

Jet2holidays terms and conditions

Please read these terms and conditions carefully. These conditions, along with 'Essential Holiday Information' and all other information on our website and in our brochures (depending on how you make your booking) set out the terms and conditions of the contract between you and **Jet2holidays**. **Jet2holidays**, **Jet2Villas** and **Jet2CityBreaks** are trading names of **Jet2holidays Limited**. Where included in our brochure these conditions are correct at the time of going to print, but please see our terms on our website for any subsequent changes which apply. When we talk about your holiday in these conditions, except where otherwise stated, we mean the accommodation, transport, cruise arrangements and other holiday services (excluding excursions and car hire) described by us that you book in the UK with us. Once your holiday has been confirmed we will accept responsibility for it in accordance with these conditions as an 'Organiser' under the Package Travel, Package Holidays and Package Tours Regulations 1992. Please note that we act as agent in relation to bookings for car hire and any resort/on-board booked excursions made through our local representatives and your contract for those services is directly with the supplier of the service.

1. Your holiday contract: When a booking is made with us, the person who signs the booking form or completes the booking online or by telephone is confirming that they are over 18, have the authority to appoint the "lead name" on the booking (the person who makes the booking will be asked to choose a lead name for the booking) and accept these terms and conditions. The lead name must be 18 or over to make a booking with us and has to travel with us if all other customers on the booking are under 18. The lead name is responsible for payment of the total booking price, including any insurance premiums and subsequent cancellation or amendment charges that may be payable. The lead name also agrees to provide accurate and full information to the remainder of the travelling party in relation to the booking, including any changes to the booking. The lead name also confirms that all the other members of the party, including any that may be added at a later date, agree to be bound by these conditions and all other information on our websites or in our brochure (as applicable). Where using our brochure you will be advised at the time of booking of the availability of the holiday that you wish to book. Special offers in the brochure and on the website are subject to availability and **Jet2holidays** reserve the right to withdraw them at any time. A contract will exist as soon as we issue our confirmation invoice by email or post to the address provided when the booking is made. This contract is made on the terms of these terms and conditions, which are governed by English Law and are subject to the exclusive jurisdiction of the English Courts.

2. Your protection: The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the ATOL protected air package holidays booked with us and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL (number 9618) administered by the Civil Aviation Authority/a bond held by **Jet2holidays**. When you buy an ATOL protected air holiday package from us you will receive a Confirmation Invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advanced booking. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought (at no extra cost to you). You agree to accept that in those circumstances the alternative 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, or the suppliers identified on your ATOL certificate, 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. For further information visit the ATOL website at www.atol.org.uk. We will provide you with an ATOL Certificate which you are required to take on your holiday. If you book arrangements other than an ATOL protected air package from us, your monies will not be financially protected. Please ask us for further details.

3. Your holiday price:

a) We reserve the right to alter the prices of any of the holidays shown on our website or in our brochure, including the cost of supplements and upgrades. Prices on our website are a guide only. Prices in our holiday brochures are correct at time of going to print, but will vary depending on exact departure date and departing airport. You will be advised of the current price of the holiday that you wish to book (including the cost of any supplements and upgrades) before your contract is confirmed. The price of your holiday has been calculated using a predefined standard rate of exchange. Supplements and upgrades are priced per person per night and are subject to availability. In addition to your holiday price you may have to pay local city taxes, which will be payable by you locally in resort.

b) When you make your booking you must pay a deposit per person as set out below or as advised at the time of booking. Please note that the deposit is non-refundable once paid. The balance of the price of your travel arrangements must be paid at least 10 weeks before your departure date and will automatically be taken from the credit/debit card used to pay the deposit. You can go to "Manage My Booking" on our website to part-pay your balance. It is important for you to understand that, if you cancel your holiday after making a booking with us, you will lose the deposit. The deposit is £60 per person, for adults and children. "Infants", who are defined as children being under 2 years on the date of return, are not entitled to a flight seat. There is no deposit charged for Infants. If you make a booking within 10 weeks of your departure date, you must pay the full cost of the holiday at the time of booking. If you fail to pay by that time (or in the event that you or any person on your booking attempts to deceive us, makes a fraudulent payment, provides fraudulent information at any point in relation to a booking or if the lead name or a member of the booking party has been banned from travelling with **Jet2holidays** or **Jet2.com**) we reserve the right to, among other things, cancel your holiday without further notice and without refund. If you cancel your booking, the cancellation charges will be applied in accordance with the scale set out in clause 5 "if you cancel your holiday". All monies you pay to the travel agent are held by them on our behalf at all times.

c) Once the price of your chosen holiday has been confirmed at the time of booking, then subject to the correction of errors, we reserve the right to increase the price of your holiday if there are increases in transportation costs or dues, taxes or fees payable for services (such as landing taxes or embarkation or disembarkation fees at ports or airports) or currency or exchange rates used to calculate the cost of your holiday, up to 30 days prior to your departure date and will send you an amendment invoice. However, we will absorb and not charge you increased costs of up to 2% of your holiday price (excluding insurance premiums and any amendment charges). You will only be charged for the cost increases over 2% of your holiday price, plus an administration charge of £1.00 per person and an amount to cover agents' commission. If the increase is more than 10% of the price of your holiday, you may either (a) change to another holiday as this is a major change and dealt with in accordance with clause 8 below, or (b) cancel the holiday within 14 days of the amending invoice and receive a full refund of all monies paid, except for any amendment charges. If you fail to exercise either of these options within 14 days of the amending invoice you will be liable for the increased cost. 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 protection in place. The price of your holiday is agreed when your booking is confirmed. In the event that your chosen holiday is later available on our website at a lower price than the price you agreed to pay, you are not entitled to a refund of the difference between those prices.

d) With effect from 20 September 2016 no credit card charges apply when booking. Please remember to advise us of any changes to your credit/debit card, alternatively go to the "Manage My Booking" section on our website to register a new card.. Please remember to advise us of any changes to your credit/debit card, alternatively go to the "Manage My Booking" section on our website to register a new card.

e) Once you have successfully booked your holiday, if the departure date is outside 10 weeks of the date of booking, we will send you the following documents to the address you registered with us when making your booking: a deposit confirmation; your travel insurance documents (if you have arranged your travel insurance through us); and a copy of our standard terms and conditions. At 10 weeks before departure we will take any outstanding balance payment and send a confirmation that the balance has been paid. At 4 weeks before departure, we will send you a final confirmation with your travel documents attached, consisting of your booking confirmation; your flight voucher; your accommodation voucher; your cruise voucher (where applicable) and your transfer or car hire voucher. We will also provide you with your ATOL Certificate. Please remember to print off all your vouchers as well as your booking confirmation and your ATOL Certificate.

f) Please note that our main airline, Jet2.com, is a ticketless airline and, therefore, all you need is the flight voucher attached to the confirmation email, since this is effectively your ticket. Jet2.com's Terms and Conditions will therefore form part of your contract with us, please see www.jet2.com for details.

g) Please see clause 6 below for the pricing terms and conditions in relation to Free Child Places.

h) Where you are travelling with any sports equipment or mobility aids or require an adapted room or property, your holiday price may increase due to costs relating to additional transfer requirements for such equipment or a room/property upgrade to meet your requirements. Please contact our Pre-Travel Services team prior to booking to discuss your requirements.

i) From time to time we sell holidays which are restricted to a specified number of nights and/or departing only from specified airports or ports. For example, all bookings made for holidays to North America must include return flights originating from the UK and must be of a 3 or 4 night duration only.

4. If you change your booking: If you wish to change your travel arrangements after our confirmation invoice email has been issued, we will do our utmost to make these changes but it may not always be possible and changes are subject to availability at the time. We do not allow destination changes or all the names on any booking to change (at least one of the passengers (over 18) on the original booking must remain). Any request for changes to be made must be in writing from the lead name or your travel agent. Where we can make a change, we will charge for any additional services, facilities, or other items changed, at the price which applies on the day the change is made. We will also apply an amendment fee for each changed person and/or item on the booking, which we will advise you of at the time of any amendment. Current amendment fees can be found at www.jet2holidays.com/faqs. Any booking discount you may have received at the time the original booking was made may be altered or reduced whenever changes are made. If the number of people in your accommodation changes, you may have to pay extra (for example, single or under-occupancy supplements) and you may lose any free or reduced infant, child or group places. Any change to your departure date, transport, accommodation or length of holiday must apply to all members of your booking. Certain travel arrangements (e.g. in-flight meals, non-refundable hotel rooms etc.) may not be changed 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. Subject to the foregoing rule that at least one of the passengers (over 18) on the original booking must remain, if you are prevented from travelling you may transfer your booking to another suitable person, provided that reasonable notice is given and subject to the payment of all applicable charges. Please see clause 6 below for the change of holiday terms and conditions in relation to Free Child Places.

5. If you cancel your holiday: The lead name of your party may cancel your holiday at any time. Written notification from the lead name on the booking or your travel agent on your behalf must be received at our offices. Alternatively a cancellation by the lead name of your party can be made by telephone, by contacting our Pre-Travel Services Team on [+44 \(0\) 333 300 0737](tel:+44103333000737) and providing the correct booking reference and security details. The charges shown below apply from the date we receive the written notice at our offices, the travel agent activates the cancellation, or you make a telephone cancellation. In order to cover our expected losses from the cancellation of the booking there is a set scale of charges which must be paid by you if you or anyone travelling with you cancels. Please also note the "Exception" described below which may apply in addition to the scale of charges below:

| Period before departure within which notice of cancellation is received | % of total booking price retained by Jet2holidays |
|---|---|
| 70 days or more | Loss of deposit |
| 69-57 days | 30% (if greater than deposit) |
| 56-43 days | 50% |
| 42-29 days | 70% |
| 28-15 days | 90% |
| 14 days or less | 100% |

Please contact Pre-Travel Services for full details. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. In the event that you cancel your holiday you must still pay any insurance premiums and amendment charges which arose before the cancellation, any deposits paid for any pre-booked items or services and the APC Sum. Your holiday cost includes the APC sum which is the amount which we are required to pay to the Air Travel Trust Fund as part of the ATOL Protection Contribution.

Exception: Cancellation of or name or date changes to certain transport arrangements, typically scheduled airline tickets, can result in up to 100% cancellation charges regardless of the notice period given to us. If the supplier treats the change as a cancellation and rebooking we will pass on to you the cost imposed by the supplier, which could be up to 100% of the transport element of your booking and you must also pay the amendment fee advised. Also note that the transport provider may refuse to issue replacement tickets for lost or stolen tickets and new tickets may have to be purchased by you. The cost of the new ticket may be greater than the cost of the original ticket. Also, where you have booked a non-refundable room (typically on a City Break) as part of your holiday, 100% cancellation charges apply in respect of the room charges. Please see clause 6 below for the cancellation terms and conditions in relation to Free Child Places.

6. Free Child Places:

(a) Availability - Free Child places are subject to availability and are only applicable on selected accommodation / departure dates / departure points / room types and board basis. Free Child Places may be added or withdrawn at any time prior to booking and the latest availability will be shown prior to booking.

(b) Price and charges - Free Child places are still required to pay flight taxes and charges. The basic flight fare, one piece of check-in baggage, accommodation and coach transfers form the "FREE" element of the price. Air Passenger Duty (APD), fuel surcharges, airport taxes and charges are still applicable and will be included in the price shown at time of booking. All other ancillary charges on the flight or during the holiday, such as legroom and in-flight meals, room upgrades, and optional meal arrangements, and for villas, pool heating, shall be chargeable.

(c) Other passengers required on booking - one Free Child place is available when there are at least 2 passengers paying the full adult price. There can only be one Free Child place per room on the booking (except for villa products). Multiple Free Child places can be booked as long as there are at least 2 passengers paying the full adult price per child place and each Free Child place is (save for villa products) assigned into a different room and there is availability of free child places. Where a party consists of one adult and two children, one child will be charged the full adult price and the other child will receive the Free Child place.

(d) Child Age - The child age where a Free Child would be applicable is displayed on the accommodation description page of the brochure and on our website. The child age on the date of return must not exceed the specified age to be applicable to a Free Child.

(e) Deposit - The full deposit must be paid for the Free Child place and the deposit will be deducted from the final holiday invoice. This will be displayed at time of booking.

(f) Cancellation - If you cancel your holiday there will be a £60 charge payable in respect of the child, in addition to any charges set out in clause 5 above.

(g) Changing your holiday - If you change your holiday then, in addition to the terms set out in clause 5 above, you will be obliged to pay the new price of the new holiday (less any deposit) and the amendment fees per person in place at that time if you change from:

- a holiday with Free Child availability to one without Free Child availability; or
- a holiday with no Free Child availability to one with Free Child availability.

However, if you change from a holiday with no Free Child availability to a holiday with Free Child availability, this shall be treated as a cancellation, the terms set out in clause 6 above shall apply and you shall be obliged to pay the new holiday price, including a new deposit, together with a the relevant cancellation fees for the original booking. Your original deposit shall not be refunded.

(h) Where we change your holiday – no compensation is provided for Free Child places.

(i) Free Child places cannot be combined with any other promotions or offers, unless otherwise stated.

7. Your responsibility: We want all our customers to have an enjoyable holiday. But you must remember that you are responsible for your actions and the effect they may have on others. If we, or another person in authority, believe (a) your actions could upset, annoy or disturb other customers, our suppliers or our own staff, or put them in any risk or danger, or damage property; (b) your actions could cause a delay or diversion to transportation; or (c) you are unfit to travel, we may end your holiday and terminate your contract. If that happens, you and your travelling party will be prevented from using your booked accommodation, transport and any other travel arrangements forming part of your booking and we will not be liable for any refund, compensation or any other costs you have to pay. Alternatively, at our discretion, you may be permitted to continue with your holiday but may have additional terms imposed upon you (e.g. a restriction from using a particular facility at the relevant accommodation). We will hold you and the members of your travelling party jointly and individually liable for any damage to the accommodation, furniture or other materials located within the accommodation, together with any legal costs we incur in pursuing a claim. It is a condition of your contract with us that you take out adequate travel insurance suitable for your needs from the date of booking which should cover you if you have to cancel your arrangements, or for any emergencies that arise while you are away. Customers can purchase a policy from **Jet2holidays** on-line via the link on the "Travel Extras" page on our website or by visiting www.jet2insurance.com. We do not check insurance policies for suitability, but reserve the right to request a copy. You are responsible for indemnifying us in full in the event that we incur any losses or expenses arising out of your failure to take out adequate insurance cover. For villa products, bookings for single sex groups or groups where the average age of customers is under 25 are permitted at our discretion only and may be subject to additional breakage deposit conditions.

In accordance with Jet2.com's Terms and Conditions, please be advised that you may not bring alcohol on board the aircraft for the purposes of consumption during the flight. Only alcoholic drinks purchased on board may be consumed during the flight. Jet2.com reserves the right to serve alcoholic drinks to customers at its absolute discretion. Please also be advised that you may not bring empty bottles on board the aircraft.

8. If we change your holiday: It is unlikely that we will have to make any changes to your travel or accommodation 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. We will contact you by email and/or phone to discuss. Please check your email account regularly for emails from us.

Minor changes: Sometimes facilities described in our brochure/website may be withdrawn for reasons beyond our control. Where possible, we will tell you about the withdrawal of any facility as soon as possible. Minor changes also include alteration of your outward/return flights by less than 12 hours, an additional airport stop en route to your final destination, changes to aircraft type, change of accommodation to another of the same standard, change of embarkation/disembarkation point to another in the same city or region. No compensation is payable for minor changes to your holiday.

Major changes: Examples of a major change are: change of your UK departure airport; complete change of destination/resort; a change of more than 12 hours to the time you leave the UK or your destination; if we downgrade your accommodation by one full star rating (where applicable). If we have to 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. 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. We will pay compensation as detailed in clause 10 below for all major changes except where the major change is due to an "event beyond our control".

Notification of flight changes: Please ensure you re-check your flight itinerary on our website between 72 and 24 hours before you are due to travel to make sure you have not missed any changes.

The time of flight departures and the duration of flights are not guaranteed due to operational, commercial, safety or security reasons or because of unusual or unforeseen and/or extraordinary circumstances which could not reasonably have been avoided by us. If any change to your flight(s) is known more than 48 hours in advance, our Operations Team will try to notify you of such change using the email address you advised at the time of booking. **You must therefore regularly check your email account and notify us if you change your email address.** If we receive an email failure notice or no email address has been provided, we will send notification to the advised postal address. The lead name in the booking is responsible for notifying any changes to all other passengers in the booking. Where you have been notified by us in advance (to the contact details provided in the booking) of any change to your booking, we will not be liable for any missed departure by anyone in the booking.

Cruise arrangements: By their nature, cruises often depend for their maximum enjoyment upon the ship reacting to the prevailing conditions throughout the duration of the cruise. For this reason a flexible approach is required for such voyages. We reserve the right to change the ship or make adjustments to the advertised itinerary to take into account passenger safety, comfort and enjoyment, technical and mechanical difficulties and also weather conditions including ice, sea and river conditions.

The Master of any ship must at all times have paramount concern for the safety of his ship and for the safety and comfort of his passengers and crew, and for this reason he has an overriding discretion at all times to act as he sees fit. This may include a decision to change course and, if necessary, to alter the cruise itinerary. The Master may also withdraw some of the ship's services or facilities, including the closure of the outer decks and the deployment of deadlight window covers, if he determines that this is in the interest of passenger or ship safety. Subject to these terms and conditions, we shall not be liable for any consequence arising from the sea or rivers, technical and/or mechanical problems arising on the ship, ice and/or weather conditions experienced during your holiday. The Master of the ship has the right to stop at any additional port(s), omit or substitute any port(s) or deviate from the advertised itinerary in any way he sees fit. Further, we cannot be responsible for any failure to meet the advertised arrival or departure times for any port(s) of call. Sea and river transit can often be subject to delay by reason of operational circumstances or prevailing local conditions or other circumstances entirely outside our control or that of the Master of the ship, and in no circumstances can we be held responsible for such delay or for any consequences.

Please note that the performance quality and reliability of a ship's satellite and telecommunications services will usually be less than that of equivalent land-based services. Also the availability and/or quality of performance of such services may vary according to weather conditions and the ship's geographic location. In the event that the performance quality of such services is reduced or that such services are unavailable for any reason, this will not be considered a major change to your holiday and no compensation will be payable to you.

"Event beyond our control" means unusual or unforeseeable circumstances beyond our control or an event which we or our suppliers, even with all due care, could not foresee or forestall. These can include, for example, war, threat of war, piracy, riot, industrial dispute, the act of any government or other national or local authority including airport, port and river authorities, lock closure, closure of airports or ports, actual or threatened terrorist activity and its consequences, natural or nuclear disaster, volcanic eruption or ash cloud, fire, bad weather (actual or threatened), epidemic or other contagious disease, change to Foreign Office advice to advise against travel to destination, significant building work ongoing outside of your accommodation (such as resort development) or failure in internet connections.

If, after your departure, a significant part of your pre-booked holiday cannot be provided, you will be offered a suitable alternative if possible. If appropriate, we will also pay you compensation in accordance with the table under clause 9 below, unless the reason for the change is due to *events beyond our control*. If it is not possible to offer you a suitable alternative or, for good reasons, you do not accept the alternative arrangements, you will have the right to cancel your booking. In this event, you will have the right to be returned by the same means of transport to your original departure point at no extra cost provided that transport is available. This does not impose an obligation on us to make specific transport arrangements for you if none are available.

9. If we cancel your holiday: We aim to provide your holiday as booked but reserve the right to cancel your travel arrangements, if for example, the minimum number of customers required for a particular travel arrangement is not reached. However, we will not cancel your travel arrangements less than 2 weeks before your departure date, except for *events beyond our control* or in the event that we reasonably believe that there has been a fraudulent payment or a booking has been made for fraudulent or illegitimate purposes or if the lead name or a member of the booking party has been banned from travelling with **Jet2holidays** or **Jet2.com**. Save in these circumstances, 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 an alternative holiday of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If we cancel your holiday other than for the reasons set out above, we will pay you compensation as set out in clause 10 below.

10. Compensation for cancellation or major change

| Period of notice we give you or your travel agent before departure | Compensation for each full fare paying customer |
|--|---|
| 70 days or more | £0 |
| 69-29 days | £10 |
| 28-15 days | £20 |
| 14-8 days | £30 |
| 7 days or less | £40 |

Compensation payments relating to a child place for which you have paid a child price are half the amounts shown (up to half the child price paid). There are no compensation payments payable to those travelling on 'Free Child places', or other free places.

11. Our liability to you: We will accept responsibility for your holiday as an "organiser" under the Package Travel, Package Holidays and Package Tours Regulations 1992 as set out below. Subject to the other provisions of this clause 11, we accept responsibility for ensuring that your travel arrangements, which you book with us, are supplied as described by us. If, after departure, any part of your travel arrangements are not provided as promised, 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. The level of such compensation will take into account all relevant factors including the invoice price of the holiday, any steps it was reasonable for you to take to minimise the inconvenience/damage suffered and the extent to which the deficiency or improper performance can have affected your enjoyment of the package.

Please note that we will not be liable for any injury, illness or death or consequent losses suffered by you or any member of your party, unless you are able to prove that such injury, illness or death was caused by lack of reasonable care and skill on the part of ourselves or our suppliers in the performance of our obligations under our contract with you. It is a condition of the payment of compensation that you notify us of any complaint or claim strictly in accordance with clause 12 and, further, assign to us any rights that you may have against any third party in connection with your claim. You must co-operate with us and our insurers in this regard. If you suffer a personal injury, death or serious difficulties as the result of an activity which does not form part of the package you booked with us - including, for example, any additional services or facilities provided to you by a hotel or any other supplier which was not included as part of the original contract between us – we will not be liable to pay you any compensation but will offer you such advice and guidance as is reasonable in all the circumstances provided we are advised of the incident promptly. We will not be responsible where you do not enjoy the holiday or suffer any other problems because of a reason which you did not make us aware of when the holiday was booked. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of twice the cost of your travel arrangements. In all claims of whatever nature we will not be liable where the alleged loss or damage results from any of the following:

i. the fault of the person affected or any members of their party; or

ii the fault of a third party not connected with the provision of your holiday which we could not have predicted or avoided; or

iii. an event or circumstances which we or the supplier of the service in question could not have predicted or avoided even after taking all reasonable care.

The promises we give to you regarding the services we have agreed to provide or arrange as part of the contract, together with the laws and regulations of the country in which your claim or complaint occurred, shall be used as the basis for ascertaining whether or not the services in question have been properly provided. If the services in question which caused the claim or complaint complied with the local laws and regulations applicable to those services at that time,

the services shall be treated as having been properly provided. Such shall be the case even if the services did not comply with the laws and regulations of the UK which would have applied if those services had been provided in the UK.

Jet2holidays does not accept any liability whatsoever for resort services or products highlighted on our website or in our brochures, or any losses of whatever nature suffered by you as a result of using the information featured. We do not exclude or limit any liability for death or personal injury which arises as a result of our negligence or that of our employees whilst acting in the course of their employment. We strongly recommend that you store all money and valuables in a secure place during your holiday. Please note, your belongings are taken on holiday at your own risk and neither Jet2holidays, the villa provider, the hotelier or cruise operator are responsible for any loss, theft or damage that occurs to your money, valuables or other personal effects during your time away.

Important notice in respect of limits on liability.

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. You acknowledge that all of the terms and conditions contained in those 'Conditions of Carriage' form part of your contract with us, as well as with the transport company and that those 'Conditions of Carriage' shall be deemed to be included by reference 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 baggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

In particular for cruise arrangements, carriage by sea is governed by the Athens Convention 1974 (whether as later amended or otherwise) and any liability which we may have to you arising out of such carriage will be determined on this basis as if we were the actual or contracting sea carrier. Please note that in most cases, the Athens Convention limits liability for death and personal injury and for loss of and damage to luggage, and makes special provision for valuables. It presumes that luggage has been delivered to you undamaged unless you inform us in writing: i) in the case of apparent damage, before or at the time of disembarkation from the ship or the time when the luggage is redelivered to you; ii) in the case of damage which is not apparent or of loss, within 15 days from the date of disembarkation from the ship or of redelivery or from the time when the luggage should have been redelivered to you.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our Customer Services team at **Jet2holidays, PO Box 284, Leeds, LS11 1GE**. Under EU law (EC 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 these terms and conditions. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount.

12. If you have a complaint: If you have a problem during your holiday, including any illness or injury, you must inform the relevant supplier (e.g. your hotelier, villa provider or cruise director) and our local agent (if there is one), our representative or our Customer Operations team using the Emergency Customer Helpline (0044 113 387 9501) immediately and they will endeavour to put things right. You must also complete a Customer Report Form (if there is one) whilst in resort.

If your complaint is not resolved locally, you must follow this up within 28 days of your return home by writing to either (a) our Customer Service team at: **Customer Service, Jet2holidays, PO Box 284, Leeds, LS11 1GE**; or (b) your travel agent giving your booking reference and all other relevant information.

If you fall ill while on holiday or suffer from an accident, you must also consult a local doctor and make arrangements to visit your GP on your return. In the event that we or one of our suppliers arrange for medical assistance on your behalf, you will authorise us to obtain a medical report from the doctor who attended to you. Should you wish to make a claim against us as a result of an injury or illness, you must provide us with details of both the local doctor whom you saw and your GP, together with written authority for us to obtain a medical report from both those doctors. You, any member of your party, or any person acting for you must not make false or exaggerated claims. If you, any member of your party, or anyone acting for you makes a claim knowing any part of it to be false or exaggerated, details will be passed to the relevant authorities and we shall seek to recover any payments made to you in connection with the associated claim (together with costs incurred by us). All claims (together with all supporting evidence including (but not limited to) medical records, photos of your holiday, details of all meals and drinks and receipts from excursions) must be submitted promptly after your return to claimsubmissions@jet2holidays.com quoting your name and booking reference in the subject matter.

If you fail to follow these simple procedures 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 your contract with us and ultimately our facility to deal with the matter.

13. ABTA: We are a Member of ABTA, membership number Y1256. 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 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. You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

14. Passport, visa and immigration requirements and foreign office advice: Your specific passport, visa and other immigration 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, immigration requirements or you fail to comply with all applicable health requirements. Please refer to the Essential Holiday Information for more information.

15. Excursions: Bookings prior to travel: You may book Excursions prior to travel directly with **Jet2holidays**. In the event that you choose to add an excursion or other attraction/tour onto your booking prior to travel via our website, we will be acting as agent on behalf of the excursion provider. Our responsibility to you is to make the booking with the relevant supplier in accordance with your instructions. We are not responsible or liable for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator. They do not form part of your holiday and are not governed by the Package Travel, Package Holiday and Package Tours Regulations 1992 unless we specifically include the excursion within your package at the time of booking, at an inclusive price. Where the pricing for the excursion is detailed as a separate price or in addition to your inclusive price, it will not form part of your holiday.

Bookings in resort: 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 or liable for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator. They do not form part of your holiday and are not governed by the Package Travel, Package Holiday and Package Tours Regulations 1992 under any circumstances.

16. Special requirements: It is important, if you have any special requirements, such as wheelchair access, that you inform us at the time of booking so that we can make appropriate enquiries about the suitability of particular accommodation, resorts, transport and services. Where, following your booking, we establish that the resort, cruise or accommodation is not appropriate we will inform you and give you the opportunity to change your holiday. Where applicable, an appropriate medical form will be sent to you for this purpose and once returned will be passed onto your airline and/or cruise operator and/or accommodation supplier and/or ground transfer service provider. If we reasonably feel unable to properly accommodate the particular needs of the person concerned we reserve the right to decline or cancel the booking.

We cannot be held responsible if you fail to tell us about special needs/requirements that will affect your holiday experience and this means we will not compensate you. In the event that an airline and/or a ship refuses passage to you (or to any member of your party) on the grounds of ill health or on the grounds of any other perceived problem with your physical or mental condition, we will not be liable for any and all consequences that arise from this. For customers who require support or advice prior to booking, please contact us on +44 (0) 333 300 0737 or amendmybooking@jet2holidays.com.

17. Special requests: If you have a special request for anything that is not automatically part of your holiday, please check when you book your holiday and we will pass this information on to the suppliers we work with. We cannot guarantee any request will be met and will not pay compensation for failing to meet a special request.

18. Flights: **Jet2.com's** Terms and Conditions will apply to you in respect of your flights and, as a result, form part of your contract with us. To see **Jet2.com's** Terms and Conditions, go to www.jet2.com and click "Terms and Conditions" at the foot of the home page. We may use other airlines from time to time and in each case their own conditions of carriage will apply to you in respect of your flights, which may contain additional limitations to liability. Please ensure that you read these carefully.

Jet2.com's Terms and Conditions include, but are not limited to, rules and limits on liability for personal injury or death, rules and limits on liability for checked and unchecked baggage and the availability of an excess valuation charge, restrictions on claims (including time limits for filing a claim and bringing an action against the airline, rights of the airline to change terms of the contract of carriage, rules on reconfirmation of reservations, check-in and boarding times, the right to refuse carriage, rules and restrictions applying to provision and operation of the Resort Flight Check-in Service, limits on liability for delay or failure to perform a service (including schedule changes, substitution of alternate airlines or aircraft and re-routing), and your rights under the EC regulations and the Montreal Convention 1999.

At selected hotel destinations a Resort Flight Check-in Service ("Service") is offered, which will, subject to these terms, enable you on the last day of your holiday to check your baggage in and collect your boarding passes at a baggage check-in point at your hotel. We will then securely transport your checked-in baggage to the baggage reclaim area of your return airport. Exclusions: Service available only to **Jet2holidays** customers at selected participating hotels. Baggage allowance restrictions apply. The Service is not available for hand luggage. Service availability periods will apply. Full service details and requirements will be available at participating hotels. We reserve the right in our discretion to suspend or withdraw the Service in whole or part and/or to change its scope or availability, in each case without notice and for any commercial, operational, security, regulatory or other reason. The Service is provided on a complimentary basis and does not form part of the cost of your holiday. Non-availability of the Service for any reason will result in no cash equivalent or entitlement by any person to any benefit, monetary or otherwise.

19. Car hire: **Jet2holidays** does not own or operate any car hire arrangements and is not a supplier of car hire services. Your contract for car hire ("Car Hire Conditions") will be between you and the Car Hire Supplier to which **Jet2holidays** will not be a party. The relevant Car Hire Conditions will be provided to you as part of your booking. On making a booking with a Car Hire Supplier, you are bound by and deemed to have accepted the Car Hire Conditions of the relevant Car Hire Supplier. **Jet2holidays** makes no warranty or representation in relation to any Car Hire Supplier and/or any Car Hire offered or provided by any Car Hire Supplier. The Car Hire Supplier is solely responsible for providing you with Car Hire booked through **Jet2holidays**.

20. Call recording: We pride ourselves on the quality and friendly professionalism of our staff. In our search to continually try and improve our level of service, prevent and detect fraud and for ongoing training, we may sometimes record and monitor phone calls (mainly in the case of telephone bookings).

21. Personal data: You recognise and consent that your personal data (including sensitive personal data) has been provided to us for the purposes of: making a reservation; recording and issuing a ticket/itinerary and confirmation invoice and ancillary documentation associated with your holiday; advising you of changes to your itinerary; responding to your queries or requests; issuing receipts; providing you with your holiday; providing you with ancillary services related to your holiday; administration of accounting, billing and auditing procedures and other administrative purposes; meeting security requirements; prevention and detection of crime; handling customer relations issues; analysis of statistics; assisting us in future transactions with you; systems testing; market analysis; tailoring our marketing to your specific holiday needs; benchmarking and performance measures; IT maintenance or development training; meeting legal obligations to you; making data available to government agencies in connection with your holiday (for example, security, customs or immigration where we are required by applicable law to do so); making data available to third parties that we deem necessary in the event of an emergency; and other purposes associated with or incidental to your holiday.

For all these purposes, you authorise us to retain and use such data and to transmit to and/or to share it with our own offices; our principals or agents; our other companies and/or brands; anyone to whom we transfer our rights and duties; third party companies offering related services; governments and government agencies; credit card and other payment card companies; and airlines or providers of such related services, or other third parties that we deem necessary. We may also retain your personal data for direct marketing, but we will obtain your authority to do this first.

We may require the name and contact details of a third party whom we may contact in an emergency. It is your responsibility to ensure that the third party consents to the disclosure of the information provided for that purpose. If you would like to know what personal data we are holding about you and/or correct the personal data that we hold about you, please contact our local office.

For full details of how we may use your data please view our Privacy Policy which can be viewed at www.jet2holidays.com/privacy-policy.

22. Definitions:

"Jet2holidays" "we", "us", "our" means **Jet2holidays Limited**;

"You", "your" "lead name" means you for yourself and on behalf of each and every member of your booked party (including anyone who is added or substituted at a later date).

Jet2holidays Limited is a company registered in England under No 4472486, registered office address Low Fare Finder House, Leeds Bradford International Airport, Leeds LS19 7TU, VAT No. GB 911 4683 35. **Jet2holidays**, **Jet2Villas** and **Jet2City Breaks** are trading names of Jet2holidays Limited.

These conditions were last updated on 5 May 2017

Essential Holiday Information

Getting started – booking and paying for your holiday

The price of your holiday:

The basic holiday cost **includes** the following: the cost of your holiday accommodation; return flight from the UK to your overseas airport; all current airport taxes, including the Air Passenger Duty ("APD"); coach transfers between the resort airport and your accommodation if stated or car hire if stated for villa products; baggage allowance (if any) as confirmed on your Flight Voucher; payment to the Air Travel Trust Fund as part of the ATOL Protection Contribution ('the APC Sum'); aviation insurance and security charge; and VAT on all holidays to countries within the EU.

The basic price of your holiday **does NOT include** the following which will cost extra: transfers to and from your accommodation if not stated; in-flight meals; sitting together; holiday insurance; any additional charges that hotels or apartments may make for facilities such as cots, minibus services, sun beds, sauna, tennis courts and equipment, porters, excursions, etc.; excess baggage and the transport of any sporting or any other outside equipment; deposits requested on arrival by some apartment/hotel/villa owners; and any local taxes, levies, dues or similar required by local authorities/airports abroad to be paid personally by every passenger; and any surcharge levied under our standard terms and conditions.

Jet2holidays reserves the right to alter the price of any of the holidays advertised on the website. You will be advised of the current price of the holiday you wish to book prior to receiving your booking confirmation. The lead in price on our website and in our brochures is based on 2 adults sharing, except for: (i) Disney holidays which are based on 2 adults and one child sharing; and (ii) villas, where the price is quoted per person based on the maximum stated occupancy of the relevant villa. Exceeding the maximum number of occupants using the villa for any period of time may result in an over-occupancy charge being levied.

Taxes, levies and charges that may apply to the price of your holiday: All prices of our holidays are subject to a tax known as Air Passenger Duty ("APD"), a duty of excise levied on the carriage from a UK airport of chargeable passengers on chargeable aircraft since 1994. Please visit www.hmrc.gov.uk for further information. If governments or airport authorities impose any increases or additional taxes and charges that will be in effect on the day you travel, **Jet2holidays** is responsible for collecting these on their behalf. We will notify you by email or by post at least 5 days before debiting your payment card with the increased charges. Please be assured that no payment card fee will be levied in these circumstances. If your payment card is no longer valid, we will contact you by telephone to request your new payment card details.

Managing your booking and planning your trip

Managing your flight booking: Your booking confirmation shows your **holiday booking reference** number, which consists of six numbers followed by a forward slash, a W or S depending on whether it is a winter or summer booking and then the year of travel followed by an H (for example 222222/S12H). Log on to www.jet2holidays.com and follow the link for "Manage my booking - Check-in Online" on the top right hand side of the page to choose from **many extras**, and **check-in online** to make your flight even more enjoyable. Please make sure you are using your **holiday booking reference** from the booking confirmation. You will need passport details for all travelling passengers to check-in online. For a small charge, you can select your preferred seats online, including extra leg room seats. We also have the option of seating together where your seats are guaranteed to be together, although these may be separated by an aisle. If this option is not suitable for you then you may want to choose specific seat numbers for you and your party. This is generally available between 28 days and 5 days before departure. If you do not wish to choose your seats online before you fly, seats will be allocated on a first come, first served basis either during the online process or at the check-in desk. Please note that, for safety reasons, emergency exit seats are only suitable for able-bodied adults as the occupants may be called upon to assist the crew in the unlikely event of an emergency. We cannot allow children or infants in these seats and that children/infants must be seated with their parents or guardians on the flight. Please note that flight crew reserve the right to move anyone they feel is unsuitable to sit in these seats.

Check-in time: Passengers are required to check-in a minimum of 2 hours prior to the scheduled departure time of the flight. All flight times are local and in 24 hour clock. We recommend that you check your flight times between 1 and 3 days prior to travelling. In the unlikely event of any schedule changes or cancellations, we will notify you using the address provided at the time of making your booking. If you change your contact details, you must notify us quoting your booking reference.

Travelling with infants: Infants under the age of 2 years (on the date of departure) must sit on the knee of a paying adult who has responsibility for that infant. As such, two infants could only travel with two adults who are responsible for their welfare etc. Please note that infants do not have their own baggage allowance, or seat on the aircraft. The minimum age for an infant to be carried by **Jet2holidays** is 14 days after birth; however, carriage of very young infants is always strictly at our discretion. For your family's convenience, subject to local conditions, collapsible pushchairs/ buggies may be used up to the aircraft steps/air bridge and can be reclaimed immediately upon disembarkation or at Baggage Reclaim, subject to local conditions.

Travelling with children and minors travelling without an adult: Each booking must have at least one 18 year old (or older) in the party who will take full responsibility for any customers on the booking who are less than 18 years old. Where any customers on a booking are under 18 years old and are not related to any customers on the booking who are 18 or over, each must produce a signed letter of parental consent at departure.

Hand baggage allowance: You are permitted one small piece of hand baggage of not more than 10kg and dimensions not in excess of 56x45x25cm. It is not possible to use your hand baggage allowance against your checked baggage allowance or vice versa. The following items are prohibited from being taken into any aircraft cabin as hand baggage; toys/replica guns, plastic catapults, knives (regardless of length of blade), razor blades, scissors, trade tools, darts, metal cutlery, hypodermic syringes, knitting needles, snooker/pool cues, sports bats, self heating drinks/food, cigarette lighters, firearms, or any other item that, in the opinion of **Jet2.com**, could be used to endanger the aircraft or any of its passengers.

Please be aware that we have been instructed by the UK government to put new security measures and hand luggage restrictions in place on all our flights from Turkey to the UK. This means that if you're departing from Antalya, Bodrum or Dalaman, you must put large phones, laptops, e-readers, tablets or other large electronic devices in your checked-in baggage. Further information is available at <http://www.jet2.com/turkey-travel-information>.

Checked in baggage allowance: Baggage allowances may vary depending on the type of holiday you have booked, and are subject to change. When booking through our website your baggage allowance will be shown to you at time of booking. When using our brochure please check at the time of booking. Many **Jet2holidays** packages provide customers (excluding infants) with 1 piece of checked-in baggage included in the holiday price, which is an allowance of 22kgs. Up to 2 additional bags, each with 22kg allowance, can be pre-purchased for an additional cost before the day of departure. Some **Jet2holidays** packages, including City Breaks, provide no checked-in baggage allowance, but instead customers can purchase checked-in baggage of up to 3 bags to a maximum allowance of 66kgs (22kg per bag). Subject to availability and at Jet2.com's discretion you may check-in excess baggage, which will be subject to an extra charge.

Sporting/outsize equipment: Golf bags and ski equipment - charges are 30.00 GBP/ 40 EUR/ 58CHF/ 1060CZK/ 165PLN per flight for each item up to 20kg. Other/outside items e.g. bicycles, tennis bag & rackets, may be carried for a discretionary charge strictly subject to prior agreement. Alternatively, standard excess baggage charges will apply. You may also need to arrange a private transfer as many of our transfer providers are unable to accept golf bags or other outsize equipment on the transfer coaches. Any private transfer would be at your own cost. Please contact our Pre-Travel Services team to discuss the charges and requirement for golf and other outsize equipment.

Buggies/pushchairs/car seats: Lightweight collapsible pushchairs/buggies and child car seats, up to a combined maximum weight of 10kg may be carried free of charge strictly on a limited release basis. Additional weight will be subject to standard excess baggage charges. No single item may weigh more than 32kg.

Essential items: Please ensure you carry essential medications for the duration of your holiday in your hand baggage. Please be aware that essential liquid medication in quantities over 100ml must be certified as authentic by a doctor's letter and must be presented in the original container. Customers travelling with babies should take extra supplies of necessary infant items in their hand baggage such as formula milk (subject to airport security restrictions on fluids) and nappies. Baby milk and foods must be tasted by the responsible adult.

Flight delays or diversions: If your outbound or return flight is delayed, we will, wherever reasonably practicable, keep you informed and provide meals and refreshments in a reasonable relation to the waiting time for a delay of 2 hours for flights under 1500km, 3 hours for flights between 1500km and 3000km and 4 hours for all other flights depending on airport facilities. For a delay of over 12 hours or where an overnight stay is necessary we will provide overnight accommodation if possible. If any delay is over 5 hours you are entitled to cancel your flight and receive reimbursement of the flight element of your holiday cost only. This does not extend to any reimbursement of other elements of your holiday cost.

Aircraft and flight time changes: In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight. Please note that our main airline is **Jet2.com** but we may occasionally be obliged to change the type or model of aircraft it operates for a particular flight without advance warning or temporarily supplement its fleet with aircraft operated for its benefit by another airline, in which case you may become subject to that airline's specific terms and conditions of carriage. Any such change 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 under our Terms and Conditions. Flight times detailed on your booking confirmation may be subject to change and will only be confirmed on your Flight Voucher. We will always do our best to inform you in advance of changes to any of the above circumstances where possible.

Priority Lane Security: free priority lane security on your outbound journey is included from some UK departure airports when you book an 'Indulgent Escapes' holiday. Please check your Flight Voucher for details on whether this service is available from your departure airport, and if so, please visit the **Jet2.com** customer service desk at your departure airport to collect your pass. Please note that not all UK airports provide this service, or may provide on a seasonal basis only. We reserve the right to withdraw the priority lane security availability at our discretion.

Passports, visas and immigration requirements: Your specific passport, visa and other immigration requirements are your responsibility. We advise that you confirm these with the relevant Embassies and/or Consulates well in advance of booking, to avoid any delays on the day of departure. British Citizens will need a full 10 year passport to travel to the destinations we feature and are generally required to have 6 months remaining on it after the scheduled date of return. Children are required to have their own passport. The name on your passport must match the name on your ticket, otherwise you may not be able to travel or your travel insurance may become invalid. If you or anyone in your party changes their name, please contact us immediately so that they can reissue you with a new ticket. An amendment fee will be applicable for this service.

For more information in relation to visa and immigration requirements, please refer to <https://www.jet2holidays.com/faqs>.

We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa and immigration requirements. For further advice in relation to passport and/or visa requirements, we recommend that you also refer to the Foreign & Commonwealth Office (FCO) website at www.fco.gov.uk, or the Passport Service's website at www.ips.gov.uk.

Health and medical advice: Health facilities, hygiene and disease risks vary worldwide. You should take health advice about your specific needs as early as possible. Sources of information include the following: www.gov.uk/knowbeforeyougo; www.hpa.org.uk; www.nathnac.org.uk; your GP; or a specialist clinic. Whilst many Western European destinations currently have no compulsory inoculation requirements, advice about destinations can change. Customers travelling to other destinations are recommended to seek advice from the sources mentioned above.

Travel Information: The Foreign and Commonwealth Travel Advice Unit may have issued health and / or safety information about your holiday destination. You are advised to check this information by calling 0845 850 2829 or by visiting the FCO website directly: www.fco.gov.uk. The advice on the FCO website can change so check regularly for updates about your specific holiday destination.

Travel insurance: **Jet2holidays** offers personal travel insurance to cover you whilst on your holiday. Customers can purchase a policy on-line via the link on the "Travel Extras" page on our website or by visiting www.jet2insurance.com. As with all travel insurance policies, Jet2 Holiday Insurance contains certain restrictions. In order to qualify for this insurance policy you must be under the age of 76 at the time of purchase and be a resident of the European Union. The policy does not cover any pre-existing medical conditions. If you are taking any medication, have been hospitalised in the previous 12 month period or are under observation or investigation for an undiagnosed medical complaint we advise that you look for a specialised insurance policy to ensure you are adequately insured. Please ensure you read the terms and conditions of your policy carefully to ensure cover is right for you. Should you feel the policy is not right for your needs and you notify us within 14 days of purchase, we will refund the premium to you in full subject to travel having not taken place.

Transfers

Transfers: All of our holidays include a transfer, except: (i) where specifically specified or our City Breaks and some short breaks, which will only include transfers where specifically booked at an extra charge; or (ii) for villas, where car hire is included in the holiday price. The transfer times we give you are a rough guide and do not allow for local traffic conditions, or delays to incoming flights. Please be aware that you may have a wait upon arrival at the airport to be transferred to your accommodation. Transfer vehicles will try, wherever possible, to drive up to each hotel. However this may not always be possible due to local restrictions. Please refer to your Transfer Voucher for instructions on how to reconfirm your return transfer. You may need to arrange a private or adapted (as applicable) transfer if you have golf clubs, a wheelchair or other outsize equipment. Please contact our Pre-Travel Services team to discuss, so you are aware of any extra charges.

Private transfers: With most **Jet2holidays** you have the option to include a private transfer instead of a coach if you prefer. Private transfers are included as standard with all Indulgent Escapes holidays, unless we specify otherwise. Private transfers for the main will be in a taxi but on occasion a people carrier or minibus may be used. You will receive your private transfer voucher as part of your holiday documents 4 weeks before departure and this details where to meet the local transfer representative in the arrivals hall. Please read the arrival instructions on your local private transfer voucher carefully so that you can

find your transport easily and start your holiday as soon as possible. In some cases the voucher will also advise the reconfirmation number for your return transfer which will need to be called at least 24 hours before departure. Please note any stated opening times of the local transfer operator office to ensure you call to re-confirm in plenty of time.

Transfers for children/infants: Please note that infant car seats and/or children’s car booster seats are not provided for any transfers and must be taken as part of your baggage (at your own cost) if you want to use them on your holiday. Please see the **“Buggies/pushchairs/car seats section”** above for weight allowances.

Car hire

A compact car is included in the price of your villa holiday. It is your responsibility to ensure that this vehicle will be large enough to transport the travelling party together with their luggage. The luggage capacity is shown by a suitcase symbol when choosing the car. If you need a larger vehicle, you will have the option to upgrade the vehicle at the time of booking at extra cost. The exact make and model of car is not guaranteed but if it is not available, an equivalent will be provided, subject to availability. Further details applicable to car hire and FAQs can be found at www.jet2holidays.com/faqs and full details of the car hire arrangements will be provided to you in advance of travel. In most cases, you will need your credit card (in the name of the driver), booking voucher and original driving licence when collecting your car. Car hire is subject to availability and minimum age requirements. Where the driver is outside the age range of 25 – 70, additional charges may apply. Please check your car on collection and in the event of any damage, please report this to the car hire provider immediately so this can be rectified.

Medical requirements, special needs & mobility assistance

At Jet2holidays we want all our customers to enjoy a completely successful holiday and we will try to meet the needs of those who require special assistance. However, please note that this may not always be possible.

Special assistance and medical conditions: If you require special assistance for you or a member of your party (e.g. use of a wheelchair, recognised assistance dogs, medical or mobility equipment, special seating requests) you must tell us when you book or, if later, as soon as possible after booking so that we can make sure appropriate arrangements can be made. Failure to notify us in this way may mean that assistance is not available in connection with the flight, accommodation, resorts, transport and/or services. If the special assistance needs (including use of guide dogs) of customers on the same flight or transport or in the same accommodation, resorts or services create conflicting health issues, we reserve the right to decide how the conflict shall be resolved.

If you or a member of your party wish to travel with a battery powered mobility aid you must tell us before you book. We will try our utmost with the airline, the accommodation and the relevant transfer supplier to fulfil all your medical requirements. The airline assistance starts from the **Jet2.com** check-in desk until the baggage reclaim areas at the destination airport, but this will differ depending on the airport you are flying in to.

If you or someone in your party requires assistance from the car park to the check-in desk or from the baggage reclaim area to the car park on your return, this should be booked via the airport, the contact information for which can be found on their websites. If you or someone in your party requires a specific room or certain facilities in the accommodation please inform us in plenty of time and wherever possible before you confirm your holiday, as this will help us to try and meet your needs. Certain seats are blocked off on each flight for wheelchair access which are allocated on the day by the check-in staff on a priority basis.

Carriage of mobility aids: We will transport medical equipment and up to two pieces of mobility equipment per disabled person or person with reduced mobility, including electric wheelchairs, subject to you informing us no less than 48 hours prior to the flight and subject to possible limitations, and applicable rules concerning carriage of dangerous goods. It is important that we have as much information about any battery powered mobility aid as soon as possible and in any event no less than 48 hours before you travel. Before an electric mobility aid is loaded onto our aircraft, we must be satisfied that the mobility aid has been made safe in accordance with the ICAO Technical Instructions. If we are unable to be satisfied or where it is established that the electric mobility aid has not been made safe, we reserve the right to refuse carriage of the mobility aid. In such circumstances we are not under an obligation to render it safe. Other factors which could prevent the carriage of an electric mobility aid are: the mobility aid dimensions exceeding cargo door dimensions, the tare (unladen) weight of the mobility aid exceeding the aircraft loading limitations after all possible load-spreading options have been considered and insufficient space being available on the aircraft at the time your booking is made. For further information on the carriage of battery powered wheelchairs please refer to the mobility section in the Questions page at www.jet2.com.

Fit to fly and fit to travel: It is your responsibility to ensure you are medically fit to travel and fly. Please remember that this covers your whole journey, including the duration of the flight and also the period you may be waiting at, and in transit through, the departure and arrival airports as well as possible unforeseen delays or diversions. If you have any doubt as to your fitness to fly please contact our Customer Service Team to discuss whether you are able to fly. We will advise if you need to contact a doctor for a fitness to fly certificate and/or if you must complete a medical information form, which we will provide. If we require you must seek medical advice and follow any advice provided regarding the use of medication for your journey. We reserve the right to request an up to date fitness to fly certificate, failing which the airline may not accept you for carriage. It is of course in your interests to ensure that you notify your travel insurer about any pre-existing medical conditions. **Jet2holidays** offers personal travel insurance to cover you whilst on your holiday and also cancellation cover should you be unable to travel. Customers can purchase a policy on-line via the link on the “Travel Extras” page on our website or by visiting www.Jet2insurance.com.

Extra baggage due to medical conditions: If you have a condition which may require you carrying extra baggage, please contact us for the appropriate allowance and cost.

Extra transfer costs: If you need to book a private taxi which is adapted to accommodate a wheelchair this will carry an additional cost to you. Please contact our Pre-Travel Services team to discuss so that you are aware of any additional charges.

Medical Treatment: Please note that where you book a cruise, all medical facilities on board ships are the responsibility of the ship/cruise operator and their availability is at the sole discretion of the ship’s Master. You will be responsible for the payment of any charges for medical treatment and/or drugs provided on board.

Your accommodation and resort

How we grade accommodation: All the accommodation featured on our website and in our brochure has been carefully chosen to ensure that you are able to get the very best out of your holiday. Although the local authorities in each country set standards for official hotel star/quality ratings, we know standards can vary between hotel and apartment accommodation of the same official rating in different countries and even in the same country which does not give you a consistent way of comparing accommodation standards. To help you choose your holiday, therefore, with hotels and apartments we feature our own star ratings to give you a general guide and to help you compare. Our ratings are based on our knowledge and customer feedback of the facilities, food and service available at the accommodation, as well as the characteristic differences between accommodation types such as apartments and hotels. Our ratings are set using a scale of 2 stars through to 5 stars and represent a range from basic, good value, no-frills accommodation to above average, more comfortable accommodation with a wide range of facilities. With the exception of villas, all our accommodation, whatever the rating, is based on a twin or double standard room unless otherwise stated. We do not operate a rating system for our villas.

We may feature TripAdvisor ratings of our resorts to help you choose your holiday. TripAdvisor ratings are based solely on TripAdvisor members’ opinions and reviews of our resorts obtained from TripAdvisor on the date indicated within the rating or at the front of the brochure. We make no representations of any kind about the reliability of such ratings and cannot be held responsible for any reliance placed on such ratings. TripAdvisor ratings are not available for villas.

Room types: When we refer to specific room or villa types on our website, the room you will receive will usually match one of the descriptions below. Please note, however, that these are only standard definitions for guidance purposes only and that rooms are likely to vary by accommodation. Pictures of rooms on our website or in our brochures are examples only and the actual view and/or room size or layout may vary.

- **Double Rooms** - a room with a double bed, or two single beds with double bedding.
- **Twin Rooms** - a room with two single beds.
- **Single Rooms** - a single room or “twin for sole use” room with 1 or 2 single beds.
- **Studios** - one room living/sleeping accommodation with divan/sofa beds, basic kitchen facilities (usually 2 cooker rings and a fridge) and a shower room.
- **Apartments** - self contained accommodation with one or more bedrooms with twin/double beds, basic kitchen facilities (usually 2 cooker rings and a fridge), a shower room and occasionally a separate living space.
- **Sea/Pool View Rooms** - please note these advertised room types may have a restricted view due to plants, trees or buildings.
- **Family Rooms** - typically the same as the double and twin rooms and may not be larger. Room occupancies will be shown for individual properties and may vary in each destination.
- **Triple/Quadruple Rooms** - some properties may have rooms that can sleep 3 or 4 people. Room layouts may vary but typically will consist of 3 or 4 separate beds or a combination of double, twin, camp, sofa or rollaway beds. In some properties extra beds may only be suitable for children. These rooms may not be any larger than twin or double rooms so space may be limited.
- **Premium/Superior Rooms** - typically the same as double and twin rooms but may have additional or more luxurious amenities.
- **Suites/Junior Suites/Bungalows** - these room types usually have a living area but may not be completely separate from the sleeping area. Room occupancies will be shown for individual properties and may vary by destination.
- **Villas** - the style and standard of villas will differ across resorts and destinations, ranging from individually owned properties furnished to the owner’s taste to purpose built holiday homes and resorts. The accommodation may vary in design and layout, including the bedroom configuration, number of storeys the accommodation is set over, style of furnishings and layout of exterior garden and terrace area, but will be of equal standard. Location may also vary from hotel’s grounds and busy resorts to rural locations. Please note villa check in times are usually 16:00 and check out times 10:00 and usually do not have storage facilities for luggage.

- **Maisonettes** - as per apartments and usually on a split level.
- **Shared Room** - a shared room or dormitory style accommodation, usually for more than 6 people, which may include people from other unrelated bookings. Beds may be bunk beds and the rooms may not be en suite.

Board basis descriptions: Please note that the accommodations advertised on our website will be described as follows:

- **Room Only** - no meals are included in the price you have paid for your holiday.
- **Self Catering** - no meals are included in the cost of your holiday, but you will be provided with catering facilities in your accommodation to cook light meals. These facilities will differ slightly from one accommodation to another.
- **Bed and Breakfast** - breakfast is included in the price you have paid for your holiday and will generally consist of a continental buffet style, catering for various nationalities.
- **Half Board** - your breakfast and evening meal is included in the price you have paid for your holiday.
- **Full Board** - breakfast, lunch and evening meals are included in the price you have paid for your holiday.
- **Half Board Plus and Full Board Plus** - typically includes an additional service(s) to a standard Half Board or Full Board package respectively as detailed above. Not every Half Board Plus or Full Board Plus package will offer the same additional service(s). Each package is individual to the hotel, so please see website descriptions for full details of exactly what is included in the package.

- **All Inclusive** - typically includes 3 buffet style meals in the hotel’s main restaurant, snacks and locally produced drinks for a minimum of 12 hours per day but please note that in rare cases All Inclusive may be available for less than 12 hours; where we are aware of this, it will be stated clearly in the property description. Please be aware that in some properties, there may also be limits on the facilities available, which may include a cash bar system at night once the all inclusive package ends. Some bars and restaurants at the hotel may not be included in the all inclusive offering and may incur a local charge. Some properties may offer two or more sittings at meal times for your comfort, you may also be required to reserve a table in some restaurants and this will be subject to availability.

Times for inclusive drinks, meals and snacks may vary and bottled water, ‘branded’ (imported) drinks or à la carte meals may not be included in your package. Beer available in the all inclusive package is usually draught and local wine is usually house wine served by the glass from a barrel. Some countries serve local-style cuisine rather than international.

Not every property offers daytime and evening entertainment as part of their All Inclusive package and the options at the ones which do will vary. A charge may be required locally for facilities and entertainment not included in the all inclusive package including imported alcoholic drinks and facilities requiring coins to be inserted such as games machines or pool tables. All activities are subject to availability and also may be weather permitting and the property may restrict the number of times and hours of use of some facilities. Each hotel description highlights what activities and facilities are usually included with each property. This is based on information we have received from the hotel management and often based on the current seasons package. Please note that some facilities or activities may be altered or substituted when you travel as hotels do regularly review their all inclusive offering from season to season.

You may be asked to wear an ID wrist band or carry an ID card which, if lost, may carry a replacement charge. Your all-inclusive package ends when you check out of your room, irrespective of your transfer pick up time. It is possible that you may lose a meal on arrival or departure, dependant on your own particular flight times.

If there is a delay to your return flight and you have to spend additional time in the resort, any refreshments will be as per the airline’s instructions and not the board basis of your hotel.

Please bear in mind that under 18s will not be served alcohol and the hotel management and **Jet2holidays** may take away the all inclusive benefits from any guests whose behaviour is deemed to be detrimental to other guests.

- **All Inclusive Plus** - includes selected international branded drinks, as well as an additional service(s) to what we consider a standard All Inclusive package as detailed above. Each All Inclusive Plus package is individual and could include example services such as 24hr drinks and snacks, complimentary use of facilities that would usually carry a charge, or extra dining options such as à la carte meals where applicable, which again, may usually carry an additional charge. Not every All Inclusive Plus will offer the same service and each package is individual to the hotel, so please see website descriptions for full details of exactly what is included in the package.

Additional persons staying in your twin or double room: As a third or fourth person sharing a room will occupy existing beds or use an extra bed (which may be of camp bed style or a sofa bed) placed in a double/twin room, conditions may be cramped. As a result, you may wish to consider booking additional rooms.

Check in/out: Generally, your accommodation will be available from 2pm on the date of arrival and is to be vacated between 10am and noon on the date of departure, irrespective of your arrival or departure times (unless we have stated otherwise). Should you wish to retain your room after the normal check out time on the day of your departure, it may be possible to reserve the room for this purpose at the time of booking. However this will be on a “subject to availability” basis and may incur additional costs which would be payable locally. Should we not be able to accommodate your request, you may also check at reception on your arrival or at any time during your stay to see if the specified times can be altered. Please note that Villas will not have storage space to hold luggage temporarily prior to the specified check-in time nor after the specified check-out time.

Cots for infants: We can request the use of cots in most of our accommodation, however there may be a small charge which is payable locally. Cots must be registered at the time of booking. For villa products a high chair will be available if there is an infant on the booking.

Hotel/breakage deposits: Some accommodation, particularly that of a ‘Late’ n ‘Lively’ nature or where single sex groups or young group bookings have been permitted in villas at our discretion, may require you to leave a refundable breakage deposit on arrival (usually in local currency). This deposit will be fully refunded on your check out if no damage has been found in the accommodation. Our City Break Hotels may require a credit card imprint or local currency cash deposit upon arrival to cover any ancillary spend in the hotel. Please note that you are responsible for all breakages in your accommodation and in the unlikely event of damage occurring, please notify us promptly so that we can ensure future guests are not prejudiced.

Air conditioning: Some properties may have individual air conditioning units located in either the bedroom or the living area and, unless otherwise stated, air conditioning will be centrally controlled. This means that (except for villas) the day to day operation of the air conditioning system is at the discretion of the hotel management, both in rooms and in the public areas of the property. In such cases the use of air conditioning units may be restricted to certain hours of the day and more generally used during the warmest summer months. Please note there may be a local charge payable for air conditioning in some months. We will endeavour to describe the air conditioning system in the accommodation description where possible.

Free Wi-Fi: Resorts or villas displaying a ‘Free Wi-Fi’ symbol on our website or in our brochures have free Wi-Fi available, although for hotels it is not guaranteed throughout the resort. For example, free Wi-Fi may only be available in the hotel lobby. Connection speeds will vary by accommodation and no guarantee of availability can be provided.

Local charges: Some facilities at your accommodation may be payable locally. We endeavour to advise you of all local charges in our descriptions but this may not be possible or they may change from time to time. Common payable facilities include, but are not limited to, air-conditioning, safety deposit boxes, television remote control, spa facilities, pool or beach towels, daily car parking, entertainment and activities away from your accommodation, highchairs, cots, babysitting services, meals for infants, room service, mini bar, TV/Satellite TV, telephone calls, sea views, sun loungers, jacuzzi, sauna, a table tennis, billiards and darts. Where our brochures include indicative prices for drinks, meals or local travelcards, these prices have been provided by local tourist boards as examples only. We do not guarantee these prices and the actual cost of drinks, meals and travelcards will vary depending on the supplier.

Maid service: The frequency of maid service and changes of linen may differ from property to property and for villas this is not guaranteed. This can be confirmed to you on request.

Single travellers and under occupancy supplements: It is an unfair fact of life that single travellers often have to pay proportionally more, often up to twice the price, than the price each person in a twin room might have to pay. We have negotiated some good deals for single travellers, however, please note the standard and location of these single rooms is not always as good as that of twin/double rooms, even when you pay the single supplement. As most of our prices are based on at least 2 adults sharing, if there are fewer adults sharing the room than the number specified on the website, supplements will have to be paid. Please note in some cases, infants and children do not count towards occupancy levels, however you will be advised of this at the time of your booking.

Special dietary requirements: Meals, if included, are based on table d’hôtel menus, or a buffet system unless specified otherwise. Holidays which include main meals generally commence with dinner on the day of arrival at your accommodation, terminating with breakfast on the day of departure. No refunds on meals “not taken” can be given. For late arrivals (after 10 pm) the hotel may sometimes be able to arrange a cold platter or a simple snack. Special diets of any kind (including vegetarian) can seldom be catered for adequately within the constraints of a table d’hôtel menu and cannot be guaranteed. We would therefore strongly suggest that anyone with special requirements takes a holiday where no meals (or only breakfast) is included and simply buys the most acceptable dishes from restaurants available locally. In some cases you may find the cost of the meal cheaper, however, we regret that it will not be possible to refund the difference. If you have paid a “half board” supplement, it may be possible at some establishments to ask for a credit from the table d’hôtel dinner to be used against a meal in an à la carte restaurant (within the same accommodation).

Special rules/considerations applicable to dining: All of our 4 star or more hotels require that long trousers are worn in the dining areas in the evening.

Special rules/considerations applicable to children: Some destinations, owing to their lack of special child or medical facilities, may not be suitable for very young children, but we would be happy to advise which accommodation or resorts we think are suited to your requirements. Should any child qualify for a “Free Child Place” (where applicable) they are normally required to share the same room as their parents (except with villas).

Hotel-run kids’ clubs: We are unable to accept responsibility or give any guarantee for the standard of facilities or personnel in hotel-run kids’ clubs. Please note, such clubs often operate subject to minimum number and in summer months only. Some kids’ clubs may be chargeable and we do not guarantee that they are free of charge.

Advice on service and amenity variations during ‘peak’ and ‘off-peak’ seasons: Most of the destinations we feature/advertise are available all year round, however, some do have quieter “off peak” periods when you can enjoy the resort or city being less crowded and more personal attention from staff. Due to the fall in demand in “off peak” periods, it may be necessary for establishments, such as restaurants, to scale down their services or the size of some of their facilities. In some resorts recreational facilities such as outdoor pools/water sport activities may also be reduced or even closed. Similarly, during peak periods, establishments often experience full occupancy which may result in a livelier atmosphere and slower service.

Advice regarding public holidays and religious/cultural customs: Virtually all countries have public holidays, religious or otherwise. The festivities may temporarily disrupt your holiday and some religious holidays, such as Ramadan, which is celebrated in many Muslim countries, may result in a reduction of facilities, entertainment and a restriction on alcohol. Also, please note that excursions to religious sites, churches and temples will often have strict dress code policies (e.g. Vatican City, Rome). Others are somewhat chaotic but great fun to be a part of. We suggest that you take this into consideration when selecting your departure date.

Other guests: There is a possibility you will be disturbed by noise from less considerate groups, so please bear this in mind when choosing your resort and accommodation. Many establishments, especially in cities and major beach resorts, accommodate conventions and conferences. Also, at certain times of the year, some destinations have an influx of groups such as students, associations or clubs. The accommodation we feature is often shared with guests from many other countries with different cultures and customs and we have no control over the acceptance of bookings at the accommodation. We are therefore unable to accept responsibility for any limitation of facilities due to such groups or inconvenience that their activities may cause you.

Building and development works: Many accommodation establishments and resorts are continuing to develop, sometimes rapidly and intensively, often with little or no advance warning. Whilst we have no control over such work, as a responsible tour operator, it is important to us that you are aware of any significant building/refurbishment work that may be going on during your stay. General refurbishment at these establishments is necessary to maintain standards but if we are informed of such work, we will endeavour to notify you of any activity as soon as possible, however near to your departure this may be.

Factors which may affect information accuracy: We rigorously check the information we supply to ensure it is correct. However, please bear in mind that accommodation owners, restaurateurs, nightclub owners etc, may wish to maintain or improve their facilities, or even take a break themselves. Circumstances such as these, or weather conditions, time of year etc. may cause some of the amenities we have described to be unavailable or different from those advertised. When we are told of any significant or long term changes we will always endeavour to advise you prior to your departure.

Factors which can affect electricity and water supplies: In many of the less sophisticated destinations we feature the water and electricity services struggle to keep up with the increased demands from tourism. Limited rainfall can put further pressure on their provision. Establishments do everything possible to maintain full services; however, occasional power cuts and/or water restrictions may be experienced.

Factors which can affect accommodation standards (cleanliness, insects, etc.): In many establishments, especially beach resorts, insects in the rooms (e.g. cockroaches, mosquitoes, ants, etc.) are almost inevitable. It should by no means be taken as a sign of dirtiness, simply as a fact of life in these destinations. Please also note that some hotels may also have open-air dining facilities, which may attract wildlife such as birds, cats, dogs, etc. While we are sure that the staff at these hotels do their best to discourage animals from wandering into areas where food is served, we ask that you refrain from feeding such wildlife.

Jet2holidays service in resort: In most destinations (but only certain City Breaks destinations) our appointed local agents will be at the airport to meet you, show you to your transfer vehicle and will give you contact details should you need anything at all during your holiday. In our larger hotels (again excluding City Breaks) you will also be invited to a welcome meeting arranged by our appointed agents and they may also arrange a visit to your hotel during your stay. Please take a look at our Transfer Voucher for details on the services arranged in your chosen resort and whether there is an appointed agent in your resort. Please note, however, that this is currently only applicable to our main holiday destinations and we ask that if you do have any problems in resort in relation to your holiday that you please contact **Jet2holidays** using the emergency number listed within your booking documentation. For villas, you will receive an information pack in advance of your arrival explaining details of key collection and car hire arrangements. For these holidays, local agent details will be provided to you but you will not be met at the airport.

Recommendations
Please note that all information relating to local restaurants, resort activities and other resort services provided is for general guidance and information only. **Jet2holidays** strives to ensure that our resort guidance is up to date at all times, but errors may sometimes occur. **Jet2holidays** cannot accept any liability for errors which may occur or incorrect/inaccurate data about resort services being present on the site or in any publication. You are advised to double check your travel plans and verify all data with other sources before booking your chosen resort service.

The resort services which we may highlight are provided by persons, firms, companies and other bodies which are wholly independent of **Jet2holidays**. Any contract you enter into is with the supplier of the services concerned. General resort services and activities that we may highlight do not form part of your contract with **Jet2holidays**, and we do not act as agent for the suppliers, nor do we have any involvement in your booking in the event that you choose to visit them. We make no promises, representations or warranties about any resort services featured on our website.

Resort health and safety

The health and safety of our customers is our number one priority. Half the fun of going abroad on holiday is to experience a different way of life. UK and Ireland standards are among the highest in the world and many other countries and resorts still have a long way to go to bring their transport, accommodation and services up to the standard we normally expect. We are working hard to raise the awareness of safety standards overseas to ensure that your holiday is as safe and trouble-free as possible; however we need your help to achieve this, so we ask that you take extra care while you are away. This section has been designed to help you be more aware whilst on holiday so please familiarise yourself and your family with the following precautions - some of them may seem obvious but it’s better to be safe than sorry!

Accommodation

Your holiday accommodation - never leave your key where someone can see your room number; don't leave your window or patio doors open, especially with villas or if your room is on the ground floor or has a balcony; remember to lock doors even when you're inside the accommodation.

Balcony - children should NEVER be left unsupervised on balconies; don't climb or stand on balcony furniture; keep all furniture away from the balcony wall/railings.

Bathroom - take care in bathrooms as condensation and water spray can make surfaces slippery and a bath or floor mat may not be provided; don't use mains electrical appliances near to water.

Cooking - never leave cookers unattended while in use; ensure all cooking appliances are switched off when you leave your apartment or go to bed; never place any shopping/items on the cooker.

Gas water heaters and appliances - always check that gas appliances are turned off when not in use; never use gas cookers as a form of room heating and always follow the operating instructions provided; indications of a faulty appliance include black marks and stains, lazy orange flames instead of crisp blue ones and excessive condensation in the room. If you have concerns speak to reception, or tell your representative or tour operator. Carbon monoxide detectors are extremely rare overseas; familiarise yourself with how the appliances work. If you're unsure please ask for assistance.

IF YOU SMELL GAS:

- Extinguish all naked flames and don't use matches or lighters.
- Don't switch lights or any other electrical appliance on or off.
- If possible, isolate the gas supply (i.e. turn off the supply using the tap on the bottle).
- Open all doors and windows.
- Inform reception, the agent, owner.
- Leave the building and allow time for the gas to disperse.

Never attempt to locate a gas leak yourself or tamper with the gas supply. If you spot any defects or hazards in your holiday property, ensure that you bring them to your representative's attention.

Glass doors and windows - be aware that glass doors and windows aren't always toughened glass; take extra care in bright sunlight as it may not be obvious whether the window/door is open or closed.

Lifts - children shouldn't use any lifts unaccompanied; not all lifts have internal doors. when using this type stand well back from the exposed wall as there's no protection from the lift shaft when the car moves.

Fire safety

On arrival at your accommodation - check all escape routes and locate the nearest fire exit to your accommodation; walk the nearest escape route for your accommodation; read the fire instruction notice displayed; identify the method of raising the alarm; ensure that all smoking materials are safely extinguished and don't smoke in bed.

If a fire occurs - evacuate your accommodation immediately – don't stop to collect personal belongings; close the door behind you; raise the alarm; go to an assembly point clear of the building where applicable; if you can't leave your room, close all doors, put wet towels or clothes round the door seals and shout for help from the window or call for help.

If there's a fire use the staircase not the lift!

Swimming Pools

Remember, every pool is different. Most hotels and apartments and all villas don't employ life guards so please supervise any young members of your party; check where the deep and shallow ends are before use and follow the pool rules; ensure that children use the toilet BEFORE entering the pool and take regular toilet breaks throughout the day. In the event of a faecal accident in or around the pool, please report it immediately; this will assist in ensuring the highest levels of pool hygiene; shower before entering the pool; don't swim (or allow children to swim) if suffering from an upset stomach; a period of 48 hours should be left before entering the pool following a period of stomach related illness; don't change nappies at poolside; wash hands thoroughly after using the toilet and changing nappies; young children and babies must wear appropriate swim wear (e.g. rubber lined swimming trunks). Swimming in nappies and nude is unacceptable; have fun, but avoid unruly behaviour and observe pool rules and information signs at all times; pool surrounds can be very slippery. Don't run around them; children must be supervised by an adult at all times; don't swim immediately after a meal and never swim when you've been drinking alcohol; when jumping or diving into the pool, check the water depth first and never dive into water less than 1.5m deep; don't jump or dive from any raised features or from poolside furniture; don't use the pool after dark or when closed, even if it has underwater lights. In the event of an emergency, know how and where to get help.

Balcony Safety

Dozens of British holidaymakers die or are severely injured every year as a result of inappropriate behaviour on balconies, often after having a few drinks or taking drugs. Stay safe:

- Never sit or lean over the balcony rail.
- Do not try to pass items to someone on another balcony.
- Do not attempt to climb from one balcony to another.
- Never stand on balcony furniture.
- Never jump into the pool from your balcony.

Personal safety

Going out - at night avoid poorly lit areas; if possible never walk home alone; be aware of what's going on around you and keep away from situations where you're uncomfortable; if you're out as part of a group, look out for one another; consider very carefully whether you should leave a pub, club or event with someone you've just met; if you're not sure where you're going ask your representative or hotel reception for directions.

Alcohol and drugs - alcohol can make you less alert and less in control, so take it easy; never accept drinks from strangers or from anyone you don't completely trust; try to keep your drink with you at all times; nominate someone to watch your drinks, especially if you're leaving your friends to go to the toilet; don't share or exchange drinks; be aware of how much you've had to drink and remember alcohol is dehydrating, so drink plenty of water; avoid using recreational drugs, as they're likely to be illegal in your holiday destination.

Using a taxi or minicab - never accept a lift from an unlicensed taxi, a stranger or someone you don't completely trust; try to share a taxi with a friend; if you're calling a taxi from a public place, try not to let people overhear your name or details of where you're staying; always sit in the back of the car and if you chat to the driver don't give them any personal details.

If you feel threatened - stay calm and try to be firm and direct; remember that you always have the right to say NO at any point. Never feel that you have to go further than you feel comfortable with; if you feel uncomfortable or in danger, don't be afraid to draw attention to yourself. Shout, make a fuss and make people aware that you feel threatened.

Money and personal belongings - we strongly recommend that you store all money and valuables in a secure place during your holiday. When in resort, please check if your accommodation offers a safe in your room. These are not guaranteed for any of our accommodation. Alternatively, you may be able to store your valuables at the hotel reception but we provide no assurance to this effect. If there are no other alternatives, we advise that you should keep your money and valuables with you at all times. Please do not leave them in full view in your room and lock your room / villa before going out. Please note, your belongings are taken on holiday at your own risk; neither we nor the hotelier or villa provider are responsible for any loss, theft or damage that occurs to your money, valuables or other personal effects during your time away.

Out and About

The beach

Follow the 4-point National Water Safety Code:

- **Spot the dangers** - check out the beach when you arrive; take care when bathing and swimming; be aware of dangerous rip currents and strong tides; don't swim near or dive from rocks, piers, breakwaters and coral.
- **Take safety advice** - swim where there's a lifeguard on patrol and take their advice; look out for information – warning flags and signs – and adhere to them at all times; never swim where a sign says not to. e.g. zoned areas for jet boats and jet skis.
- **Don't go alone** - never swim alone. make sure there are other people around; children must be supervised by an adult at all times; never swim at night, after drinking alcohol or on a full stomach.
- **Learn how to help** - If you see someone in difficulty, tell somebody, preferably a lifeguard if there's one near by; find out what to do in an emergency, i.e. call local coastguard or equivalent.

Care in the sun - build up the time you spend in the sun gradually; avoid sunbathing between 11am and 3pm; apply high factor sunscreen and reapply frequently; never expose babies under 6 months to the sun and always take extra care with children; remember, it's possible to burn in the shade, when it's cloudy and while swimming; at the first sign of burning get out of the sun immediately; always drink plenty of water.

Pedestrians - be vigilant at all times. Look both ways before crossing the road; be aware that in some countries traffic isn't required to stop at pedestrian crossings.

Touts – out and about in resort, you might be approached by touts asking you to sign up for schemes and activities, or even trying to persuade you to make dishonest claims in connection with illness on holiday. Take care before giving your personal information away such as your address and booking details as touts rarely comply with strict data protection laws. You cannot guarantee that your personal data will not be misused. You should be extremely wary of anyone encouraging you to make an exaggerated or fraudulent claim (whether in resort or back home). If a claim is pursued and subsequently found to be dishonest, this is a criminal matter and details will be passed to the relevant authorities.

Driving on holiday - check the vehicle is roadworthy and familiarise yourself with all controls before use as they may differ to cars in the UK and Ireland; check that the car hire insurance cover provides adequate cover for the driver and all passengers; always wear a seat belt; familiarise yourself with the local traffic laws; pay particular attention at junctions and roundabouts; always carry emergency/breakdown telephone numbers; always carry a spare set of spectacles (required by law in Spain); NEVER drink and drive; stick to well travelled and/or well lit roads; we strongly advise that you don't hire mopeds or motorbikes; quad bikes and jet skis should only be used with appropriate safety equipment and under the supervision of the instructor.

Scuba diving - ensure that you allow at least 24 hours between your last dive and flying or travelling to altitude (over 1,000 feet).

Food and drink

Drink - drink bottled water and use it for brushing your teeth. Ensure that the seal on the bottle is intact; avoid ice in drinks.

Food safety - wash your hands before eating and after going to the toilet; make sure your food has been thoroughly cooked and is still hot when served; make sure that any food that is re-heated is piping hot all the way through; avoid any uncooked food (apart from fruits and vegetables, food that can be peeled or shelled). Illness during your holiday is not that unusual – it may be as simple as a change in what you are eating and drinking, or even the weather as you are in warmer climates. Keep bottled water handy to stay hydrated and follow the above tips when in the sun. To be on the safe side, let us and your accommodation provider know immediately if you or any member of your party become ill so that we can help and support you every step of the way.

Your journey

Don't place matches or lighters in your suitcase. These items may ignite by friction; don't place flammable liquids, gases or aerosols in your suitcase; medication should always be carried in your hand baggage; keep your passport safe while you're away as it's an important document of identification (always keep a copy). Pay attention to all safety information given on board the flight; drink plenty of water during the flight to avoid dehydration.

Remember – carrying dangerous goods aboard any aircraft is a criminal offence.

Your insurance

Before undertaking any activity while on holiday ensure that you're adequately covered by the terms and conditions of your insurance policy. Jet2holidays offers personal travel insurance to cover you whilst on your holiday and also cancellation cover should you be unable to travel. Customers can purchase a policy on-line via the link on the "Travel Extras" page on our website or by visiting www.Jet2insurance.com.

Customer services and complaints

At *Jet2holidays* we take every step to ensure an excellent customer experience. However should you feel the need to notify us about any aspect of your holiday which did not meet expectations, please contact us in writing at the following address: **Customer Service, Jet2holidays, PO Box 284, Leeds, LS11 1GE.**

Alternatively we can be contacted on email at customerservice@jet2holidays.com. Complaints must be made within 28 days of your return. If a complaint is made outside of this time we cannot guarantee a comprehensive response as we may not be able to investigate the matter thoroughly.

Contact information

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| To make a booking | www.Jet2holidays.com | or call +44 (0) 800 408 5599 |
| Hotel/Resort information | www.Jet2holidays.com | or call +44 (0) 800 408 5599 |
| Transfer / Car Hire Problems | Please see details in the voucher received when booking | |
| Emergency Contact details whilst on holiday | Please see details in the voucher received when booking | or call +44 (0) 113 387 9501 |
| Pre-Travel Services | pretravelqueries@Jet2holidays.com | or call +44 (0) 333 300 0737 |

European Emergency Number

Please note that, wherever you travel within the EU, there is ONE number that you can access to reach the emergency services and where you can be confident you will be able to reach an operator who speaks English – telephone number 112.

Last updated 5 May 2017