

# TERMS & CONDITIONS

Your contractual agreement is with Cyplon Travel Limited. It has been structured, in the interest of fair trading, to safeguard your holiday arrangements.

## 1. YOUR HOLIDAY CONTRACT

When you make a booking, whether it be via the telephone, Internet or Viewdata reservations system, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice, except in the case of a late booking i.e. within 8 weeks of departure whereby a contract shall be deemed to exist at the time of booking. This contract is made on the terms of these booking conditions which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so.

## 2. YOUR FINANCIAL PROTECTION

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from this brochure and for your repatriation in the event of our insolvency. We provide this security by way of a bond held by the Civil Aviation Authority under ATOL number 0891. If you book arrangements other than a package holiday from this brochure, the financial protection referred to above does not apply.

## 3. YOUR HOLIDAY PRICE

When you make a booking you must pay a non-refundable deposit of £100\* per person. An additional non-refundable deposit will be required for a Wedding or Cruise and it may differ for a group booking. The balance of the price of your travel arrangements must be paid at least 8 weeks before your departure date. If you are booking late i.e. within 8 weeks of departure full payment will be required. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit. All monies you pay to the travel agent are held by him on our behalf at all times. The travel agent must give you an ATOL receipt or confirmation invoice when you pay.  
\* higher if airline ticket is to be issued instantly as the cost of the ticket will be added to the deposit.

The price of your travel arrangements was calculated by our Treasury Department, where the value of £ Sterling = €1.30

This brochure is published many months in advance and therefore we reserve the right to change our holiday prices at any time prior to accepting your booking and you will be advised of the current price at the time of booking. The brochure may also be superseded by a new edition whose prices will then apply.

Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 days of your departure.

We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice.

In the unlikely event of a genuine costing error caused by either our reservations team or website or Viewdata booking systems, or appearing on your confirmation invoice, the correct price as shown in the brochure or brochure errata as the case may be, and hence amended accordingly in the reservations system or subsequent late availability circular, will apply. Similarly, we undertake to refund any overcharge caused by such an error.

## 4. IF YOU CHANGE YOUR BOOKING

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes, provided they refer to the same holiday season, but this may not always be possible. Any request for changes to be made must be in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £25 per person and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. **NOTE** Certain travel arrangements (e.g. Apex Tickets) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

If your booking changes because someone in your party cancels this may increase the overall cost of the holiday as it may be necessary to levy under-occupancy or single room supplements.

## 5. IF YOU CANCEL YOUR HOLIDAY

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below.

However, certain airlines impose cancellation charges of 100% of the cost of the ticket if you cancel at anytime after a flight booking has been made. If this applies to your booking the total amount of you will have to pay by way of cancellation charge may be higher than the relevant charge stated below. Please ask at the time of booking for further details. Amendment charges cannot be refunded in the event of cancellation.

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

Cancellation Charges	Written Notification Period	Amount Payable
<b>Prior to Departure</b>		
<b>MORE THAN 56 DAYS</b>		<b>DEPOSIT ONLY</b>
<b>56 - 29 DAYS</b>		<b>50%</b> of holiday cost or deposit if greater
<b>28 - 15 DAYS</b>		<b>70%</b> " "
<b>14 - 8 DAYS</b>		<b>90%</b> " "
<b>7 DAYS OR LESS</b>		<b>100%</b> of holiday cost

The cancellation charge is applicable to the total holiday cost, including extras, except the insurance premium which is strictly non-refundable.

The above charges may differ for group bookings and you will be advised at time of booking.

## 6. IF WE CHANGE OR CANCEL YOUR HOLIDAY

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, we will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of **Force Majeure** or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out below.

Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Other examples of minor changes include alteration to your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard.

If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of **Force Majeure**, we will pay compensation as detailed below:

If we make a major change to your holiday	No. of Days	Amount you will Receive
<b>Prior to Departure</b>		
<b>MORE THAN 56 DAYS</b>		<b>NIL</b>
<b>56 - 29 DAYS</b>		<b>£10</b>
<b>28 - 15 DAYS</b>		<b>£15</b>
<b>14 - 8 DAYS</b>		<b>£20</b>
<b>7 DAYS OR LESS</b>		<b>£25</b>

## Force Majeure

This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of war, riot, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or other unforeseen circumstances that may amount to **Force Majeure**.

## 7. IF YOU HAVE A COMPLAINT

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and our resort

representative immediately who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at Cyplon Holidays, Cyplon House, 561-563 Green Lanes, London N8 0RL, giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you.

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

If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

## 8. WHAT HAPPENS TO COMPLAINTS - ABTA

We are a member of ABTA, membership number V5573. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information on the Code of Conduct and arbitration can be found at [www.abta.com/benefits.html](http://www.abta.com/benefits.html).

The arbitration scheme is arranged by ABTA and administered independently by the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website.

The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element.

The application for arbitration and Statement of Claim must be received by the Chartered Institute of Arbitrators within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement.

For injury and illness claims, you may like to use the ABTA/Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires your tour operator to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details on request or from [www.abta.com](http://www.abta.com)

## 9. OUR LIABILITY TO YOU

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

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

a) The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and  
b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices at Cyplon Holidays, Cyplon House, 561-563 Green Lanes, London N8 0RL, telephone 020 8340 7612. Under EU law you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. **However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us.** Your right to a refund and/or compensation from us is set out in clause 6. If any payments to you are due from us, any payment made to you by the airline will be

deducted from this amount. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 [www.auc.org.uk](http://www.auc.org.uk)

## 10. PROMPT ASSISTANCE IN RESORT

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

## 11. PASSPORT, VISA & IMMIGRATION REQUIREMENTS

Your specific passport and visa requirements, 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 or immigration requirements.

## 12. EXCURSIONS

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

## 13. DATA PROTECTION STATEMENT

Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies.

If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. **(If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.)** Full details of our data protection policy are available upon request.

## 14. PASSENGER CONDUCT

We reserve the right to refuse to accept you as a customer, or to continue dealing with you if your behaviour is disruptive or affects other holidaymakers, or is threatening or abusive towards our staff or agents in the UK or in resort, on the telephone, in writing or in person. In such circumstances no refunds or compensation will be paid to you. Civil or criminal proceedings may be instigated.

## 15. GENERAL HOLIDAY INFORMATION

The General Holiday Information detailed on pages 296 & 297 forms part of our terms and conditions and must be read carefully before you book.

## 16. VALIDITY OF BROCHURE

The holidays, details and prices featured in this brochure are valid from 25th March 2009 - 31st October 2009 or until publication of any revised edition if earlier or later. This brochure is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements. Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be under 2 years of age on the date of its **return** flight.

**Publication date:** November 2008. All information is correct at time of going to press, but is subject to change without notice, however customers will be given correct information at time of booking.

## BROCHURE INFORMATION

### 1. Brochure Accuracy

The statements and information contained within this brochure are correct to the best of our knowledge. Every reasonable effort has been made to ensure accuracy of such details. Changes can occur, however, after the brochure is printed, which are beyond our control. We will do our best to notify you of any changes at time of booking or before your departure.

### 2. Facilities & Activities

During certain times particularly during the low season, which is reflected in the prices, some facilities and features advertised may not be operational or may be withdrawn at short notice, either for maintenance, lack of demand or adverse weather conditions. Similarly heated swimming pools, air-conditioning and activities mentioned may only be available at certain times of the year. We will endeavour

# GENERAL INFORMATION

to advise you if we become aware of a major change, but we cannot accept liability for any loss of an advertised amenity as these situations are beyond our direct control.

Should the client have any specific request pertaining to the enjoyment of their holiday, they should seek clarification from ourselves in writing prior to booking.

## 3. Accommodation

The licensing and classification of hotels in this brochure is made by the Cyprus Tourism Organisation and The National Tourism Organisation of Greece. Standards can vary within the classifications, and this is usually reflected in the price. The accommodation featured in our brochure ranges from self-catering apartments to de-luxe 5 star hotels. The standard of comfort you can expect depends on the amount you are prepared to pay for your accommodation.

When travelling abroad you must accept that things will be different to the UK. Local standards and regulations whether they be safety, accommodation or hygiene could be less or even more stringent than those you would expect in the UK. The monitoring and enforcement of such regulations is the responsibility of the Cyprus or Greece Authorities.

## Note

a) Where a room is described as 'sea view', it means that your room is sea facing, but not necessarily with an unobstructed view of the sea. Where a room is described as 'side sea view' then it means that the sea is partially visible with possible restrictions.

b) Inland view rooms may overlook local roads and buildings. No guarantee can be given, therefore, of the view from these rooms.

c) When reference is made to a 3rd/extra bed in any hotel/apartment, this invariably means a camp/sofa bed. The addition of extra beds may affect the spaciousness of the room.

d) Like most Mediterranean countries and resorts with a restricted rainfall, water preservation is a priority. Water cuts can therefore be expected. Such cuts will normally be very short and you are asked to be tolerant and understanding and wherever possible endeavour to use water as economically as possible. Electricity cuts, although not frequent, can also occur, but again are usually for a short time.

e) Kitchens in our self-catering apartments/ studios are adequately equipped with at least a fridge, cooking rings, saucepans, plates, cutlery and crockery etc. to cater for the numbers of persons in the party. They do not always include an oven. Usually teapots and kettles are not provided and water is heated in a pan. Due to continuous use of these items some may be showing signs of wear and tear or may be missing. Please refer any such cases to the reception desk of the particular apartments or inform your representative and these should be replaced.

f) Accommodation is cleaned on a regular basis, although not necessarily daily for apartments, and daily for hotels unless otherwise stated in the description. Linens are changed 1-2 times per week. As maids have several other villa/apartments to clean, the company would appreciate the client's co-operation with regards to cleaning times and in keeping accommodation reasonably clean and tidy.

g) All hotels provide hand and bath towels whilst apartments usually only provide hand towels and clients are advised to take their own bath towels. Beach towels are only provided by top grade hotels.

h) Village & Mountain accommodation can be in a remote quiet environment. Facilities such as shops & restaurants may be basic.

i) All distances quoted in descriptions are 'approximate'.

j) Some hotels do have dress codes. Shorts and beachwear may not be acceptable in certain areas of the hotel, such as the main restaurant, and a jacket and tie may be required.

k) The term 'bungalow' may relate to low-rise buildings & not necessarily 1-storey.

## 4. Additional Charges

Some facilities, unless otherwise stated, may incur extra local charges. These may include sunbeds, mattresses for sunbeds, towels and umbrellas, beach parasols, water sports, games and sports (including table tennis) and sports equipment, pool tables, mini-golf, tennis, squash, gym equipment, saunas and steam baths, beauty treatments, massage, safty deposit boxes, mini-bars, satellite and pay TV, fridges, entry to disco and night clubs, air-conditioning, portorage, charges for infants' cots and food, laundry, hotel minibuses and charges for public and private beaches.

## 5. Night Flights

Occupancy of accommodation is usually from 12 noon one day until 12 noon the next day so please consider your times of departure before you book your nights at the resort. If you do not plan properly you may be forced to vacate the room and wait to catch your return flight. To avoid inconvenience you may need to book an extra night. This usually happens with night flights which have the lowest prices. So in spite of the saving, you may not find them convenient especially if you travel with children. On the other hand you get the holiday at the best price and often more daylight hours in the sun.

## 6. Resort Development

It is impossible for us to foresee building or road works within the vicinity of your holiday accommodation/resort. Whenever we are aware of such work taking place and if we consider it a possibility that the enjoyment of your holiday may be affected, we will inform you accordingly. Please note that such work is necessary in any part of the world, and we ask you to be tolerant and understanding in this regard.

## BOOKING INFORMATION

### 1. Your Holiday

#### The basic price includes

- Return 'Economy' flights to and from the UK.
- in-flight meals on scheduled flights and selected charter flights (please enquire).
- Return transfers from the destination airport to your resort, with the exception of holidays in Village houses where car hire is included.
- the service of our local representative (see paragraph 10).
- Accommodation and meals as booked and confirmed by us
- 15-20 Kilos of luggage (depending on the Airline) for adults and children over two years of age. Infants get 10kg allowance on schedule airlines
- Airport taxes as well as security charges (home & overseas).

#### It Does Not Include

- Insurance
- Transport within the UK
- Transfers between resorts on two or multi-centre holidays unless booked and paid for prior to departure
- Arrival/departure transfers other than those indicated on our flight information table.
- Flight supplements.
- Any supplements for pre-booked extra facilities (eg. sea view) as described in the price panel or any charges relating to car hire, mini-cruises etc.

### 2. Holiday Insurance

We believe that it is vitally important that you are adequately insured whilst on holiday. For this reason we have made it one of our booking conditions. You may either accept the policy we have arranged with Holiday Extras Insurance, which will be added to your holiday invoice or choose an equivalent policy with another company. If you choose a different company, you must inform us or your travel agent so that the insurance company & policy number can be entered on the booking form. We must have this information before we can confirm your booking.

### 3. Children and Infants

Child offers generally apply to children aged between 2 and 11 years, on the date of return, inclusive. A child under 2 years on the date of return is classed as an infant.

**Please note** where free accommodation is offered a standard charge for air travel, transfers etc. is payable, as detailed on page 3, plus any relevant flight supplements for children. Where breakfast is offered free, the price panel will show 'Free accom. on BB' otherwise all meals are payable.

Where free accommodation, or discount, for children is offered, it is on the basis that the child or children shares accommodation in existing bedding or extra bed/s with two adults, unless otherwise stated.

For all offers concerning children, please see our Family Treats section of the price panel. Supplements for flights, room type etc. are charged as per brochure. A full deposit of £100 is payable for all children, and all children and infants must have adequate holiday insurance.

**Transfers** - Child seats, if required, are at extra cost and must be booked in advance.

Infants may not qualify for baggage allowance on chartered flights, but a collapsible pushchair is normally allowed on flights. If a cot is required please request this at time of booking. Cots provided abroad do not always conform to British Safety Standards and we advise you to verify the suitability of the cot on arrival. Also, we advise you to take your own baby cot linen.

### 4. Single Occupancy

Those of you who are single travellers or who wish to occupy accommodation with fewer people than the number shown on the price panel may feel that the cost per person of your holiday appears higher than it should be.

The reason for this supplement is that our contract with the owners is based on a price per room while our holidays are sold per person, including flights and other elements. Therefore the per person price for a lone traveller includes the entire room cost.

We do not make additional or excessive profits from these sales, the prices charged merely reflect the real cost to us. In some hotels there are rooms that are designed for single occupancy only. In this instance there will normally be a supplement but usually less than when a single person occupies a double room. These single rooms are often smaller and sometimes less well appointed. We do not know which room you will be given as your hotel will usually decide this shortly before you arrive.

### 5. Meal Arrangements

**Bed & Breakfast** Continental unless otherwise stated. A full English breakfast is available at most hotels but at

an extra charge, payable locally.

**Half Board** Breakfast and either lunch or evening meal. Most hotels offer an evening meal as part of the Half Board basis. However some hotels will offer lunch, and some will give you the choice of lunch or dinner.

**Full Board** Breakfast, lunch & evening meal

### All Inclusive Holidays

- Itemised publicised packages are subject to change at the hotel's discretion.
- Meals are generally of buffet type and are served within times specified by the hotel.
- Alcoholic drinks are served within the bar opening hours of the hotel concerned.
- Snacks and ice creams are offered at times specified by the hotel and are generally outside of main meal times.

**Note** Where a hotel has several restaurants not all qualify for your half/full board/all inclusive use. Please check with hotel before dining.

In the case of late arrivals, clients booked on either Half Board, Full Board or All Inclusive will be offered a cold plate on arrival. No refund can be claimed for the loss of a meal.

Some hotels have early meal facilities for children 11 years and under, and this is normally available on request. Other hotels make it obligatory for children to have an early meal and children are not allowed in the restaurant with adults. Again, we suggest you check this point on arrival. Any Free Special Offer meals applicable must be booked at time of reservation.

### 6. Special Needs

If any member of your party is disabled, please seek our advice at time of booking in order to help you select suitable accommodation. Collapsible wheelchairs are accepted on all flights provided we are informed and your requirements are noted on our booking form. The Cyprus Paraplegic Organisation, PO Box 4014, Nicosia, Cyprus - Tel 00357 22 462441 can give advice on hiring a wheelchair in Cyprus - please remember to give them plenty of notice.

### 7. Special Requests

Please inform us in writing, at time of booking, of any 'special request' you may have such as wheelchairs, adjoining/interconnecting room, special diet etc. We will forward your requirements to our suppliers but cannot guarantee supply unless we have confirmed this on your confirmation invoice. Any applicable supplement relating to your 'special request' must be paid by yourself in resort, unless otherwise stated on your holiday invoice.

### 8. Late Bookings

For bookings made within eight weeks of departure, the contract is made with you, either direct or through your travel agent, as soon as the holiday is confirmed by telephone or via the Viewdata or Internet reservation systems. Thereafter, in the event that you have to cancel your holiday standard cancellation charges will apply as per scale in item No 5 of our Terms & Conditions.

### 9. Overbooking

In the event that the suppliers are unable to provide the accommodation reserved and we are not aware of the situation before your departure you shall, on arrival, be offered alternative accommodation, a refund of the difference in the holiday price, if any, and compensation for a major change as indicated in clause 6 of our Terms & Conditions, if applicable. Should we be aware of the situation prior to your departure, you or your travel agent shall be advised as soon as possible and offered the choice of an alternative holiday of at least a comparable standard, if available, or a full and prompt refund of all money paid if the alternative is not accepted by you.

### 10. Cypriot Representatives

Our highly trained representatives know both the local area and your chosen accommodation well and will be happy to inform you of local activities and excursions, and offer any other assistance you may require to make sure your holiday goes smoothly. Useful information and your representative's visiting times can be found on the Cypriot Notice Board in your hotel. Also, you will be given a 24 hour contact number so you may reach your representative at any time. If you are staying in a Village house or a Mountain hotel, our representative will visit you by appointment only.

Note: There is a charge for representative's service in Athens, if required. No reps service available in Porto Heli.

## TRAVEL INFORMATION

### 1. Passports & Visas

All members of your party, including children, need a passport to travel. At the time of going to press a full 10 year passport is required for travel to Cyprus or Greece and this must be valid for at least three months after your date of return.

**NOTE:** The name on the passport must match the name on the ticket, otherwise you may not be able to travel and insurance may be invalid.

### 2. Travel Advice

The Foreign & Commonwealth Office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad. For further information please visit [www.fco.gov.uk/knowbeforeyougo](http://www.fco.gov.uk/knowbeforeyougo) or Tel: 0870 606 0290. Alternatively you can contact ABTA's Travel Information line on 0901 201 5050 (calls are charged at 50 pence per minute)

A visa is not required by British passport holders for travel to Cyprus or Greece, for cruises to Egypt or Israel. Non

British passport holders should check their own position with regard to passports and visas for travel to or marriage in Cyprus, Greece and cruises to Israel or Egypt, with the Cyprus High Commission on 020-7499-8272, Embassy of Greece on 020-7221-6467, Egyptian Consulate on 020-7235-9719, Embassy of Israel on 020-7957-9500.

### 3. Baggage

Liability for missing/damaged/delayed baggage while in the hands of air or sea carriers is governed by the Warsaw Convention, the Hague Protocol or the Athens Convention.

### 4. Health Advice

At the time of going to press, vaccinations are not required for British passport holders travelling to Cyprus, Greece, Egypt, Lebanon or Israel from the UK. You should, however, check with your doctor prior to travel for the current position on health requirements. Non British Passport holders should contact the Commissions & Consulate detailed above.

Village & Mountain holidays in general are not suitable for the elderly or disabled.

Airline regulations state that women 28 weeks or more into pregnancy, at the time of return travel, must have a medical certificate of fitness to travel. After 32 weeks, permission to fly will be refused.

DVT-Deep Vein Thrombosis has been known to affect a minority of people during or after long haul flights, however the following guidelines can be followed by all flight passengers for their comfort and safety.

The atmosphere in an aeroplane is dry, so it is important to drink plenty of water or juice before and during the flight, avoiding too much coffee and tea. Alcohol is dehydrating and is best avoided.

DVT can be caused by restriction to the calf muscles, so avoid tight socks or any other constriction on lower legs, and avoid sleeping or sitting for long periods with your legs crossed at the ankle. Exercise whilst sitting from time to time by moving your feet in a circular motion and wiggling your toes. Stand on tiptoe several times, and walk up and down the aisle when possible.

Taking an aspirin before your flight thins the blood, but do check with your doctor, as this is not suitable for conditions such as stomach ulcers.

If you plan to scuba dive during your holiday, you should stop this activity at least 48 hours before travelling by air due to the drastic changes in air pressure which may result in the 'bends' or even in severe cases, paralysis.

Mosquitoes, lizards, cockroaches, ants and other insects are endemic residents.

### 5. Travel Guidelines

Flight timings given are for guidance only and subject to change. All timings are based on the 24 hour clock. **Please check your travel documents, which will normally be despatched to you 14 days prior to your date of travel, carefully as your flight tickets indicate your correct time of departure, and remember to check in 2 hours before departure.** We regret that neither ourselves nor the airline can accept responsibility if you fail to check in on time and are refused entry on to the flight. If this situation arises, we shall not be responsible for meeting any costs/expenses you incur as a result and nor will any refunds be made. However we will endeavour to assist in any way we can.

For security reasons sharp metallic objects such as scissors, penknives and nail files are not permitted on board the aircraft and should be packed in luggage to be stowed. Hand baggage must be kept to a minimum and only small items such as handbags, duty free bags and camera cases are acceptable.

Your airline ticket is subject to the conditions of carriage of the airline which may limit or exclude liability for certain events. These conditions are subject to International agreements between countries and can be made available for inspection, given reasonable notice, at our offices.

Charter flights, whilst giving good value for money, in many cases offer less leg-room than that of scheduled flights, therefore some passengers may find it slightly less comfortable.

Scheduled airlines and most charter airlines now operate a 'no-smoking' policy for flights of less than 7 hours.

Should your flight be delayed, the airlines concerned generally respond as follows:  
OVER 2 HRS and up to 5HRS = light refreshment/snack  
OVER 5 HRS and up to 10HRS = main meal  
OVER 10 HRS = return home for next day flight if possible, but very much dependent on the decision taken by the airline concerned.

### For further information you may like

#### to contact

The Cyprus  
Tourism Organisation  
17 Hanover Street  
London W1R 0AA  
Tel 020 7569 8800

The National Tourism  
Organisation of Greece  
4 Conduit Street  
London W1S 2DJ  
Tel 020 7734 5997