literature. For an up to date list of contributors, please see our website.

If we have inadvertently omitted any individual or organisation from the list please accept our apologies and contact us so that we can rectify the oversight.

**Important notice.** Unfortunately, it is inevitable that some of the details contained within this document may have changed since the document was printed in December 2017. We will inform you of any material changes to any of the relevant details within this brochure when you book, either with your travel agent or with ourselves, as part of our commitment to quality customer service.