

HOLIDAY INFORMATION

Section A - Our Holiday Prices

Holiday prices are influenced by many factors. The price includes current taxes (such as air passenger duty), fuel and other associated costs known at the time of booking. Our prices are affected by changes in these costs, along with changes in exchange rates, suppliers costs and economic trends (see 'Extra Charges' within Section A - before booking).

Flight Options and the Effect on Your Holiday Price

The flight you choose will influence the price you pay for your holiday. When you book your holiday you will be quoted the current Adult/Child 'holiday price' which is the basic price inclusive of all applicable compulsory costs for the flight you choose. (This is with the exception of supplements for extra legroom seats or any other pre-bookable optional services not shown as being included).

Our holiday prices will vary:

1. Due to where you fly from – our prices are usually based on a selected flight from London Gatwick or Manchester but (depending on the destination) we can often offer a choice of flights from these airports and other regional airports at higher holiday prices.
2. The time of year/seasonality of your holiday – our prices give an indication of the peak and off peak travel periods with higher prices at certain times of the year. Regional variations in the demand for flights from local airports on different dates also influence the holiday price you pay.
3. Day of the week and flight time – our prices are based on the lowest priced flight/hotel combination. Where we can offer flights departing between Monday and Thursday, at night time, these are usually better value than flights at weekends, during daytime.

Where we do offer a range of flights to a particular destination, on different days of the week or times of day, our lowest price will usually be based on a midweek, night-time flight option.

Accommodation Occupancy, Supplements and Restrictions

Prices will vary depending on, for example, peak periods, weekend/midweek stays, local holidays, special events and the room type you select. Hoteliers may also require a minimum length of stay at certain times of the year. We reserve the right to change prices, price can go up or down. If a room type is occupied by fewer adults than the maximum occupancy allowed, under occupancy supplements apply. These "under occupancy" supplements are payable per person per night (unless stated otherwise), and may vary depending on date of travel. Infants and children do not count towards occupancy levels. Rooms for the single traveller are available at most properties on request. Contact your booking agent for further information and supplements where applicable (see also 'Single Supplements' in Section F - Your Accommodation for more details).

What the price includes

- Accommodation - prices are per person for each property. For hotels, the price applies to each of the two adults sharing a room. Apartment, villa and studio prices are based on the maximum number of adults sharing the accommodation and for fewer adults under occupancy supplements usually apply – see 'Under Occupancy Supplements' above.
- Meals - as described in the accommodation description.
- Emergency Helpline - providing 24 hour assistance when overseas (call charges may apply). See section E for full details of our In-Resort Service
- Return Flights - from a selected airport. The price of your holiday will be influenced by your flight selection and date of travel. See the Flight Options clause above for full details.
- Taxes and Charges
 - UK airport taxes/fees - but excluding taxes/fees paid locally (see table in section C for current applicable charges)
 - Air Passenger Duty (APD) - prices include current government APD. Destinations are categorised into geographical bands based on distance from London. The rates are subject to change and are published on www.hmrc.gov.uk.
 - Aviation Fuel Costs known at time of booking (see Extra Charges within Section A - before booking).
 - Charges for extra security, aircraft insurance, aviation and other associated costs.
- ATOL Protection Contribution (APC) - our prices include the amount of currently £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA who provides financial protection for your holiday. The amount you have paid will be shown on your confirmation invoice.

What the price includes – Accommodation Only

- Accommodation – prices and the basis on which they are calculated, are shown within the price panel for each property. The room sizes available in a particular property are also shown in the price panels. Minimum/maximum stay and date restrictions may apply depending on departure dates.
- Meals - as described in the accommodation description on the property pages.
- Emergency Helpline - providing 24 hour assistance when overseas (call charges may apply). Depending on the holiday you book, you may also be able to use the services of our local agents or our Connected Resort Service (see section E for details). Many hotels also include visits by our holiday reps.

What about transfers?

Depending on the type of holiday you select will determine whether transfers or car hire are included in the price or payable extra. Check each holiday description carefully for details. Where included, this will be in the form of a mini-bus or coach transfer unless otherwise specified in the accommodation/resort description or confirmed on your invoice. You may find that your transfer is shared by customers from other tour operators within the Thomas Cook group and could make a number of stops on route. If you make a 'Late Holiday booking' a transfer is not included (unless stated otherwise) but can be added at an extra charge at the time of booking.

Sports Equipment on Transfers: If you are taking sports equipment (this includes and is not limited to golf clubs, scuba diving equipment, surfboards, windsurfs and bikes), we recommend you pre-book car hire as carriage of sports equipment on transfer coaches is subject to space and extra charges may apply. Although public transport/taxis will probably be available from all of our recommended accommodation, these arrangements may be costly and/or time consuming.

Direct Transfers: For certain properties you can opt to book a direct transfer to take you from the airport to your hotel. This is priced per person for a return journey, per taxi (standard saloon-size car or mini-bus provided) with a maximum of four people per taxi. Luggage space may be limited with four people on board which may result in an extra taxi being required when you get to resort - any charge for this will be passed on to you. In many overseas countries, please note that taxis may not have child or baby seats.

What about luggage allowance?

Your hand luggage and hold luggage allowances are independent of each other and cannot be combined together. Please refer to Section D – Your Flight for more information regarding hold/hand luggage.

- Hold Allowance: depending on the type of holiday you select will determine whether luggage allowance is included in the price or payable extra. Check each holiday description carefully for details. When you book you will be offered the opportunity to increase your hold luggage allowance for an additional charge - this will apply to all customers on your booking. Additional luggage allowance cannot be added once travel tickets have been issued. Infants travelling on Thomas Cook Airlines flights receive 10kg hold allowance, please refer to Section D - Your Flight, for more information regarding 'Carriage of infants'. Excess baggage charges will apply if you exceed your allowance or if your bag exceeds the maximum allowance size.
- Hand Allowance: you are permitted to carry onboard a maximum of 6kg hand luggage per person (excluding infants) on Thomas Cook Airlines flights which cannot exceed a specific size/dimension as stated in Section D - Your Flight (and on the Airlines website). Allowance for other airlines may vary.

What about inflight meals?

Depending on the type of holiday you select will determine whether inflight meals are included in the price or payable extra. Check each holiday description carefully for details.

For all bookings made within four days of departure, a compulsory charge for an inflight meal will apply.

Unless specifically requested and recorded separately on your invoice, a child will receive the same meal as an adult.

For most airlines you will have the option to book and pay for an inflight meal when you make your booking, although some airlines do not offer pre-bookable catering.

And what's extra?

- Holiday insurance - you MUST be insured, please ask for details.
- Meal supplements - where applicable are shown in the costing breakdown.

- Under-occupancy supplements – see section on 'Under Occupancy Supplements' above.
- Optional excursions.
- Charges made by accommodation – see Section F – Your Accommodation for more information regarding 'Local Charges'.
- Locally collected taxes - including arrival/departure taxes and entry visas where applicable (see table in section C), and also any local city/resort taxes payable at hotels on check-out (such as the Rome City Tax).
- Accommodation Deposits - in some cases on arrival at self-catering accommodation you may be asked for a deposit. This is refundable, less the cost of any damage or loss. When you register, many hotels will ask you for an imprint of your credit card to cover any personal extras. If you do not have a credit card, they may ask for a large cash deposit.
- Excess baggage on aircraft - excess baggage charges will apply if you exceed your allowance and/or you take sports equipment or have an oversized bag as determined by your airline. Please refer to Section D – Your Flight for more information regarding 'Carriage of Sports Equipment'.
- Late Booking Fee - an extra charge per person will apply for all bookings made within 15 days of departure. You will be advised of the applicable fee at the time of booking, which will be included in your costing breakdown.
- Credit card charges - prices advertised apply to payment by debit card. A charge will apply to payment by credit card.
- Possible surcharges - see 'Surcharges - price increases after booking' section in our booking conditions.

Extra Charges - before booking

Our prices include an amount to cover our current fuel and other associated charges known at the time our holiday prices are produced. We reserve the right to alter prices, for example we may introduce fuel supplements or add supplements if aviation, security, taxes or insurance costs change. Please therefore check carefully the total costing, including any additional charges, before you book.

Child Prices

Our family value means that we offer excellent low child prices. Occasionally we make available child price offers (such as Free Kids or Kids from a £1). Where applicable places are very limited, may be available only at selected properties and in selected room types and departure dates may be restricted.

Child price conditions

1. Children paying a child price, must share a room (see Section F – Your Accommodation for 'Accommodation and Room Types' definitions) with at least two persons paying the full adult price.
2. Third and subsequent children pay the 2nd child price applicable at the time of booking with the exception of longhaul destinations (unless specified otherwise). On Signature from Thomas Cook holidays, please ask your Travel Advisor for details of child price offers/discounts.
3. All children must pay any applicable holiday supplements in full (such as optional meal arrangements, flight extras, superior room supplements). These child price conditions should be read in conjunction with the 'And What's Extra' section and 'Extra Charges' above before booking.
4. Children DO NOT count toward apartment/villa/suite/ studio occupancy levels for the purpose of determining any applicable under occupancy charges/supplements.
5. Infants under two years of age on the day of RETURN pay £39 (shorthaul), £49 (medium haul) and £59 (longhaul) on all flights with Thomas Cook Airlines (subject to change). These charges are for an infant sitting on an adults lap. Charges for infants flying with other airlines may vary, ask your travel advisor for latest prices. See also Section D – Your Flight for more information regarding Carriage of Infants. Extra services required, cots, etc., must be paid to the apartment/hotel locally. See section on Section F – Your Accommodation for more information regarding infants.
6. The full adult deposit must be paid for all children except infants. If the child price is less than the deposit amount the difference between the deposit and child price will be deducted from the final holiday balance.
7. Child ages must not exceed the age limit stated in the accommodation description (usually 12 years unless stated otherwise). Child prices within the child price age range stated can vary by the age of children, especially when travelling on scheduled flights. Airlines and hotels may apply different age limits for their respective child fares and rates, which will be reflected in the child prices we can offer. Ages must be applicable to the relevant date of return. If a child is subsequently older on the date of return than originally specified at the time of booking, this may mean they no longer qualify for a child price and you will have to pay the full adult fare, plus any admin fees before the party can travel. Please check carefully before booking.
8. There may be restrictions on room types and board basis that child prices are available for so please check carefully the details of the offer when you book.
9. Certain hotels, resorts, tours and excursions may not be suitable for children or infants. You should read the brochure description carefully to make sure that they meet your needs. In many cities in the USA, people under 21 years of age must be accompanied by an adult. Please ask your Travel Advisor if you are still unsure.

Section B - Added Value and Holiday Extras

Low Deposit Offer

If the low deposit offer is available, this will be shown on the payment screen at the time of making your booking. The low deposit will be a sum that is lower than the full deposit that would normally be collected. If you take advantage of this offer, you will be committing to pay the remainder of the full deposit by the date stated at the time of booking. You authorise us to collect payment of the remainder of the full deposit by debiting your card on the due date, without further notice to you. Should you decide to cancel your booking prior to the date when the remainder of the full deposit is due, you will remain liable to pay us the full deposit sum as a cancellation charge. Should we be unable to collect the remainder of the full deposit for any reason on the due date, we reserve the right to cancel your booking, and you will then owe us the full deposit sum as a cancellation charge.

Make It Extra Special - our offers

We have special offers on many hotels and details are shown with the property, please ask if you're unsure. Some offers must be booked at the time you make your reservation. Others are subject to availability on your arrival at the hotel but must be requested when you book the holiday. Unless otherwise stated, offers are only valid at certain times of the year and generally apply to completed stays within the date banding but this may vary according to the individual hotel. All offers are subject to availability and can be withdrawn or changed at any time without notice. Please note that some of the offers can not be combined. To gain the best from the offers featured please read the conditions carefully or ask your travel agent at the time of booking.

Weddings

Unless stated otherwise all weddings are civil ceremonies, carried out by an authorised officer and have the same legal status as those carried out in the UK. We strongly recommend that you obtain a copy of our Weddings brochure before booking, which details any additional costs such as legal fees and the legal requirements and documents required for each destination. We reserve the right to pass on any increases in applicable duties, levies or local government taxes. You must book at least 12 weeks in advance to allow for the necessary arrangements to be made. A non-refundable deposit of £200 per couple or £50 per couple if choosing a complimentary wedding (to cover administration costs) is payable at time of booking. Please note, a higher deposit may be required depending on the venue/supplier of the wedding services in question. This deposit is in addition to the holiday deposit. For further information on weddings and renewal of vows please see our dedicated Weddings brochure.

Complimentary Room Upgrades

Where applicable and unless otherwise stated, offers of free room upgrades will be determined by availability when you travel and your room will be allocated on arrival at the accommodation. If your room is upgraded, please note that this will not necessarily be to the next highest category featured as we do not sell all room types at all hotels.

Honeymoons, Anniversaries & Birthdays

Many hotels offer honeymooners and guests celebrating anniversaries and birthdays special treats such as fruit, wine, flowers, candle-lit dinners, or free room upgrades (see also 'complimentary room upgrades' above). Where available, please note that the hotel may ask you to produce a marriage certificate in order to benefit from the honeymoon/anniversary offers. Please make sure you advise us at the time of booking if you are celebrating a honeymoon, birthday or anniversary during your holiday.

Group Bookings

To help make travelling in a large group more affordable, we offer free places on selected 7 and 14 night holidays for groups with as few as 10 people. Call your booking agent for more details as these offers are not available to book online.

Late Check-outs

At selected properties we offer the chance to book a late check-out room for a small charge when on a night flight. The room may not be the same room you stayed in during your holiday but will have a private bath or shower. There is only a limited number of rooms available.

Airport Fast-Track service

Selected holidays which include Thomas Cook Airlines flights may include airport fast track service. Look out for details on the website or invoice. Where applicable Fast-track service through airport security applies to UK outbound departures only. This service is available only at the following airports; Manchester, Birmingham, Newcastle, East Midlands, Glasgow, Stansted, and Bristol. Fast-track security lane is not available at all times on all flights, and opening times are at the discretion of each individual airport. Where services may be withdrawn or unavailable no refund will be payable.

SENTIDO

Part of the Thomas Cook Group are the SENTIDO Hotels & Resorts, a range of quality 4 and 5 star hotels. The SENTIDO service includes free Wi-Fi in the lobby, late breakfast until midday, Holiday Concierge and a Holiday Plus Programme of daily activities and entertainment.

Offers on Inflight Extras

The children's half price Inflight meals and Choose Your Seat offers apply to children 11 years and under on their return date when flying on Thomas Cook Airlines or Condor flights. Please note, that unless specifically requested and recorded separately on your invoice, a child will receive the same meal as an adult.

The 3 for 2 Flight Essentials offer is available on Thomas Cook Airlines or Condor flights to short/medium haul destinations. This offer includes Choose Your Seat, inflight meals and an additional 5kg of hold luggage, and the inflight meal is the free element.

Flexible Booking

Our Flexible Booking option is only available on selected charter package holidays and can only be booked outside of 84 days before departure and at time of booking or the following day. It is only valid if taken by all customers on a booking, including any customers adding to a booking and can be used against a single amendment per customer. It is not transferable between customers on a booking and is non-refundable and is additional to the holiday deposit and cannot be used to re-book the same holiday at a different price. If a holiday is changed under this offer, the current system price for the new holiday arrangements will apply, with the exception of a name change which does not cause a reprice. Changes must be made outside of 28 days before departure, and change of destination is restricted to outside of 84 days before departure. If the new holiday arrangements are booked as a 'Late Holiday', then the 'Late Holidays' Terms and Conditions would then apply to the booking.

This offer can be changed or withdrawn without notice and is not available on all holidays - please enquire at the time of booking

Holiday Change	More than 84 days before departure	29-84 days before departure	28 days or less
Destination	Yes	No	No
Date of Departure	Yes	Yes	No
Accommodation	Yes	Yes	No
Flight & Duration	Yes	Yes	No
Passenger Name	Yes	Yes	No

Section C - Before You Go

Tickets

Most airlines no longer issue tickets for travel and all you need to show when you check in is your passport. Please note carefully any instructions on your travel documents for completing advanced passenger information and/or online check-in directly with

Country	Visa / Tourist Card Requirements for British Passport Holders	Tax (Payable on Departure unless stated otherwise).	Country	Visa / Tourist Card Requirements for British Passport Holders	Tax (Payable on Departure unless stated otherwise).
Antigua	No	Included in Holiday Price	St. Vincent & Grenadines	No	EC \$40 or US\$15
Bali, Indonesia	Yes - on arrival US\$25 for stays of up to 30 days	International US\$15. Domestic US\$5.00	Grenada	No	Included in Holiday Price
Bahamas	No	US\$15	Hong Kong	No	Included in Holiday Price
Barbados	No	Included in holiday price	Jamaica	No	Included in Holiday Price
Brazil	No	US\$7 (domestic) US\$38 (international)	Kenya	Yes - single entry visa \$50 per person, can be arranged prior to departure or on arrival.	No
Bulgaria	You may enter Bulgaria as a tourist without a visa for up to 90 days in any 6 month period. For longer stays, check with embassy.	No	Mauritius	No	Included in holiday price
Canada	Yes, for travel from March 2016 ESTA needs to be applied for online, current cost \$7 CAD	No	Mexico	Yes, Tourist Card obtain on arrival	Departure tax of 900 Pesos (approx. £50) will be added to your invoice at time of booking and paid with the balance of your holiday
Cape Verde	Visas are arranged by Thomas Cook & included in your holiday price (except for bookings made within 7 days of departure where the visa is payable extra on arrival). Full API information must be submitted to the airline at least 7 full days before scheduled departure time for a visa to be arranged by us. This can be done at www.thomascokairlines.com/manage-mybooking . Failure to provide this information or if information submitted is incorrect will result in the need to arrange a visa upon arrival at a cost of €25 cash per person.	€2 per adult per night up to 10 nights payable directly to the hotel upon check out	Oman	OMR20 (for up to 30 days) Can be obtained on arrival	No
Cayman Islands	No	CI \$20 or US \$25	Peru	No	US\$31 international flight US\$6.15 Domestic flights
Cuba	Tourist card required, available from Thomas Cook. Tourist cards must be completed in one colour ink (either blue or black, not a combination of both). Incorrectly completed cards will be invalid and new card must be purchased.	Included in holiday price from 1 Sep 2015	St Kitts	No	EC\$100 or US\$37
Costa Rica	No	US\$29 (international)	Saint Lucia	No	Included in holiday price
Dominican Republic	Tourist Card \$10 on arrival or £12 prior to departure from UK - valid for 15 days. For longer stays extra tourist card required. Buy online at: www.dominicanembassy.org.uk If children enter and leave Dom Rep with different adults, check Embassy for extra requirements.	US\$20	Tobago	No	Departure tax US\$30
Ecuador	No	Included in holiday price	Tunisia	No	30 Tunisian Dinars per person (including infants)
Egypt	Visa on arrival costs \$25-\$30 (or £15-£20 sterling) valid for up to 30 days. For longer stays apply for a visa at Egyptian Consulate in UK.	No	Turkey	Visa required. This must be obtained in advance of travel from the official Turkish Government website www.evisa.gov.tr . Cost is currently \$20.	No
Gambia	No visa is required except for stays over 90 days where permission is needed from the Gambian Immigration Department at Banjul, fees may apply.	Airport development fee of 20 Euros included in holiday price	Turks & Caicos	No	US\$35
Goa	A Visa must be obtained prior to travel and will involve a visit to a visa application centre in the UK. A Tourist Visa costs approx. £90. Visit http://in.vfsglobal.co.uk/Tourist.html	No	USA	Yes, ESTA needs to be applied for online. Current cost US\$14	No

N.B - Entry/Exit requirements and tax rates can change without notice, we reserve the right to pass on any increases in local taxes which occur (see also Section A - Holiday Prices).

the airline or transport provider. The airline locator/reference shown on your documentation will be needed for this, We'd recommend you take your travel documents on holiday with you. A printed version isn't necessary if you have a copy that you can access on your mobile/tablet device. These do contain important information such as our contact details. You may be asked to show proof of your booking when checking in at your accommodation.

Currency and Money

We recommend you buy a Cash Passport for most of your holiday money, with a small amount of local currency. Major credit cards are also widely accepted in most of the destinations we feature. In some cases local currencies may have to be purchased after arrival or there may be restrictions on the amount you are permitted to buy in advance.

Health Precautions

You should take health advice about your specific needs as early as possible. Visit the NHS Travel Health website for useful information: www.nhs.uk/Livewell/TravelHealth. Other sources of information include the following websites: www.fco.gov.uk, www.hpa.org.uk and www.nathnac.org your General Practitioner or a specialist clinic. Customers travelling to worldwide destinations are recommended to seek advice from the sources mentioned above and, where recommended, obtain vaccinations or tablets for protection. In some cases, treatments for Malaria should begin well in advance of travel. Also check any medication you are taking/prescribed is permitted in the country you are visiting. If you are visiting a European Union (EU) country you should obtain a European Health Insurance Card (EHIC) and take it with you when you travel. The EHIC can be obtained free of charge by completing an application form available from the main Post Offices and from www.dh.gov.uk/travellers. Please note, the EHIC is in addition to Travel Insurance, not instead of it.

Travel Advice

The Foreign and Commonwealth Travel Advice Unit issues and frequently updates advice for those travelling outside the UK. You are advised to check this information before you go by accessing the latest Travel Advice on www.gov.uk/foreign-travel-advice.

Travellers with Reduced Mobility or a Disability

- Overseas Accommodation and Overseas Transport Arrangements

The majority of overseas accommodation, overseas transport (including transfers) and other holiday services provided overseas are not designed to meet the needs of many disabled holidaymakers. It is therefore important, if you have any disability, that the appropriate enquiries are made about the suitability of particular accommodation, resorts, transport and services, and that you are confident you have made the right choice before you book and confirm your holiday.

Please note: if special arrangements need to be made for you an extra charge may have to be made, this may be the case either before you go or when you arrive in resort. 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.

- At the Airport and Onboard Your Flight

If you have a disability, reduced mobility or special need that you require assistance with, either at the airport or onboard the aircraft please let us know as soon as possible. We would like to know if you have a pre-existing medical condition or recent injury, so that we can answer any questions and make sure there are no concerns about your fitness to fly. If you do not request this in advance the airlines and airports cannot guarantee that this service will be available, as there is a limit on the number of customers with reduced mobility and the number of wheelchairs the airline is able to help on the day with no pre-notification. We recommend you contact us at the earliest opportunity, we need information regarding your need for assistance no later than 48 hours before departure, so we can inform the responsible Managing Body at the airport(s) and your airline. If your booking is made later, the airport/airline will make all reasonable efforts to provide the service required but cannot guarantee that this can be done successfully. Please let us know if you need any assistance at the airport or onboard the flight, such as, if you use a wheelchair, if you are visually impaired or require use of oxygen. Also, please note that if you are not self-reliant (capable of taking care of all your physical needs independently in flight), a carer must travel with any customer who does not meet the DFT

(Department for Transport) code of practice definition of self-reliance. The carer must purchase a ticket at the same time. You can find more information about travelling with a disability or reduced mobility on the website. If you are flying with Thomas Cook Airlines you can also refer to www.thomascokairlines.com.

Contacting the Special Assistance Team: For customers who require support or advice prior to booking, please contact the Special Assistance Team who will contact the suppliers for further information. Simply call the Special Assistance Team on 0800 107 3409. (This is a dedicated number for special assistance enquiries; staff are unable to transfer calls to other departments).

Passports and Visa Checklist

- British Citizens holding a 10-year UK passport (five years for children), issued in the UK should note that some overseas countries have an immigration requirement for a passport to remain valid for a minimum period after the date of entry to that country (typically six months).
- Non-British Citizen passport holders or British Citizens holding a UK Passport issued abroad or holders of British Subject Passports should contact the appropriate consulate or embassy for advice.
- Passport and visa regulations can change - check with the relevant embassy well in advance of travel.
- Apply early. If you need to apply for a passport or renew an expired passport, you should do so well in advance of travel and at least four weeks before. If you are 16 or over and have never had a passport in your own name, you should apply for one at least six weeks before your holiday. The UK passport service confirms your identity before issuing your first passport and will ask you to attend an interview in order to protect your identity.
- If a visa is required, don't leave it until the last minute – allow plenty of time. Your passport should have at least one blank visa page. (The number of blank pages required may vary by destination, check with the FCO).
- You may not be able to travel and insurance may be invalid if the names on your passport and travel documents don't match. If any member of your party changes their name, we must be notified immediately so that we can change booking documentation.
- All customers must make sure they have valid, acceptable passports, any required visa, any other documentation for both the final destination and any stop-off points en-route.
- Make sure advanced passenger information is submitted in advance of travel for all destinations via www.thomascokairlines.com/manage-my-booking
- If you don't hold the correct documentation or submit incorrect details with advanced passenger information or visa applications may result in refusal of carriage or entry to a country. Neither we, nor the airline will accept liability if this happens.
- You may be liable to pay fines, surcharges, other financial penalty, costs (including the cost of an immediate return flight) and any other sums of any description, which are incurred or imposed by the airline or incurred by us.

How to contact the Passport Office: General passport enquiries should be directed to the Passport Office. Visit: www.direct.gov.uk/passports or telephone 0300 222 0000.

How to find out about visa requirements: The Foreign and Commonwealth Travel Advice Unit provides information about visa requirements and also provides contact details for relevant Embassies. Visit: www.gov.uk/foreign-travel-advice

Travelling with children or without an adult

Children travelling without both parents (subject to the 'Age Policy' in our Booking Conditions), should be aware that some countries (such as Portugal, Dominican Republic and Mexico) require documentary evidence of parental responsibility before allowing lone parents to enter the country or, in some cases, before permitting the children to leave the country. For further information on exactly what will be required at immigration please check the FCO website www.fco.gov.uk or contact the relevant Embassy of the country you are travelling to. Please also note the UK Border Agency may ask questions to determine the relationship between children and adults travelling when the adults do not appear to be the child's parents – evidence to support the relationship may need to be carried.

Advanced Passenger Information

Under the UK Government 'e-Borders' scheme, Tour Operators and Airlines are required to collect biographical information contained in the section of your passport that can be read by machine (such as name, passport number). We refer to this as your advance passenger information and will pass this on to the e-Borders programme both prior to your departure from a UK Airport to all overseas destinations and on any journey to the UK. We are legally required to collect your advance passenger information – for details visit the UK Border Agency website: www.ukba.homeoffice.gov.uk. You must provide this information before you travel. Please visit the website – www.thomascokairlines.com/manage-my-booking - and check your E-Ticket for more information, including details of when your API must be submitted by. Failure to provide the required data may result in carriage being denied.

Weather and Natural Disasters

Sun

Make sure you take enough sun lotion with you - it can be hard to find locally - and use it, and go easy on the sunbathing particularly in the first few days. Watch out for signs of burning, heat exhaustion or sunstroke (reddening skin, sleepiness, dizziness, headaches) and make sure you drink lots of non-alcoholic fluids to avoid dehydration. Visit the NHS Travel Health website for useful information www.nhs.uk/Livewell/TravelHealth.

Weather and Natural Disasters

Destinations we feature may be affected by weather patterns such as tropical storms, monsoons, hurricanes, cyclones, typhoons, flooding and also seismic activity causing earthquakes and tidal waves. An example of which is the 'hurricane' season, which affects the Atlantic, Caribbean Sea and Gulf of Mexico and is generally considered to be between June and November. As weather advice can frequently change, we recommend you check the latest FCO Travel Advice for your destination. Visit www.fco.gov.uk/travel. When a storm or natural disaster occurs, travel and accommodation arrangements may be significantly disrupted. It is extremely difficult to accurately predict the actual path, duration or effect severe weather patterns and seismic activity may have. The effects of actual or threatened bad weather and natural disasters are beyond our control (please refer to our booking conditions, section 'Circumstances Beyond Our Control' for details of our responsibility to you in these circumstances). If a storm or natural disaster is forecast to affect one of our destinations, we work with local and international authorities, our Health and Safety/resort teams and local agents to try to minimise disruption and keep you well informed. It may be that an evacuation of your resort, or a delay or cancellation of your flight to or from the resort may be necessary. In the event of changes to your holiday due to actual or threatened bad weather, we are not able to offer any compensation.

Section D - Your Flight and Other Transportation

Pre-bookable Flight Services

To make the most of your flight, Thomas Cook Airlines along with the other carriers we use are able to offer a number of pre-bookable flight services. Prices for the various services are dependent on departure date, holiday type and destination, please check the website for the latest prices that will apply.

- **Short haul** flights are typically under three hours duration and include Balearic Islands, Mainland Spain, Portugal, Madeira, Italy and Lapland.
- **Medium haul** flights include Malta, Bulgaria, Tunisia, Turkey, Canary Islands, Cyprus, Morocco, Egypt, The Gambia, Greece, the Greek Islands and Cape Verde.
- **Long haul** flights are seven hours and over.

When To Book

We recommend all services are booked at the time of making your reservation or at least seven days before departure as after this time not all services will be available and different cut-off times apply by destination to different services. For example, if you have completed online check-in, it may not be possible to make any changes to services booked in relation to your flight.

How To Book

For Thomas Cook Airlines flights visit www.thomascokairlines.com/manage-my-booking, or contact Thomas Cook Airlines by emailing TCHDPreTravelAdmin@thomascok.com or calling the Pre-Travel Services team on 0844 855 0515. A fee will apply to some services booked through the call centre.

Thomas Cook Airlines 'Choose Your Seat'

Seat numbers are subject to availability at the time of selection. Restrictions apply depending on aircraft type, route and CAA restrictions. Not all seats are available to reserve. Seat numbers you choose are not guaranteed - occasionally we may have to reallocate seats (due to operational, safety or security reasons) and will aim to seat you as close as possible to your selection.

Inflight Meal with Thomas Cook Airlines

Depending on the type of holiday you choose an inflight meal may be included in the price of your holiday. Please refer to 'Section A - Holiday Prices What the Price Includes' for more information about inflight meals.

Dietary requirements

If you are entitled to a meal or have paid for a meal, Thomas Cook Airlines can offer a range of meal options including children's, vegetarian, vegan, diabetic and gluten-free.

Flight extras on non-Thomas Cook Airline Flights

If you are not travelling on a Thomas Cook Airlines flight (or are travelling with Thomas Cook Airlines on one leg of the journey) the flight-related services/extras shown in this brochure may vary between airlines and services are not guaranteed. Please check for details of the services available on other flights. You can reserve seats together on selected other charter airline flights at the time of booking. The airlines aim to sit parties together, side by side. However, in some circumstances, depending on the size of the group and/or configuration of the aircraft, sitting together could be either side of the aisle or directly behind one another. Please check with a Travel Advisor about seating options with scheduled and low cost airlines.

Thomas Cook Airlines On-line check-in

Customers on selected routes can enjoy the benefit of online check in when departing from the UK. This service is available to use for a limited period prior to departure. Please visit www.thomascokairlines.com/retrievebooking for details of when online check in opens and closes. Service is not available for flights to USA, Cuba and Gambia. Services can not be changed once check-in has been completed.

Thomas Cook Airlines 'Premium Seats' (Long Haul Only)

The Premium Seats comprise of extra leg room and a wider seat and some additional benefits advertised at the front of the relevant brochures. Premium Seats are subject to availability, restrictions may apply.

In-flight Entertainment with Thomas Cook Airlines:

On our long-haul flights we offer a seat back on demand entertainment system. All child-friendly content can be found in the kids section. A parental lock can be activated on your child's seat back entertainment system, at your request from Cabin crew once you are on board the aircraft. By activating the parental lock your child will not be able to view any content within the system rated as a 12, 15 or 18. Please note that if you do not request the parental lock is activated by the cabin crew your child can access any content rated as a 12, 15 or 18, we therefore recommend you talk to our crew once you have boarded the aircraft to check that only age appropriate content is accessible to anyone under 18 travelling with you.

Charter and Scheduled Flights

We can usually offer a good choice of airlines for all the holidays we sell. We use a mix of charter, scheduled and low cost carriers. Charter flights are regular but generally not daily flights and are organised by tour operators, whereas scheduled/low cost flights are based on predetermined schedules set by airlines. Charter flights usually operate directly from the departure location to the destination without any intermediate stops so can be the quickest and cheapest way to reach your destination; usually these don't operate on a previously fixed schedule. A scheduled flight may have intermediate stops or require connecting flights and some scheduled airlines work in partnership with other airlines to give more choice and better onward connections. Whilst the flight information included in brochures is as accurate, tour operators and airlines do regularly review flight arrangements to make sure flights serve customers in the best possible way. This occasionally does cause disruption and changes to flight times or operating carriers. Where significant these changes will be advised to you before you travel.

Carriage of Infants (0-24 months)

Infants must be over two weeks old to travel with Thomas Cook Airlines (other airlines may vary). The infant must either sit on an adult's lap or occupy a car seat (infants must be at least six months to occupy a car seat). If choosing to sit the infant on an adult's lap, please see Child Price Conditions (Section A - Holiday Prices) for Infant prices. If choosing to use a car seat, we recommend you contact the relevant airline for regulations for the car seat. Customers choosing this option will need to book a flight seat for the infant. The price of a seat for an infant will usually be the adult seat only price (but there may be discounts available). It is an airline regulation that children aged two or over must occupy a seat. Children aged two or over on the RETURN flight must pay the appropriate child price of the holiday.

Infants Baggage Allowance

On Thomas Cook Airlines an allowance of 10kgs is available for infants - baggage must contain specific infant necessities such as nappies, bottles and baby accessories and this may be packed as part of adult baggage/luggage or can be packed separately. Infant baggage allowance may vary with other airlines.

At the Airport

Check-In: If you don't check in on time, the airline is entitled to refuse to allow you to board the flight. We cannot accept responsibility if this happens and, whilst we try to help in making alternative travel arrangements to your resort, any cost or loss incurred as a result will be your responsibility. If you don't check in at all for your flight from the UK, we retain the right to cancel any other arrangements you have booked with us and you will be unable to use your return flight to the UK. We can not refund any services you don't use.

If travelling in a group, please make sure all members of your party are at the desk. Once you have checked in, you can move through to the departure lounge where you will find further information, including your departure gate number.

Important Notice: We recommend that you arrive at least two hours before and advise all customers to check-in at least 90 minutes prior to the scheduled flight departure time. Please note check-in closes 60 minutes prior to departure. Remember no calls will be made for your flight so please make sure that you are at the departure gate no later than 45 minutes before your departure time. Customers that are refused travel will be responsible for arranging alternative transportation at their own expense. Thomas Cook Airlines regulations only allow alcohol purchased from the on-board bar service to be drunk on board.

Security: Please keep your luggage with you at all times. Never carry packages or presents for anyone else. Unattended luggage will be removed and destroyed.

Baggage Delays: Although handling arrangements at UK departure points are excellent, there are occasions when your baggage may be delayed. However, if the recommended insurance is taken, you are covered for emergency purchases.

Sporting Equipment: Most airlines can accept most types of sports equipment - charges apply. All such items will travel on a weight and space-permitting basis only. You should also have insurance for these items.

Carriage of Sports Equipment: Thomas Cook Airlines charge for the carriage of sports equipment (this includes and is not limited to golf clubs, scuba diving equipment, surfboards, windsurfs and bikes). This equipment is not included as part of your baggage allowance. Charges by other airlines may also apply for the carriage of sporting equipment, this may be payable either at the time of booking, or at the airport prior to departure. If you are planning to take sports equipment, please contact the relevant airline at the time of booking, and they will be able to provide details of prices. If sports equipment is not prebooked, excess baggage charges will apply. Sports equipment must usually be packed separately from other baggage, as these may need to be checked at check-in. We recommend that all your sporting equipment be insured separately, since more valuable or fragile items may not be covered by your insurance. Please refer to Section A – Holiday Prices for information regarding 'Sporting Equipment on Transfer'.

Hand Baggage: The check-in agent at the airport will ask you to show your hand baggage. Only one item of hand baggage is permitted. On Thomas Cook Airlines flights this should be 6kg or less in weight and no bigger than 55 x 40 x 20 cm in size. If you are flying with Thomas Cook Airlines, check the latest advice on airport security baggage restrictions at: www.thomascokairlines.com If flying with other airlines contact your airline or see check the latest government advice at www.gov.uk/hand-luggage-restrictions

Hold Baggage: Your hold baggage must not exceed the stated allowance on your ticket. A charge will be made if the stated allowance is exceeded. Baggage allowances range from 15kg up to 25kg. Individual items of luggage must not exceed 30kg for lifting purposes and not be oversized as determined by the airline.

Medical Equipment: If you are carrying medical/mobility equipment, you must make sure that you have adequate insurance to cover the items for possible loss or damage.

Valuables: Please remember to pack any valuables including money, credit cards, jewellery, keys and camera equipment in your hand luggage and not in your suitcase.

In-flight Safety

The safety and welfare of customers is really important to us. While we wish to create a genuine holiday mood, we will deny boarding or impose additional conditions of carriage on any customer who:

- is intoxicated and/or disruptive.
- found to be smoking on board our aircraft.
- makes an inappropriate remark. Inappropriate remarks are considered as any comment or statement made by a person, which indicates they may be carrying a bomb (or other such explosive device), a firearm or weapon regardless of that person's intent or reason for making the comment or statement.

Although we want you to start and end your holiday on a high note, please make sure that you keep any drinking to a minimum

before the departure of your flight. We will deny boarding to any customer who appears to be intoxicated or whose behaviour we consider to be disruptive. Customers that are refused travel will be responsible for arranging alternative transportation at their own expense.

We realise that some larger customers, due to their size, often find that aircraft seat width is insufficient for their needs. For your own safety and comfort and that of other customers, you must advise us at the time of booking if you know or are unsure if the seat size on the aircraft will be sufficient for your needs. If you do require additional space, then subject to availability, you can purchase more than one seat located side by side or if you prefer, a wider seat in an upgraded class (where applicable). We regret however, that due to additional costs incurred by us, you will have to pay the full cost of all seats required by you, plus any upgrade supplement per seat. If you are purchasing extra seats due to your size, please contact Special Assistance on 0800 107 3409.

Smoking: Please note that whatever airline you fly with, all UK airlines have a strict no-smoking policy throughout the aircraft.

Your Journey - Care in the Air: We want to make sure your flight is as enjoyable and comfortable as possible. The NHS has produced a "Travel Health" guide to air travel which can be found on their website at www.nhs.uk. This provides guidance on flying with different medical conditions. You will find helpful advice on how to prepare for the cabin air pressure and preventing dehydration. Here you will also find advice about Deep Vein Thrombosis (DVT), including measures that can be taken to prevent blood clots, such as wearing loose, baggy clothing and elastic compression stockings during your flight, also, drinking plenty of water and doing simple exercises, regularly from your seat.

Pregnancy: Regulations vary from airline to airline, but some will refuse to carry women who will be 28 weeks or more pregnant on the date of return travel. If you are in doubt, please check with the airline concerned. We recommend that you also consult your own doctor.

Fitness to Fly: You may need permission to fly from your doctor if you suffer from certain medical conditions, which may mean you also require assistance from the airline. Should you have any concerns about your fitness to fly and you are flying with Thomas Cook Airlines please contact 0800 107 3409.

Flight operation

Flight timings shown are based on the 24hr clock system. These timings, however, are provisional only and will be submitted for approval by the UK and overseas scheduling committees and are therefore given for guidance only and are subject to alteration and confirmation. Our reservation system will show the latest timings for your flight. The right is reserved to substitute alternative airlines and/or aircraft at any time.

Airline (Operating Carrier) Information

In accordance with EU Regulations we are required to let you know the operating carrier(s) (or, if not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to let you know the likely carrier(s) at the time of booking, we will let you know the identity of the operating carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be given to you as soon as possible. Any change in the identity of the airline, flight timings and/or aircraft type will not entitle you to cancel or change to other flight arrangements without paying our normal charges except where specified in our conditions. Please also note the existence of a 'Community list' which contains details of air carriers that are subject to an operating ban within the EU Community. The Community list is available for inspection at <http://ec.europa.eu/transport/modes/air/safety/>

Flight Routing

A direct flight may touch down en-route for re-fuelling, or to pick up and/or drop off passengers. In these instances you are not normally required to disembark and the flight is still considered to be a direct flight. A non-direct flight may require a change of aircraft en-route while a non-stop flight will take you directly to your final destination airport without stopping.

Eurostar

To ensure you leave enough time to go through security, you should aim to arrive at least 45 minutes before your departure time. Please allow 60 minutes if you are travelling on the Avignon service or if you need any special assistance.

Eurotunnel and Ferries

You must check in at least one hour prior to departure but we do recommend you arrive at the port two hours prior to travel as traffic can be difficult.

Section E - Your Resort

In-Resort Service

Our in-resort service will vary depending on the type of holiday you book, please ask your Travel Advisor, see our website or check your booking documentation for further details.

On your arrival

On arrival at your destination, our representatives or local agents will be there to meet you and provide you with information about your transfer or car hire arrangements. A representative will not be present on all our transfer coaches but we've made all the necessary arrangements to ensure your transfer runs smoothly. If your holiday doesn't include resort service, you'll be provided with appropriate contact details for local suppliers before you go (together with an emergency contact number if you experience any difficulties).

At your accommodation

We offer two types of services, depending on the holiday you book:

Connected Resort Service - contact us when you need us and at times that are flexible to your needs. Contact with our team will be by either phone, email, SMS, WhatsApp, Skype, FaceTime or Web Chat (services available vary by resort). Data roaming and call charges may apply unless connected to a Wi-Fi network. As a minimum, all our customers will be provided with an emergency helpline number so you can rest assured that there will be someone to contact 24/7. Don't forget, our suppliers (such as accommodation or transport providers) will be contactable and you will be provided appropriate contact details for them before you go.

Representatives - In addition to our Connected Service, many of our hotels include visits from our representatives, and provide a welcome meeting at (or nearby) the hotel. For details of properties our reps visit, please see our hotel descriptions or refer to the documentation you receive after you have booked. Please note that the timing and frequency of visits is subject to change.

Complaints

In the unlikely event you need our help resolving an issue or complaint our representatives (or local agent, supplier or emergency helpline), will do their best to solve the problem as soon as reasonably possible and minimise any inconvenience. This will also help us to improve the holiday experience for all our customers. There may be times when they are unable to solve a particular problem immediately. While appreciating that this may be upsetting for you, we do expect our customers to behave in a reasonable manner. Consequently, should any customer act in a threatening or intimidating manner towards our staff or appointed agents, we won't hesitate to take appropriate legal measures.

Resorts

In low season, resorts can be quiet with some facilities in limited supply, whilst in high season the resort is sure to be full, with facilities in full swing. However, there may be occasions where hoteliers or providers of services withdraw a facility temporarily or otherwise because of lack of demand, especially at the start and end of season.

If you would like to visit particular attractions, we recommend that you check their availability in resort as they may have to close at short notice because of the weather or for routine maintenance.

Resort development

Some of the destinations featured are still being developed and even in more established resorts there is often a possibility of building work taking place. If we believe this is likely to affect your booked accommodation, we will tell you at the time of booking or, if you have already booked, you will be contacted before departure if there is time. Please refer to the Booking Conditions, section 'Circumstances beyond our control' for more information.

Conditions in holiday resorts

If there is a specific problem affecting your accommodation, you should report this to the accommodation staff, and if necessary to our representative, who will do their best to help sort things out.

Insects - ants, mosquitoes and cockroaches for example are common in hot countries. They are usually harmless, and they do not mean your accommodation is dirty or unhygienic, but obviously the sight of such creatures can be off-putting if you are not used to seeing them. If your hotel has an open-air restaurant, it may attract local birds and cats, some of which might try to share your food though hotels do their best to discourage them. Though frustrating, this is a normal part of local life, and please don't encourage birds or cats by feeding them. Please also refrain from feeding any other wildlife.

Noise: Some resorts are within built-up areas or other places where noise is common. Road traffic or aircraft noise may be heard (if you are near a flight path). Noise is also often caused by birds and local wildlife, and by local activity such as speedboats, calls to prayer and customs (for example, festivals and religious celebrations), and is often part of the travel experience.

Electricity: Depending on your luck and location, there may be blackouts. Please be patient if this happens.

Local Events and Religious Festivities

Local events, religious festivities and public holidays may affect the provision of services and facilities within the hotels and around holiday resorts at certain times. In Muslim countries, dates of religious feasts and festivals are fixed by local sightings of the moon so we cannot work out when they will be beforehand. Ramadan, which is observed for one month each year, is a period of fasting when the pace of life is slower, public areas are busier and there are certain restrictions. For example, consuming food in public, drinking alcohol and use of restaurants. Ramadan is expected to run for a month from approximately 6 June 2016. Also the Muslim New Year is different to the Christian one and during this period many shops and restaurants may be closed.

Alcohol Consumption

Local laws in the country may restrict alcohol sale and consumption to individuals of a minimum age, which be higher or lower than the UK. In addition, there may be local laws specifying a minimum age for access into clubs, bars and pubs.

Smoking

Laws banning smoking in public places are becoming more common. You may find your holiday resort or accommodation operates enforced smoking restrictions which may extend to rooms and balconies. To find out more visit the FCO website www.fco.gov.uk

Your Safety and Wellbeing on Holiday

We know that you are on holiday but you should still take all proper precautions to look after yourself and members of your holiday party. This applies particularly to children who are unlikely to be as conscious as you of risks which may exist. It is appropriate that we bring to your attention the need for you to be careful and to take necessary precautions whilst overseas and we need your help and cooperation with this. We would ask you to pay close attention to the following information, together with any other information we, our agents or suppliers, provide to you before you go, during your flight and when you arrive in your destination and at your hotel. You should familiarise yourself with fire procedures, including emergency exits in your accommodation, the swimming pool(s) area and any unfamiliar cooking appliances. If you have any questions, ask your representative or an appropriate member of staff. It is important that you familiarise yourself with any other information you are given or that is on display too.

Swimming Pools and Water Features

Some of our hotels and apartments welcome local people and other holidaymakers not residing at the property to use the swimming pool and facilities within the accommodation. This can lead to pool areas becoming busy at times, for example sunbathing space and available sunloungers may become limited. Please make use of the pool shower facilities before swimming - this helps to prevent any potential infections and helps to keep the pool clean. The pool at your chosen accommodation may be fresh or saltwater. Every pool is different and most hotels/apartments do not employ life guards, so you are strongly recommended to familiarise yourself with the pool layout, identifying the deep and shallow ends before you or anyone travelling with you uses them. Children must always be supervised by a responsible adult. Do not use the pool after dark or when the pool is closed, even if the pool has underwater lights. You should never swim when you have been drinking alcohol. Some of our hotels and apartments have water features, such as slides or flumes, which may appear in our photography, it is possible such features may have been replaced or removed since the photography was taken.

Many holidaymakers can enjoy slides and flumes. Therefore, we would like to bring your attention to the following important safety information; -

Policies on lifeguards and supervision of waterslides may vary and qualified lifeguards may not be present at all hotels/apartments or at all times. Age and height restrictions may apply. Avoid swimming into landing areas and make sure you swim or walk away from landing areas quickly. Some slides and water features will not be suitable for weak swimmers, if you are pregnant or have certain medical conditions. Please check carefully before using the facilities. All notices and pool rules for safe use of the slides and water features must be observed at all times. Opening times of slides may be restricted during the day, usually to a minimum of one hour 30 minutes in the morning/afternoon and are also dependant on weather conditions and hotels' operational policies. Facilities may not be available throughout the season. Never use the slides or water features if you have been drinking alcohol.

Overseas Safety Standards

The responsibility for the safety of the services and facilities offered by suppliers overseas rests with them. They own and control the services and facilities. Our suppliers are bound by local standards. Regrettably safety standards and regulations overseas may not be of the same level that we enjoy in the UK. For instance, the design and height of balconies may differ. The setting and enforcement of local regulations is a matter for the Authorities of the country and the foreign supplier of the services concerned. You should bear this in mind on your holiday.

Stomach Upsets

It is still a relatively common occurrence to suffer gastric illness when travelling abroad and being exposed to a different environment. There are many ways you can reduce the possibility of being affected, such as, not eating undercooked food, avoiding ice in drinks, ensuring you drink plenty of bottled water and avoid over exposure to the sun.

Out and About

Due to rough terrain and uneven surfaces, we recommend that you are extra careful and vigilant when visiting temples and other sites of interest and when crossing roads. Crimes against people and property are a fact of life throughout the world and you have the same responsibility for your own safety as you do at home. In some places the local police may not be very cooperative or interested when you report a theft or need insurance confirmation so always take care of your property. It is recommended not to approach cats and dogs and other animals as these may carry the rabies disease which can be passed on through bites and scratches. Please exercise caution before entering the sea as the seabed is not even and changes in depth. The sea is capable of springing surprises and we have not inspected the beach or seabed for its safety.

Our website may include information on different types of activities such as sports and watersports in resort, transport services eg local buses/taxis, excursions or establishments that you are likely to find in the local area. We don't own or operate any of these services. These are mentioned by way of a guide only; any information, availability and prices are subject to change. If you choose to book services locally with the service provider/local operator, we recommend you check your travel insurance covers any services you book and take part in and that you get to know the company providing the services and any conditions that apply and literature/documentation you are given.

Golf

Golf Etiquette

Golfers are required to wear collared shirts and long trousers or tailored shorts. T-shirts, jeans or swim shorts are not allowed on any golf course. Most courses only allow soft spikes. Most courses require handicap certificates (generally 36 for ladies and 28 for men).

Carriage of Golf Clubs

Please speak to a Travel Advisor to add golf carriage under the 'Special Requests'. This needs to be added separately for both flights and in resort transfers. Your golf clubs should be insured and secured in their bag. For full information regarding carriage of golf clubs, please see page Section D - Your Flight.

Discounted Green Fees

Selected hotels within our brochure offer discounted green fees to their guests. Please see the individual hotel descriptions for further details. Generally these are available, bookable and payable via the hotel.

Section F - Your Accommodation

Accommodation can, at times, have a lively atmosphere, and facilities and entertainment may vary according to the mix and ages of guests in residence. Many hotels we feature do operate corporate conference facilities and there may be occasions where business meetings are taking place during your stay.

Official Ratings and Our Ratings

Ratings systems are an attempt to give a guide to the overall quality of properties. The official ratings are given by the authorities in the country, and do tend to give a fair impression of relative standards within that country. However, different countries have different standards; so don't assume that a 3-star hotel in one country is equivalent to a 3-star hotel in another. Our universal

ratings system is based on the views taken from Customer Satisfaction Questionnaires and of senior managers in both the UK and overseas.

Your Reviews

As part of our ongoing commitment to listening to our customers, we ask everybody who travels with us to complete a Customer Satisfaction Questionnaire. You'll find the scores under the property so you can see how it's been rated by our customers.

Trip Advisor

We know that it is also important for you to consider what other travellers think of the hotels we feature. That's why we show the TripAdvisor Travel Rating, which takes into account a variety of categories such as quality, service and value.

Adult Exclusive

All of the hotels featured as Adult Exclusive have been carefully chosen with adults in mind. Most hotels therefore have a minimum age limit of either 16 or 18 years. (Check each individual hotel for details). Generally hotels enforce age restrictions strictly, although there may be times when younger children are accepted and may be seen in certain areas of the hotel (for example, during private functions, wedding receptions etc). Where age restrictions apply or if hotels accept children but have a designated 'adult exclusive area' within the hotel complex, current details known by us will be shown in the description but hotels' policies are subject to change.

Accommodation and Room types

When we mention room types, in most cases you can expect to receive a room similar to that described below. Please note however that whilst room categories in different hotels may have the same or similar names, the criteria for their classification is likely to differ, as these are the names the hotels use and they do not have standard definitions. We do not always sell all room types at all hotels. When you make a booking we will pass on the details of the room type you have selected to the hotelier, but it may not always be possible for them to provide a room type/configuration exactly as booked. In all types of accommodation described below, if there are less than the maximum number of persons in your own party, and if you haven't paid any applicable room supplements/under occupancy charges, the room type may contain less than the maximum number of beds indicated. Rooms occupying more than two people may consist of any combination of double, twin, camp, sofa or rollaway beds.

Hotels and Hotel Rooms

The term 'hotel' is used to describe various types of accommodation and does not necessarily distinguish between local classifications such as 'aparthotel', 'holiday village', 'holiday complex'.

Hotel/Motel chains: sometimes hotels change the name of the chain through which they are marketed (e.g. Hilton). If such a change occurs at your hotel you will only be advised if we believe it involves a significant change in facilities or standards.

Room Information

- **Twin and Double Rooms:** a 'Twin' is a room with two single beds and a 'Double' is a room with a double bed. A double bed may be two single beds with double bedding.
- **Single Rooms:** a 'Single' or 'Twin for sole use' is a room with one or two single beds.
- **Rooms sleeping up to four people:** some hotels have rooms that sleep up to four people. In some hotels 3rd and 4th beds may be only suitable for a child, but in other hotels there may be a reduction available if four adults share the room. Rooms for up to four persons may not be any larger than standard twin or double rooms so space is likely to be limited and the room may be cramped. Where rooms do accept extra beds, some hotels may require an additional local charge to be paid which can vary by destination, please ask for details when you book. In most cases extra beds for children are only suitable for children aged 12 and under. Though we will do our best to help, please note that we cannot guarantee the room configuration or type of beds that you will be provided with.
- **Suites/Junior Suites/Villas:** a Suite and Junior Suite usually contain a lounge/living area. A Suite is likely to contain a separate sleeping area whereas in a Junior Suite the sleeping area may not be completely separate. Room layouts can vary by destination. Our descriptions of Suites/Junior Suites and Villas usually state the number of persons who can occupy the room type (e.g. two-four people). Children paying less than the full cost do not count towards occupancy of the suites/junior suites or villas.

Studios and Apartments

It's not unusual in some countries (especially those in the Mediterranean) to have beds with concrete base. Although initially supplied, it is usual in some Greek studios and apartments for toilet rolls not to be re-supplied.

Studios: a 'studio' is one room living-come-sleeping accommodation, usually with divan/sofa beds, basic kitchen facilities (usually two cooking rings and a fridge) and a shower room.

Apartments: an apartment is self-contained with one or more bedrooms with twin/double beds, basic kitchen facilities (usually two cooking rings and fridge) and shower room. One bedroom apartments usually have a separate living area, though in Greece multi-bedroom apartments may not have a separate living area. Apartment descriptions indicate the number of adults who can occupy an apartment (e.g. two-four people). This will not always mean that at the time of your stay the apartment will contain the maximum number of beds, if there is less than the maximum number of people in your own party. Beds in the living area may be of the folding type or sofa beds.

Infants

See also Section D - Your Flight for information regarding 'Carriage of infants' on a flight.

Please note in the interest of health and safety, every infant travelling must be accompanied by an adult, ie two infants travelling must be accompanied by two adults. There may be a charge locally for infants for use of services or facilities in the accommodation. In each accommodation description we state the maximum number of occupants a room or apartment can accommodate; this number can include ONE infant unless otherwise stated. If you need to book more than one infant into a room, please contact us before booking, as we will need to check with the hotel/apartment manager. For any bookings made which exceed this stated maximum and which we are told cannot be accommodated, we reserve the right to pass on the cost of any additional/different rooms/apartments required to accommodate the booking.

Accommodation Layout

Moorish style and traditional hotels or large hotel/apartment complexes may have low rise wings or a number of accommodation blocks spread across large areas. These may be separate from and a few minutes walk to the main reception and restaurant areas.

Views from a balcony / terrace

Rooms described as having a pool or sea view may not have a full pool or full sea view because of plants or buildings blocking the view.

How many nights are spent in your accommodation?

Your accommodation is usually reserved for you from between 12pm and 4pm on the day of your departure from the UK. However, at some larger hotels, delays may occur with check-in whilst your room is prepared for you. For night flights departing between 0001 and 0400 hours, the day of departure is deemed to be the previous day. In some cases, depending on your flight times, you may arrive in the early hours or during the course of the morning. Your accommodation should be immediately available to you, and in this case this is classed as the first night of your holiday. Rooms are normally vacated at the internationally recognised time of 12pm on the last day of the holiday. However, there are some areas where a 10am vacating time is common. Sometimes there may be several hours to wait before the departure of your flight home. When this happens a room may be made available for changing and storing luggage. Sometimes hotels will let you keep your room but they are entitled to make a charge. This is not normally possible with apartments. If you are on Half Board, Full Board or All Inclusive it is possible that you may lose a meal owing to your own particular flight times.

Meals

Providing meals from a self-service buffet is popular in hotels. We include the most up-to-date information we have about meal service in our accommodation descriptions, but occasionally arrangements will change.

Breakfast will be of the 'continental' type unless stated otherwise. In certain properties, extended or 'English' type breakfasts are available and may be at an extra charge. Many properties are not necessarily used to catering for special diets and therefore if you have particular or specific requirements, you may find that the choice is limited. Please note hotels occasionally change the style of food and may, during periods of low occupancy, close restaurants at different times of the year. Some hotels operate meal sittings, which means meals must be taken at set times.

Dress Code: Property owners may require diners to wear long trousers whilst dining in their restaurants. Swimwear may not be permitted. If this is a concern then please telephone to check for your individual property's details.

Choice of restaurant: Wherever more than one restaurant is advertised, meals for Bed & Breakfast, Half Board, Full Board and

All inclusive guests will be taken at the main restaurant (usually buffet-style), unless otherwise stated. Where meals can be taken at alternative restaurants, a reservation is usually required. Restrictions on the number of visits per stay may be in operation and a cover charge may apply. Hotels may apply child age restrictions for à la carte restaurants.

What is a Half Board Plus holiday?

Half Board Plus hotels include continental breakfast and dinner as standard, but also include drinks with meals. These vary by property and can comprise both alcoholic and non-alcoholic drinks.

What is a Full Board Plus holiday?

Full Board Plus hotels include continental breakfast, lunch and dinner as standard. The additional extras do vary and may include the following: drinks at selected times during the day or drinks with meals, snacks, afternoon tea and biscuits, entertainment, sports and leisure.

What is an All Inclusive holiday?

When you book an All Inclusive holiday with Thomas Cook you can expect the following:

- All your meals provided with a minimum of buffet breakfast, lunch and dinner every day
- Local alcoholic and soft drinks available for a minimum of 12 hours per day

Most of our hotels also include snacks, activities and entertainment in their all-inclusive packages and many included added extras as well. Unless we have stated that a service or facility is free, you may be asked to pay a local charge.

To help you choose your All Inclusive holiday we have highlighted a selection of the extras available at each hotel in their individual descriptions. This is based on information received from the hotel management often dictated by the property's current All Inclusive package. Please allow for some facilities or activities to be altered or substituted when you travel, as hotels regularly review and update what they offer as All Inclusive, especially in low season. Some of the additional restaurants featured may incur a cover charge.

24Hr All Inclusive

This refers to hotels offering one or more elements of their All Inclusive package for up to 24hrs. For example, 24hr drinks or 24hr snacks or another element as specified. Hotels operating 24hr drinks may have some restrictions, for example, there may be periods of up to an hour or more daily when drinks (particularly alcoholic drinks) may be unavailable in between opening and closing time of on-site drinks outlets. Depending on the operation of your individual hotel, room service may be available during this time and/or hotels reserve the right to serve soft drinks for selected periods during this operation.

What to expect on your All Inclusive/Full Board Plus holiday

All Inclusive/Full Board Plus holidays offer every opportunity for relaxing, taking part in sports and games and generally enjoying yourself. However, as with everything in life there are some simple rules, which will help you in achieving this aim.

- **Identification:** when you arrive at your hotel you are likely to be provided with some form of identification (it may be a card, necklace, bracelet etc), which will have to be shown when ordering drinks, meals and other included facilities. Make sure you take care of this, as a penalty charge is likely to be imposed if lost.
- **Behaviour:** both ourselves and each of the hotels reserve the right to withdraw the identification facility of any guest(s) whose behaviour, or whose child/children's behaviour is such that it is, in the opinion of the management, detrimental to the enjoyment of the other guests.
- **Alcohol:** having drinks freely available throughout the day can be a temptation to over-indulge. Please therefore consider your fellow guests (and your own health!) while bearing in mind that hotel managements have every right to refuse service to guests they believe to be intoxicated or under age (in accordance with local law).
- **Bottled mineral water:** whilst we try to provide locally produced bottled mineral water as part of the 'unlimited soft drinks service' at our All Inclusive properties, this service cannot be guaranteed.
- **Locally sourced drinks/snacks:** the included facilities and services are clearly stated in the 'All Inclusive/Full Board Plus' section. Drinks included are generally only locally produced brands. Cocktails, international drinks (imported from other countries but not necessarily recognised in the UK), international brands (recognised in the UK market), premium brands and fruit juices are not available unless stated. The type and variety of snacks served (between meal times) will vary between hotels and resorts, and may be of a more traditional/local variety.
- **Restaurants:** Please refer to the earlier section on 'Meals' for information about meal arrangements.
- **Sports, leisure and entertainment facilities:** Not every All Inclusive hotel provides sports and leisure facilities or entertainment and the quality of those that do may vary. These can differ from hotel to hotel, so please read the descriptions carefully. Please see 'Entertainment and sports facilities at your accommodation' paragraph below for more information.
- **What's Not Included:** any additional facilities or services available may incur a charge. This might mean not all bars/restaurants are available free of charge.
- **Coming home:** most hotels remove access to All Inclusive facilities, including food and drink at the time of check-out, which is generally 12pm on the day of departure.

Entertainment and sports facilities at your accommodation

A charge may be made locally for entertainment and the use of some hotel facilities where these are not included as part of an All inclusive/Full Board plus package. Not all hotels provide entertainment, and the quality at those that do will vary. Outdoor sports and facilities are subject to availability. The hotel may have a system restricting the number of times and hours of use of certain facilities to ensure all customers can enjoy them. You may be required to pay a deposit for some sports or leisure facilities, which will be refunded upon the return of the undamaged equipment. Some hotels may have additional conditions before refunding the deposit (e.g. not to exceed the time limit of usage). If applicable, guests will be informed on arrival. For safety reasons guests could be denied the use of sporting equipment if the hotel's sporting instructor feels they are not competent. In most cases relevant instruction is available but may incur a cost. Age and height restrictions may be applied by the hotel for certain activities and facilities. These are applied locally for the wellbeing of all customers and full details will be supplied when you arrive at your accommodation. For safety reasons some sports are not available to younger children or children without adult supervision. You should make sure watersports and other similar sporting activities you wish to take part in are covered by your own holiday insurance. Some activities/watersports may be considered to be hazardous pursuits by some insurance companies

Local Charges

Unless we have stated that a service or facility is 'free' in our descriptions or included services/facilities in an all inclusive package, you may be asked to pay a charge locally. Here are a few examples of what you might expect to pay for locally, but always check first as there may be others.

- Property owners in Florida may charge you for pool heating.
- Daily car parking charge at some hotels/apartments.
- Entertainment and activities away from your accommodation.
- Highchairs, cots, hotel-run Kids' Clubs and meals for infants.
- Meals and beverages from certain restaurants and bars at your accommodation.
- Certain premium drink brands or à la carte meal options and the use of certain eateries and bars at all-inclusive hotels.
- Safety deposit facilities, room service, mini-bar, television/satellite television, telephone calls, Wi-Fi, air conditioning and sea views.
- Facilities and equipment such as pool towels, sunloungers, parasols, whirlpools, indoor pools, sauna, table tennis, billiards and darts and other sporting equipment.
- Local taxes payable on check-out.

Single Supplements

If a single person occupies a double room they will usually be asked to pay extra (a single supplement). Hotels price their rooms as doubles and they do not reduce the rates if they are occupied by a single person. The costs to the hotel of providing the room are the same regardless of how many people occupy that room.

Single rooms may have different facilities to standard rooms. Single rooms are often smaller, may not have a balcony and may not be of the same general standard as normal twin rooms. While there is normally a supplement for these rooms the overall cost will usually be less than when a single person occupies a double room.

Air Conditioning

Unless otherwise stated air conditioning will be centrally controlled. This means it is operated at the discretion of the management, both in bedrooms and public areas. Air conditioning may be restricted to particular times of the day and to the hottest months of the summer. There may be a local charge for air conditioning in some rooms.

Internet Access and Wi-Fi Areas

Access to the internet may be through terminals in the reception area, a dedicated room/internet café or available more widely through hotels using wireless networks. In all cases we cannot guarantee an uninterrupted service, connection may be restricted at certain times of the day and technical issues may mean it isn't available. Wi-Fi networks may be subject to usage/download limits, restrictions may apply to the number of devices that can be used per room and connectivity/strength may vary throughout the property. Access to the internet/Wi-Fi is subject to local charges. Wherever possible we will state if it is free and you can assume there will be a charge if we do not.

Television Channels

As many hotels we feature have satellite televisions shown in rooms, we recommend that you use the same care and supervision with children watching television, as you would at home. Some channels may be of an adult nature. We cannot guarantee the availability of English language channels.

Cleaning

The standard and frequency of cleaning and linen change can vary from resort to resort and property to property depending on general standards in resort and the rating of your accommodation. For instance, cleaning and changing of linen in Greece and mainland Spain will be of an acceptable standard, but it may not be as often as other resorts.

Accommodation Maintenance

From time to time it will be necessary for certain facilities to be withdrawn for general maintenance purposes. Water and electricity suppliers may be interrupted whilst this essential maintenance is undertaken.

Swimming Pools and Slides

Swimming pools at properties come in various shapes and sizes and may not always be clearly captured by our photography. Pools may be freshwater or saltwater and vary in depth. Some pools feature a range of slides and water features. It is vital that safety recommendations are followed. Please refer to Section E – Your Resort for more information regarding 'Safety and hygiene' when using swimming pools and slides.

Pool Closures

At certain times of the year swimming pools may be closed for maintenance, bad weather or due to low temperatures. If we are informed that pools are planned to be closed for an extended period, we will include details in the accommodation description. However, please note that pool closures are likely to be more common over the winter months and pools may also be unavailable at times between November and April depending on temperatures in resort. Opening times of slides may be restricted during the day and are also dependant on weather conditions and hotels' operational policies. Facilities may not be available throughout the season. Please see our Booking Conditions ('Changes Made By Us Before Travel') for more details on availability of advertised swimming pools.

Hotel-run kids clubs (including childcare)

Standards and facilities at kids' clubs featured may vary to those featured in Our Kids' Clubs. We are unable to accept responsibility for or give any guarantee for the standard of the facilities and qualifications of personnel at hotel-run clubs. Kids' club(s) may not meet standards of similar facilities in the UK and guests are strongly advised to remember that local standards and requirements in respect of such clubs may differ overseas and so you must make sure that you are completely satisfied with the facilities and staff providing this service before you enroll your child or children into the club and into the clubs' care.

Section G - General Information

Photography

Some of the atmospheric photography shown in conjunction with particular accommodation and resorts (eg kids playing on a beach or close up in a pool) was shot on location and not at the accommodation or resort concerned.

ABTA - The Travel Association

Thomas Cook Tour Operations Ltd is a member of ABTA with membership number V6896. 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: 0203 117 0500 or look at the website: www.abta.com

Telephone calls

To ensure excellent customer service is consistently delivered, telephone calls to UK offices are recorded. Calls to 0871 costs 10.3p per minute at all times and 0844 cost 5.2p per minute at all times, plus your phone company access charge.

Section H – Our Family Hotels and Kids' Clubs

Our Kids' Clubs and Kids' Activities

Access to our own Tour Operator Kids' Clubs are included in the holiday price and are available in those properties where we feature such clubs. The clubs operate on a first come first served basis.

Admission to our Kids' Club and Activities is strictly subject to our terms and conditions available from our representatives at your accommodation. Additional charges for certain activities at each Kids' Club may apply which will be payable locally.

Our Kids' Clubs for ages 3-7 and 8-11 years are open for a minimum of four hours a day, six days a week. Evening sessions are also available for two hours a day, six days a week. Evening club is subject to availability and additional charges may apply.

Activities are tailored by age range; we regret that children 3-7 years are not permitted to join in the 8-11 Kids' Club programme due to strict levels of supervision required for the younger age group.

Baby Rock: this is a facilitated play programme for toddlers under 3 yrs and a parent or guardian must be present at all times and is responsible for the child. These sessions are available during May, June, September and October, subject to availability.

Entertainment: Please note that the Airtours/Thomas Cook entertainment programme will not commence until the first arrival on/after 1st May 2015. The staff that form the Airtours/Thomas Cook Entertainment Team are employed by the Thomas Cook Group.

For up to date information about our different kids clubs, activities and family programmes, download the latest edition brochure from our brochure website: www.brochure-store.co.uk Our range of families brochures contain much more information on what's included in our clubs and activities, when they operate and what you can expect. You can search either by tour operator and brochure type, or simply type in the name of the accommodation to find out more.

Section I - Villa Holidays Information

Villa holidays

Please note that for villa bookings made up of two booking references or more we cannot guarantee that the villa will be situated together and therefore we do not recommend sharing a vehicle.

Your Villa Accommodation

Accommodation descriptions on the website specify general details of the property. Please take time to study the following key points with regard to your chosen holiday accommodation. Most of our featured villas can be found within residential communities and are individually owned and decorated to reflect their owners' personal taste, whilst maintaining the highest standards of furnishings and fittings. Villas may be detached, single or two storey properties and most have a private driveway.

Location

Access to many of our villas may be along an unmade track or an unlit country lane, so we advise bringing a torch.

Mobile telephones

Given the rural location of some of our villas and the fact that many properties do not have telephones, we also recommend taking with you a mobile telephone with appropriate overseas compatibility.

Beds

The 'extra beds' in some of our villas are sofa beds or folding beds.

Equipment

A reasonable supply of cooking utensils, cutlery and crockery appropriate to the maximum occupancy of the property can be expected. If this amount is insufficient, it should be reported to our resort staff. Please note that cleaning products are not usually provided.

Bed linen and bathroom towels are provided on arrival for the relevant number of occupants. An iron and ironing board are available in all our private villas and can often be requested from reception (where applicable) in villa complexes.

Where a washing machine is advertised for use by arrangement with the housekeeper, a small charge may be levied to cover washing powder and/or the housekeeper's time. In the unusual event of a malfunction of electrical equipment requiring the services of a specialist engineer, our resort staff will endeavour to minimise any inconvenience, but it should be noted that engineers have specific call-out patterns and it may take up to seven days before repairs can be made.

Maid service

Accommodation is fully serviced prior to your arrival. In Florida a spare set of linen is provided for your use. Maids are not responsible for laundry or washing up. During a one week holiday towels will be changed once. During a two week stay towels will be changed twice and bed linen will be changed once.

Housekeeping services may not be declined by guests under any circumstances and we ask that both accommodation and housekeeping personnel are treated with respect.

Maintenance and repairs

Maintenance and routine repairs have to be carried out on occasion to maintain the standards of service you and we expect. Our resort staff also carry out regular quality control checks throughout the season and we appreciate your cooperation in this respect. It is your responsibility to report any defects, damages or breakages immediately to an appropriate person in the interests of your safety and the safety of future holidaymakers.

Television

Television if provided, will show local channels, some of which may or may not feature English-speaking programmes. Satellite and/or cable television, where advertised, does not include access to subscription channels such as Sky Movies or entertainment channels and Sky Sports. News channels and Eurosport are usually provided, but as satellite and cable television service providers may alter transmission and reception facilities, we do not guarantee the provision of any specific satellite channels. We can't guarantee the availability of English-speaking channels.

Air conditioning

Where a property is described as having air conditioning, this usually means it will also have heating supplied from the same unit.

Villa amenities

Each of our featured properties is equipped with a kitchen or kitchenette with a gas or electric cooker or mini-oven (unless otherwise stated), a refrigerator, often a microwave oven and all necessary cooking utensils; an iron and ironing board; shower rooms or bathrooms as described in the villa details, all with washbasin and WC (bathrooms feature a full or half-sized bath, many with shower attachment or hand-held shower) and a swimming pool with dimensions as detailed, most accessed by Roman steps or ladder. Some of our Algarve villas are fitted with a security alarm.

Swimming pools

Swimming pools and gardens are maintained by employees or the contract staff of the accommodation management and as such require access to properties to keep pools and gardens in excellent condition. Outdoor swimming pool dimensions (at widest point) are detailed in the individual villa descriptions. If your accommodation has an infinity pool it should be noted that this style of pool may have an open drop from the pool edge so extra care should be taken, especially with children. Swimming pools at properties come in various shapes and sizes. Pools may be rectangular, free form or lagoon style and the size of the pool may not always be clearly captured by our brochure photography. Pools may be freshwater or saltwater and vary in depth. Please refer to the 'Safety and hygiene' section for important safety advice about swimming pools.

Roof terraces

Roof terraces, where advertised, should be accessed with caution and are not recommended for unsupervised children. In some cases, roof terraces may be gated as they are unsuitable for use.

Barbecues

Portable or built-in barbecues are offered at many properties and are generally detailed within the accommodation description if available. In some resort areas barbecues are not available under any circumstances due to local fire regulations.

Extra charges

Unless otherwise stated, you should expect to pay for the use of air conditioning safety deposit boxes, all sports facilities including table tennis, pool and billiard tables, minigolf, watersports, tennis, squash, use of gymnasiums, saunas, steambaths etc. and entrance to nightclubs or discos. Some properties make a charge for sunbeds, pool towels (if available) and parasols.

Building and road works

Holiday accommodation needs constant maintenance and occasional refurbishment and as the demand for new accommodation increases, extensions to existing buildings or brand new properties are constructed. Building or road works may start early in the day and can occur throughout the season, although the majority is carried out during low season. We are in no way responsible for building or road works, nor can we control the extent or noise levels of such work. However, we try to keep track of any planned or on-going construction in our featured resorts and will, wherever possible, advise you of any such activity which might significantly affect your holiday.

Water and energy

In certain areas, particularly those of a rural and mountainous nature, electricity and water supplies may occasionally be erratic. Solar power is a common source of energy which, although providing adequate hot water in the afternoon, can result in tepid water at other times of day and when the weather is cloudy.

Section J - Your Destination - Additional Information

For up to date information about our different twin centre holidays, pre-bookable day trips and pre-bookable activities including golf, diving and surfing, download the latest edition brochure from our brochure website: www.brochure-store.co.uk Our range of brochures contain much more information on what's included, when they operate and what you can expect.

Bulgaria

Currency and Money

A Cash Passport can only be cashed at banks therefore it is advisable to take a small amount of sterling/dollars to cash at hotels.

Cuba

Currency and Money

The convertible Peso (CUC) is the only recognised currency in Cuba. This is a closed currency and cannot be taken in or out of Cuba. It is recommended to take cash or Cash Passport in UK Sterling (Euros accepted), which can be exchanged in Cuba for the convertible Peso. Please note that Scottish bank notes are not accepted. Customers are advised not to take US Dollars, as a 10% surcharge will apply to conversion. Credit Cards, debit cards and travellers cheques that have been issued in the US or by a bank affiliated to the US in any way for example, MBNA, Capital One, Citi Bank etc. are not accepted. Switch and Maestro cards will not work in Cuba. Thomas Cook Credit Cards are generally accepted in Cuba. Guests are advised to check with their bank before travelling. All credit card transactions are subject to two charges: a 3% charge for use of a credit card and another 8% charge for converting the price from CUC to \$US. All card transactions in Cuba will show on your statements/bills as US Dollars.

Entry to Cuba

Please note, certain electronic items (including PlayStations, sat navs/GPS devices etc) are prohibited from being taken into Cuba and may be confiscated and not returned if found in your possession or baggage. There are also restrictions on the number of electrical items permitted (eg one laptop per person). Please refer to information contained with your flight tickets for further details of items affected or check the latest restrictions with the Cuban Embassy.

Food and drink

Imports to Cuba are restricted, therefore food and drink has to be produced locally, which can affect the dishes available during your stay.

Goa

Check-in

Hoteliers require a photocopy of your passport in order to speed up the check-in procedure.

Local Elections/Alcohol Restrictions:

India - Local elections are organised normally once a year, on a date announced by the government, which can be less than a

month before they are to be held. During election days the public sale or consumption of alcoholic drinks is prohibited (hotel included) and in addition prior to this period there may be days that licensing hours are reduced in line with local legislation.

Visa Requirements/Checklist for All Customers

Visas are required when visiting India. A visa must be obtained prior to travel and will involve a visit to a visa application centre in the UK. A Tourist Visa costs approx. £90. Visit <http://in.vfsglobal.co.uk/Tourist.html>. For full Visa information please visit www.thetravelvisacompany.co.uk/thomascook or call The Travel Visa Company on 01270 250 590.

Greece

Ferry Transfers

Destinations such as Meganissi and Skopelos are only accessible by ferry, many of which stop operating at sunset, please ensure that your flight arrives in time for you to transfer to the ferry terminal. If due to a flight change you miss the last ferry, you will be accommodated on the mainland and transfer the next day.

Lapland

For important information about visiting Lapland, please refer to a copy of the current Thomas Cook Lapland brochure, available from your travel agent, or online at: <http://www.brochure-store.co.uk/Brochures/Thomas-Cook>

Mexico

Currency & Money

Customers may use \$US cash in Mexico for goods/services in most hotels or resorts but due to restrictions Mexican Pesos are recommended. \$US will not be accepted for departure tax.

Local Elections/Alcohol Restrictions

During elections, which run for three days, the local Government decides usually the day before, whether alcohol can be served in hotels or not.

USA

Entry Requirements Checklist for all passengers

USA - Passports: British passport holders travelling to the USA (or via the USA) are required to have either individual machine-readable passports or biometric passports. (If you need to check your passport, or if you hold a non-UK Passport, we recommend you contact the UK Passport Office or your Embassy).

USA – Visa Waiver Programme (WVP): You may be able to qualify for travel (of up to 90 days) without a visa, under the Visa Waiver Programme (WVP), provided no one in your party has ever been arrested (even if not convicted), or if suffering from a serious communicable disease (visit: www.usembassy.org.uk for details of all restrictions).

USA – Advanced Passenger Information: We are required to transmit details of the full address of your destination accommodation and country of residence and your passport details to the US authorities prior to the departure of flights. You must provide the required security information on the website: www.thomascookairlines.com/manage-my-booking. (This includes customers flying with other charter airlines as well as Thomas Cook Airlines). We recommend the lead passenger on your booking takes responsibility for completing the information on behalf of all other passengers on your booking. It is important the information collected by Tour Operators and Airlines as part of US Advanced Passenger Information is the same as the information you have submitted under ESTA as any differences may delay or prevent your entry to the USA.

USA – Travel Authorisation (ESTA): US Customs & Border Control have introduced an Electronic System for Travel Authorisation (ESTA). The system is web based only and requires all passengers (including infants) travelling via or to the USA to apply for authority to travel a minimum of 72 hours prior to travel. You may be denied boarding or refused entry to the US if you have not registered and obtained authorisation. To apply visit the official website: <https://esta.cbp.dhs.gov>. A charge of \$14 per person (subject to change). For additional information on travel to the US visit www.usembassy.org.uk

Accommodation

Please note, for accommodation in some parts of the USA, especially Las Vegas, there must be at least one person aged 21 years old or above traveling on the booking and present when checking in. Please check requirements before booking

Alcohol Restrictions

To purchase or consume alcohol in the USA you must be aged 21 years or over. Generally, if you do look under 30 years old you will be asked for ID, so you should always carry photo identification with you that details your date of birth.

Car Hire

Florida - Car Rental is included in all holidays to Florida. (Please see Car Hire for more details). Please note: for villa/townhouse bookings made up of two booking references or more we cannot guarantee that the villa/townhouses will be situated together and therefore we do not recommend sharing a vehicle.

Florida Villas and Apartments

Air-conditioning - All our featured villas are fully air-conditioned, as are all bars, restaurants, shopping malls, indoor entertainment venues and cars. Indeed, so effective is the air-conditioning, that a sweater is often advisable in the evening. Remember that air-conditioning is only effective if you keep doors and windows closed. Not only will this keep you cool, but you will also save energy.

Breakage charge: At some apartments there is a breakage/security deposit to pay. The amount of deposit required per property is approximately \$300 in the Orlando area, depending on the quality of the home and the furnishings. The deposit will be collected by your representative at the airport or by the management company for your chosen property. This is done by presenting your credit card. For Accommodation Only bookings you will be required to provide your credit card details for the breakage/security deposit prior to your departure from the U.K. No transaction will take place on your card unless any damage is reported by the property management company or agent.

Breakage insurance

At all Florida Homes & Villas a breakage insurance is included in the price of your holiday for accidental damage up to the value of \$1000.

Swimming pools: All our villas have their own swimming pools, all of which are screened to help keep the pool clean. Most villas have heatable pools, either via solar panels, sometimes with a backup facility using gas or electricity. Others only have gas or electric pool heating.

Pools can only be heated up to a maximum temperature of 85°F and the final water temperature is determined by the atmospheric temperature. Gas pool heating is more effective than electric, but costs more (\$400 plus tax per week compared with \$210 plus tax per week). If pool heating is required you must advise us at the time of making your reservation and you will pay the charge locally. We are unable to guarantee a specific mode of heating.

Smoking

All Florida villas / homes are non smoking.

Maldives

Seaplane and Speedboat Transfer

Seaplane and speedboat transfers are offered to some resorts in the Maldives (see hotel information for information). Seaplanes

and speedboats operate only in daylight hours between around 8am and 5pm and do not operate in bad weather. If your international flights are scheduled to arrive/depart at times where your transfer by seaplane is not possible, you will need to overnight in Male - see Maldives for more details. Similarly, if your flight is delayed and you miss your onward seaplane connection, you may also need to overnight in Male and hotel accommodation will be charged if required. Please check luggage allowance for seaplane and speedboat transfers with your travel agent. Speedboat transfers are also subject to weather conditions and may operate a reduced schedule during night-time hours.

Infant bed tax

If you are travelling to the Maldives with an infant (under 2 years old), you will be required to pay a government imposed 'Bed Tax'. The charge is currently \$10US per infant per day and must be paid directly to the hotelier.

Turkey

Food and Drink

Some of the hotels serve a typical traditional Turkish breakfast. This consists of cheese, bread, butter, olives, eggs, tomatoes, cucumber, jam, honey and Turkish tea. As Turkey is a Muslim country pork is generally not served, this includes bacon at breakfast.

Section K: Florida & Las Vegas Car Hire

If your holiday is advertised as including car hire (such as our Florida holidays which include a car provided by Alamo), the following sets out the what's included and what's extra.

What's included?

- An automatic, air-conditioned vehicle with an AM/FM radio, power brakes, power steering and automatic transmission. (Alamo reserves the right to substitute alternative makes of car)
 - A vehicle with no rental car markings for enhanced safety
 - Unlimited mileage within the USA. No fees are charged for driving out of state
 - Area map and driving booklet
 - Third party liability coverage to the state minimum
- ##### and what's not...
- State environment surcharge
 - Airport Handling Fee and Airport Operating Fee. The Airport Operating Fee also requires payment of an additional 10% on all options purchased
 - Vehicle License fee of 3.5%
 - State Sales Tax of 6-7% on other taxable items of rental (excluding LDW).
 - Liability Protection (LP) - All Inclusive rates provides the renter and authorised drivers with a combined single limit of \$1,000,000 for third party claims that may be made by others against the renter and authorised drivers for bodily injury, death and/or property damage arising out of the use or operation of the Alamo rental vehicle and subject to the limitations set forth in the applicable Alamo then standard rental contract and in the insurance policy which provides coverage. Also included in LP is Uninsured Motorised/Underinsured Motorist (UM/UIM) protection with a combined single limit of \$100,000. UM/UIM provides benefits to the renter and any family member related by blood, marriage or adoption, who, while physically occupying Alamo's rental vehicle when it is being driven by the renter or an authorized driver, suffers bodily injury or death caused by negligent uninsured motorist, negligent underinsured motorists or a negligent hit-and-run driver.
 - Optional CDW - Collision damage waiver. This covers all rental vehicle damage, regardless of fault. NB: without CDW cover, Alamo will require you to produce a credit card with at least \$1,500 available credit. Thomas Cook strongly recommends pre-purchasing one of its fully inclusive packages or taking this CDW
 - Fuel - a full tank of fuel is purchased at the time of rental. You do not have to worry about re-fuelling before returning the car. (There is no credit for remaining fuel).
 - Additional driver charge
 - Under 25 years of age driver surcharge for drivers aged 21 to 24 inclusive
 - Child seats – a legal requirement for under 5's
 - Toll charges (best keep loose change handy)
 - Parking, hotel car parking charges and traffic fines

Important information on insurance

Although your hire car agreement includes Third Party Liability coverage to the state minimum (which can be as low as \$20,000 in Florida), it is vital you have adequate cover to protect yourself against severe financial risk in the event of total loss of the vehicle, damage or accidents with a third party, especially as some US drivers carry little or no insurance.

Insurance Upgrade Options

For your peace of mind we recommend that you upgrade your car rental coverage. Your upgrade options are twofold: pre-book one of our two inclusive package options (Fully Inclusive or Gold) or purchase cover in resort direct from Alamo.

Pre-booking your insurance also allows you to budget well in advance, and gives you valuable peace of mind knowing that you won't be met with numerous extra charges when you arrive. In addition it will also save you time in resort.

It's not possible to upgrade insurance online, so please contact your travel advisor by phone to discuss options and prices.

Tips when driving in Florida & Las Vegas

A car gives you total freedom to come and go as you please. Even if you're not planning to explore, a car is useful for getting around, and it means you won't be hanging around for public transport. Here are a few more tips to help you when driving

- Don't forget to drive on the right.
- Carry your driving license with you at all times in case you're stopped.
- There are no roundabouts, but plenty of traffic lights at intersections. Unless signposted, you can turn right at a red light (after stopping and checking there is no traffic coming from your left). On a flashing red light, you can still turn right with caution.
- You can overtake, or be over taken on the inside AND the outside – so check your mirrors. Never overtake a yellow school bus if it has stopped and it's red lights are flashing!
- The speed limit is generally lower than the UK (between 20-40 mph in cities and usually between 55-70 mph on rural highways). These limits are strictly monitored by the local police – so beware!
- Seat belts are compulsory in the front seats. Children up to age 6 years must be strapped into an approved car seat.
- Drink driving should be avoided at all costs. If you need to carry alcohol, make sure it is in the trunk (boot).
- Some of the major attractions have rather large car parks, so remember to write down the exact location. Most rental cars look alike after a long day of sightseeing!
- Driving times featured are based on the average times between the two locations stated. Please allow extra driving times during congestion/busy peak periods.

SPECIAL ASSISTANCE SERVICES

Customers with special needs who require advice or assistance should contact our dedicated team on 0800 107 3409.

