

Essential Information

How to book

For enquiries about all our destinations and to make a booking, contact our

Reservations Team on:

Tel: 01707 386766

Fax: 01707 333276

Email:

info@ramblersholidays.co.uk

Post:

**Ramblers Family Adventures,
Box 43, Welwyn Garden City,
Herts, AL8 6PQ.**

Office opening hours:

Monday–Friday

9.00am–6.00pm

Saturday

9.15am–12.00pm

(in Jan and Feb) 9.15am–3.00pm

To make a booking, please give us a call. You will be asked to provide your passport details for holidays involving flights, and for your insurance details if you are not purchasing a policy from us. Do not worry if you have not got these details with you at the time of booking, you can let us know any time before your balance is due.

On completion of your booking, we will send you a 'confirmation of booking' invoice, along with information about what to expect on your holiday.

When we ask you to complete a Personal Details Form, please ensure that the details you provide agree exactly with those printed in your passport.

The final payment amount and its due date will be shown on your invoice. If a surcharge subsequently becomes applicable to your holiday, an amended invoice will be sent to you no later than ten weeks prior to departure. As we do not usually issue receipts, please advise us if you require one.

Should there be any significant changes to your holiday from that described in the holiday text, we will advise you either upon booking or as soon as possible thereafter. Please see our conditions of booking.

Deposits

Per person deposits for UK breaks are £75, short haul holidays are £100.

Payments

Because of the fee applied by credit card companies, we may add a charge of up to 2.1% to all

payments (except deposits) when paid using Visa or MasterCard.

Consumer protection

- The air holiday packages are ATOL protected, since we hold an Air Travel Organiser's Licence granted by the civil Aviation Authority. Our ATOL number is ATOL 0990. Please see our booking conditions for more information.

- ATOL protection does not apply to all our holiday and travel services. Please ask us to confirm what protection may apply to your booking.

- Ramblers Holidays Ltd is a member of ABTA with membership number V5094. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London, SE1 9EQ, Tel. 020 3117 0500 or www.abta.com. The above applies only to services supplied by Ramblers Holidays Ltd and does not apply to services featured by any other company.

- Ramblers Holidays Ltd is a member of AITO; we abide by the Association's Code of Business Practice and adhere to the AITO Quality charter.

- We are an accredited IATA agent.

- We are registered under the Data Protection Act. In order to process your booking and to ensure that your travel arrangements run smoothly, we need to use the information you provide such as name, address, any special needs/dietary requirements, etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies, etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them or as required by law.

- Where your holiday is outside the European Economic Area (EEA), controls on data may not be as strong as the legal requirements in the UK. We will not pass any information onto any person not responsible for part of your travel arrangements, unless required by law e.g. customs and immigration authorities. This applies also to any sensitive information that you give us. In making this booking, you consent to this information being passed on to the relevant persons.
- We will also hold your information to send you brochures or inform you of offers in the future, but will not pass this on to anyone else for marketing purposes.

Travellers with disabilities

We want to ensure that our holidays are accessible to as many people as possible. We also recognise that the term 'disability' covers a broad range of impairments, many of which have no impact on mobility or the ability to participate in our holidays. The nature of our holidays does mean however, that some will not be accessible to certain disabled people. We are always happy to discuss any disability related needs with you and will make all reasonable adjustments to accommodate them if full details are provided in writing at time of booking.

If we feel we cannot meet your needs, we reserve the right to decline your booking. In addition, if after booking your holiday a disability related additional need becomes evident that we cannot properly accommodate, we reserve the right to cancel the reservation.

Flight and rail times

All outward departure and return homeward flight or rail times featured are provisional and they can change. **Please do not finalise any independently booked connecting domestic travel before you check with us, and certainly not earlier than twelve weeks before your intended date of travel. On occasions there may be onerous cancellation terms on pre-booked domestic travel and hotels for which we cannot accept responsibility and you are advised to check on these**

carefully before finalising arrangements. See paragraph 7 of our terms & conditions.

Connecting UK Add-on Flights

We are able to offer connecting flights in conjunction with the international flight arrangements for many of our holidays. The prices are very competitive so ask us to book the flights for you and you can benefit from complete peace of mind plus the following.:

- Check in for the whole journey, removing the need to reclaim luggage and re check-in in London
- Less connecting time required
- Flexibility to change to another flight if the international times change
- Knowledge that the airline will take responsibility for getting you to the final destination if a connection is missed due to a major delay

For further information contact our travel department on 01707 386732 or email flights@ramblersholidays.co.uk.

In flight catering

Many scheduled and charter airlines now charge for on-board food and beverages. The latest information relating to this will be sent with your travel documents.

Extended travel delays

Flights can be delayed – it's beyond our control – but we and the airlines concerned make every endeavour to provide refreshments and, when necessary, accommodation in reasonable relation to time of day.

In the event of a delay to your return flight, for example due to industrial action at the airport or unexpected bad weather, although we will provide you with reasonable assistance, we will not be responsible for any additional accommodation costs for additional days that you must stay in the destination before your return flight.

Lost and delayed baggage

In the event of lost or delayed baggage, although we will provide you with reasonable assistance, the Montreal Convention provides that it is the responsibility of the airline to deal with baggage problems and provides limits to the liability they have to passengers.

Joining and leaving abroad

If you wish to organise your own flights from a non-UK or provincial airport, or travel by rail or car to the holiday centre, 'no-travel' reductions are often available, although there can be restrictions due to our airline commitments, please call for details.

Before finalising any independent travel arrangements, check with us, as schedule changes do occur.

Don't book independent arrangements with onerous cancellation terms more than three months before departure without reference to us.

If you do plan to join a holiday locally please tell us at least 14 weeks before departure. Do make it clear to us where you propose to join and leave the group.

We regret that a change from a booking including flights to a 'no travel' booking without flights within 14 weeks of departure is usually not available without penalty, due to our obligations with the airlines.

Should you be unable to join your holiday due to the cancellation or delay of your independent flight, please be aware that additional costs and losses involved in meeting up with your chosen tour may not be covered by your airline or insurance policy, as most low-cost carriers are not covered by ABTA, IATA or ATOL. In addition, although we will make every attempt to minimise your losses, we would not be able to absorb the cost of any cancellation charges and we cannot accept responsibility for any consequent loss or additional cost.

Should you be unable to join your holiday due to the cancellation or delay of your independent flight or other travel arrangement or your travel documents being invalid,.

In the event of strikes, although we will endeavour to offer reasonable assistance, our ability to assist you may be limited when there are delays in your selected return to the UK.

Surcharge policy

All prices are guaranteed against surcharges except airline costs and fuel. Before making a surcharge we will absorb an amount equivalent to 2% of the

holiday charge. See paragraph 3 of booking conditions.

Local costs and facilities

Local transport costs and entrance fees that are part of the holiday programme are not included unless otherwise specified. Expected costs will be indicated in the Holiday Information sheets issued with booking confirmation, but as a guideline think in terms of about £45 per week. Please note that fluctuations in exchange rates may impact on this estimation of local costs.

In some countries, particularly in the Middle East, tipping or 'backsheesh' is an unavoidable way of life. To take the hassle out of this, on some holidays we strongly recommend that you allow your tour leader to take care of this, using a combination of funds provided by Ramblers Family Adventures and a suggested contribution from you. Details will be provided in individual Holiday Information Sheets where this is appropriate.

Details of local facilities and expected itineraries are given in good faith but experience has taught us that they may not always be available. Every effort will always be made to overcome any unforeseen circumstances, particularly if safety is compromised.

Health requirements

For travel to the EU it is essential to hold a valid European Health Insurance Card. Do ensure your EHIC is current, as they are issued with an expiry date. If you do not hold one, application forms can be obtained from the Post Office, phone on **0845 606 2030** or online at **www.ehic.org.uk**.

The Department of Health leaflet 'Health Advice for Travellers' is available from Post Offices or online at **www.dh.gov.uk/travellers** or by calling **0800 555777**.

In the few holidays where there are mandatory requirements for vaccinations, details are given in the text and with your confirmation of booking. Unfortunately, apart from clarifying whether a health risk, however minor, has been identified in a destination, we are unable to provide medical advice. Known hazards are identified in

our General Information Booklet, but please contact your own GP for medical advice. We regret that our staff are not qualified to give medical advice relating to inoculations or other health matters.

Passports and visas

Passports are required for all overseas holidays or as identification when boarding a UK domestic flight or cruise ship. Many countries now require that your passport be valid for 3–6 months beyond your stay. Please check the expiry date of your passport (and if travelling to or through the US, the type of passport required). Check that it's yours and that you've packed it before you travel. We strongly recommend you carry a photocopy of your passport separately from your main travel documents.

Details of any visa requirements will be sent to you with your confirmation of booking. If your passport is not a British Citizen passport you may require a further visa(s) or be subject to different application procedures. Please check with us, or the appropriate consulate, before booking and don't obtain an expensive visa more than 3 months before departure without reference to us.

Visa costs and procedures are liable to change, so are not included in holiday prices.

Safety on holiday

You should be aware of potential hazards on holiday as walking amongst mountains, hills and even in cities does involve an element of risk. For example, weather can deteriorate unexpectedly and may cause paths to become slippery. Terrain underfoot can also vary and be different from what you're used to. Walking poles are a great aid to mobility over uneven ground, and they take some strain off the knees.

If you wish to participate in any watersports you must be able to swim at least 25 metres.

As the tour leader is responsible for the safety of all group members, he or she may adopt a more cautious approach than would be considered reasonable by an individual party member.

When travelling overseas it's wise to take extra care. Temperatures, humidity or altitude may be higher than you are used to, changes in diet may affect you, and unpleasant insects may be encountered. There is useful information on the Foreign and Commonwealth Office's Travel Advice Unit on Ceefax and at www.fco.gov.uk.

Changes to your holiday

Do be aware that itineraries planned for some holidays may be changed on the spot due to unexpected events. The final decision for any changes rests with your leader. Ramblers Family Adventures cannot be held responsible for disruption to planned itineraries arising from weather conditions or situations beyond our control such as earthquakes or political unrest. Every effort will be made to provide alternative activities and to ensure that you have the best holiday possible.

Gift vouchers

Encourage your family and friends to sample the pleasures of a Ramblers Family Adventure – buy them a gift voucher for £25, £50 or £100! A great gift for keen walkers or intrepid travellers.

Please tell us the name to be printed on the voucher (if any), the address you'd like them sent to and your name and address. Also please indicate how you'd like to pay for them and give your telephone number so we can arrange payment (please note we will add our standard charge for payments by credit card). Email your request to info@ramblersholidays.co.uk or write to Gift Vouchers, Ramblers Family Adventures at the address above.

Holiday feedback

We welcome all comments about our holidays and value ideas for the future. We appreciate this takes time but we do answer every letter personally and review this correspondence as part of our quality procedures.

Insurance

You must be adequately insured to join our holidays but you don't have to buy ours. You won't be able to participate in our local programmes without it!