

Together with the information contained in our booking quotation and confirmation letter, these booking conditions form the basis of your contract with Rayburn Tours Ltd (trading as Venture Abroad).

Rayburn Tours Ltd – Registered Office: Rayburn House, 37 Brunel Parkway, Pride Park, Derby, DE24 8HR – Registered in England No. 1853736 27.11.09

In these booking conditions, "you" and "your" means all persons named on the booking (including anyone who is added or substituted at a later date), or any of them as the context requires. "Tour Leader" means the person who makes the booking and signs the booking form. "We", "us" and "our" means Rayburn Tours Ltd. These booking conditions only apply to the arrangements which we agree to make, provide or perform (as applicable) as part of our contract with you. All references in these booking conditions to "booking", "contract", "tour" or "arrangements" mean such arrangements unless otherwise stated.

1. DEPOSITS AND BALANCE

(a) For Coach Tours: A deposit of £20 (£40 for Eurostar travel) per person paying is required, together with a signed booking form. A second deposit of £50 per person paying is required 8 weeks later. The balance will be due 10 weeks before the tour begins. A different payment timetable applies to late bookings – see below. If the cost of your tour per paying person is less than £50, full payment must be made at the time of booking. If the cost of your tour per paying person is between £50 and £100, a deposit of £20 per person will be required at the time of booking with the balance due 10 weeks before the tour begins. (b) For Air Tours: The first deposit is £100 per person if using a regular scheduled airline (£200 for Mexico, Canada and India). If using a low cost airline, the first deposit is £200 per person, which is non refundable in the event of cancellation by you after the flights have been purchased. The second deposit for all air tours is £100 per person. A different payment timetable applies to late bookings – see below. Generally, the price payable for flights is that applicable at the time we actually book them as flights and prices cannot be held in advance. The price actually paid may be different to that included in the price shown in the booking quotation. Where it is, the total price will be adjusted (upwards or downwards) to reflect this. By submitting your booking form, you agree to pay the applicable price based on the actual flight cost. Any resulting increase will not be a surcharge. However, we will not proceed to make your booking after receipt of your booking form and deposits without your further authority where the actual price payable will be greater than 110% of the last quoted price.

All bookings: The following payment timetable will apply for late bookings; bookings made more than 13 weeks and up to 22 weeks before departure – first and second deposits payable at time of booking, balance due 10 weeks before departure; bookings made 13 weeks or less before departure – full payment due at the time of booking. Where you are booking a tour a long time in advance of departure, we may not be in a position to confirm the price at the time of booking as suppliers may not have released their prices for the relevant period. The price confirmed in your confirmation letter will be subject to adjustment when suppliers' prices are available as set out in the booking quotation. Any resulting increase or decrease will not be subject to clause 3 "Prices". Deposit and balance due dates and deposit amounts may be varied from those set out above. You will be advised in your booking quotation where applicable. In this case the cancellation charges shown in clause 6 will be treated as having been altered so that charges in excess of loss of deposits will be payable from the applicable balance due date. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all deposits paid or due at that date. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown in clause 6 pending on the date we reasonably treat your booking as cancelled. All bookings are subject to these booking conditions. By signing the booking form, the Tour Leader confirms that he has the authority of all persons travelling (or their parent or guardian for anyone under 18 at the time of booking) to make a booking with us on the basis of these booking conditions.

If you have any queries regarding any of these conditions you must contact us prior to making your booking.

2. YOUR CONTRACT

A binding contract between us comes into existence when we dispatch your confirmation pack to the Tour Leader. We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us (except as set out below). We both also agree that any dispute, claim or other matter which arises out of or in connection with this contract or your tour must be dealt with under the ABTA Arbitration Scheme (see clause 8) or by the Courts of England and Wales only unless, in the case of court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings may be brought in the courts of your home country. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract governed by the law of Scotland / Northern Ireland as applicable but if you do not so choose, English law will apply. The Tour Leader must check the confirmation letter and all other documents carefully on receipt and contact us immediately if any information appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracies (for which we are responsible) in any document within 10 days of our sending it out (5 days for tickets). We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so.

3. PRICES

The prices shown in our brochure were calculated on 13th March 2012 on the basis of then known costs and exchange rates of £1 to 1.20 Euro/ 1.57 CAD/ 1.45 CHF and 200 ISK/ 13.38 MAD (as shown in the Financial Times Guide to World Currencies). We reserve the right to make changes to and correct errors in advertised prices at any time before your tour is confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking. Once a booking has been

confirmed the price will only be increased or decreased as set out below.

(a) We retain the right to levy a surcharge should our costs increase as a result of increases in fuel prices, other transportation costs or in dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports. Subject to the terms below, a refund will be payable in the event of a decrease in these costs.

(b) In any event we will absorb any increases up to a total of 2% of the tour price (which excludes insurance premiums and any amendment charges). Only amounts in excess of this 2% will be passed on in the form of a surcharge. For coach tours we guarantee that any surcharge made will not exceed £1.50 per day per paying passenger. Any refund will also be limited to this sum. A refund will only be payable if a decrease in our costs exceeds 2% as above. Where a refund is due, we will pay you the full amount of the decrease in our costs subject to the above limit.

(c) If the surcharge would result in you paying more than 10% of the tour price then you will be entitled to cancel your tour with a full refund of all monies paid (except for any premium paid to us for tour insurance and any amendment charges) or purchase an alternative tour from us (paying the applicable price). Should you decide to exercise this right you must do so within 14 days of the issue date printed on the invoice.

(d) We guarantee that no surcharges will be made within 30 days of your departure. No refunds will be payable during this period either.

4. IF WE HAVE TO ALTER OR CANCEL YOUR TOUR

(a) We start planning the tours we offer many months in advance. Occasionally, we have to make changes to and correct errors in brochure and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. However, we promise we will only cancel your confirmed booking 10 weeks or less before departure where you have failed to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or where we are forced to do so as a result of 'force majeure' as defined below. We will not cancel after this date for any other reason.

(b) Most changes are minor. Occasionally, we have to make a 'significant change'. 'Significant changes' include the following changes when made before departure; a change of accommodation to that of a lower classification or standard for the whole or a major part of the tour, a change of accommodation area for the whole or a major part of the tour and a change of outward departure time or overall length of the tour of 24 or more hours. If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options: i) (for significant changes) accepting the changed arrangements or ii) purchasing an alternative tour from us, of a similar standard to that originally booked if available (paying the applicable price) or iii) cancelling or accepting the cancellation in which case you will receive a full refund of all monies you have paid to us within 10 days of our receiving notification to cancel from the Tour Leader. Please note, these options are not available where any change made is a minor one.

(c) If we have to make a significant change or cancel before departure, we will pay reasonable compensation where appropriate, depending on the circumstances and when the significant change or cancellation is notified to you. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time).

Very rarely, we may be forced by 'force majeure' (see below) to change or terminate your tour after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

5. FORCE MAJEURE

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss (as more fully described in clause 12(b) below) as a result of 'force majeure'. In these booking conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include (whether actual or threatened) war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

6. IF YOU HAVE TO CANCEL YOUR TOUR

A cancellation is a withdrawal from the tour of one or more persons without replacement.

IT IS VITAL THAT ANY CANCELLATIONS ARE ADVISED TO US IN WRITING BY THE TOUR LEADER AND ACKNOWLEDGED BY US. ONLY THEN IS THE CANCELLATION VALID.

Naturally, we hope that it will not become necessary for you to cancel your booking, but sometimes circumstances make this inevitable. In most cases, however, such cancellations are covered (less any applicable excess) by the excellent insurance cover each group member holds with us, but if this is not the case, cancellation charges will be levied as follows:-

(a) Before final payment is due (i.e. more than 70 days before departure): if any paying person cancels after booking, the full deposit(s) then paid and/or due may be retained to cover any costs incurred (if applicable). For bookings where the cost per paying person is less than £50, £20 per person may be retained in this situation. If a suitable substitute is accepted

by us before the date for final payment, the payment(s) already made may be transferred accordingly.

(b) After final payment is due: if any paying person cancels after payment is due, and no suitable substitute is immediately available, cancellation charges will be levied as follows:

(c) Affecting minimum size of group: if any cancellation brings the number of the group members below the number required for a particular tour price, or a particular set of concessions for accompanying adults, the tour price and concessions will be adjusted accordingly. Any such additional costs are not cancellation charges.

Period before scheduled departure within which written notification is received by us.	Amount of Cancellation charge (expressed as a percentage of the total tour cost)
70-15 days before departure:	75%
14-1 day(s) before departure :	90%
Departure date or after:	100%

7. COMPLAINTS PROCEDURE

We are available 24 hours per day and will do our utmost to resolve complaints quickly and amicably. Whilst on tour, if you have no tour courier, any complaints should first be raised with the supplier concerned e.g. hotelier, coach driver. If you have a tour courier, please immediately raise any complaint with him and, where appropriate, the supplier concerned. If the matter is not settled quickly please inform our office immediately (during your tour). If the complaint remains unresolved or you were unable to contact us the complaint must be put in writing to us within

28 days of the date of return. Only the Tour Leader should contact us on behalf of the group. If you fail to follow this simple complaints procedure, your right to claim the compensation you may otherwise have been entitled to may be affected or even lost as a result.

8. ARBITRATION

Disputes arising out of, or in connection with, this contract which cannot be amicably settled may be referred to arbitration, if the customer so wishes, under a special scheme arranged by ABTA, and administered independently by the Chartered Institute of Arbitrators. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details will be provided on request or can be obtained from the ABTA website (www.abta.com). The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and statement of claim must be received by the Chartered Institute of Arbitrators within nine months of the date of return from the tour or the events giving rise to the dispute, whichever is the later. Outside this time limit arbitration under the scheme may still be available if we agree, but the ABTA Code does not require such agreement.

9. INSURANCE

The premium for personal insurance for each member of the group is included in the cost of the tour (unless otherwise stated in your quotation). It is important that you read and understand the insurance policy wording on our website www.rayburntours.com to ensure that it is suitable and adequate for all persons travelling. If for any reason it is not or cover is refused for any group member(s), you must arrange alternative insurance cover. You must provide us with details of the alternative policy and sign our insurance indemnity form when requested. If you do not do so by such deadline as we reasonably specify, we are entitled to cancel your booking in relation to all group members concerned in which case the cancellation charges shown in clause 6 will apply. If you do not have access to the internet, a full copy of our insurance is available on request. Full details of the cover are sent to the Tour Leader. The principal items covered are:-

Medical expenses:	up to £5 million
Personal accident:	up to £25K
Cancellation and curtailment of the tour:	up to £5K
Personal property:	up to £1,500
Personal/Organiser's liability:	up to £5 million

10. SUPERVISORY RESPONSIBILITY

The Tour Leader is officially in charge of the group and warrants that full supervision of the group will be exercised at all times. The Tour Leader also warrants that at least one accompanying supervising adult will be on duty at all times throughout the duration of the tour. The supervising adults are responsible for the good behaviour and discipline of the group throughout the tour. No group member under 18 years will be allowed to consume alcoholic beverages without prior written consent of the parent/guardian, no member of the group shall be permitted to smoke in the bedrooms or otherwise cause fire hazards. The Tour Leader also warrants that all group members are made positively aware of the above obligations prior to the tour commencement. The Tour Leader and supervising adults are requested to read the pre-tour safety information provided in the confirmation pack. Further details of our Safety Management System are available on request. The Tour Leader must ensure that all group members are made aware of our code of conduct prior to travel. This is included in your confirmation pack.

11. DATA PROTECTION

In order to process your booking and to ensure your travel arrangements run smoothly and meet your requirements, we need to use and where

appropriate disclose the information you provide us with such as names, addresses, and any sensitive information such as details of any disabilities, or dietary related religious requirements. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Where your tour is outside the European Economic Area (EEA) controls on data protection in your destination may not be as strong as the legal requirements in this country. Personal data will not be transferred to a country outside the EEA unless (1) the country to which it is transferred is one which the European Commission considers to provide an adequate level of data protection or (2) the personal data is transferred to a United States company which has signed up to the Safe Harbour scheme or (3) the personal data is transferred to a company which is required by our contract with them only to deal with the data in accordance with our instructions and to maintain appropriate security to protect the personal data which we are satisfied they have or (4) we are obliged to provide the personal data to a government / public authority in order to provide your tour. If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your tour. In making this booking, you consent to this information being passed on to the relevant persons. Your data controller is Rayburn Tours Ltd. You are entitled to a copy of your information held by us. If you would like to see this please contact us (we may make a small charge for providing this to you). If this is wrong, then it will be amended without delay. You are given the right to opt out of future marketing approaches at the time of information collection.

12. OUR LIABILITY TO YOU

(a) Subject to these booking conditions, we promise to make sure that all parts of the tour we have agreed to arrange, perform or provide as part of our contract with you are arranged, performed or provided with reasonable skill and care. We will accept responsibility if any death, personal injury, failure or deficiency of your tour arrangements is caused by any failure by ourselves or our employees (providing they were at the time acting within the course of their employment) or our agents or suppliers (as applicable) to use reasonable skill and care in performing or providing the service in question. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim. (b) We will not be responsible for any injury, illness, death, loss (including loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: i) the acts or omissions of the person(s) affected or any member(s) of their group or ii) the acts or omissions of a third party not connected with the provision of your tour and which were unforeseeable or unavoidable or iii) force majeure (see clause 5). In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

(c) We will not be responsible where you do not enjoy your tour or suffer any problems because of a reason you did not tell us about when you booked your tour or where any problems you suffer did not result from any breach of our contract or other fault of ourselves or, where we were responsible for them, our suppliers or agents or where any losses, expenses, costs or other sum you have suffered relate to any business. We cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us and we have not agreed to arrange them and any excursion or other services you purchase during your tour. In addition, regardless of any wording used by us in any quotation, confirmation, advertising or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

(d) The promises we make to you about the services we have agreed to provide or arrange as part of our contract, and the laws and regulations of the country in which your claim or complaint occurred, will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with the local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable participant to refuse to take the tour in question. This exception does not, however, apply to the absence of seatbelts on coaches contracted outside the UK as this is not a legal requirement in mainland Europe or Iceland.

(e) We limit the amount we may have to pay you for any and all claims or parts of claims which do not involve personal injury, illness or death as set out below. Except where loss of and / or damage to luggage or personal possessions is concerned or a lower limitation of liability applies to your claim, the maximum amount we will have to pay you for such non personal injury claims if we are found liable to you on any basis is twice the total tour cost (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your tour. Where we are found liable for loss of and / or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £1,500 per person affected as you are assumed to have taken out adequate insurance at the time of booking. Please also see clause 12(f) below.

(f) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and / or off the transport concerned) to which any international convention or EU regulation applies, the maximum amount of compensation we will have to pay you will be limited. The most

we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier concerned would have to pay under the applicable international convention or EU regulation (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Athens Convention for international and EU domestic travel by sea and COTIF, the Convention on International Travel by Rail). Please note: Where a carrier would not be obliged to make any payment to you under the applicable international convention or regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request.

13. TRAVEL DELAY

In the event that the scheduled departure time of a pre-booked flight or sea crossing or Eurostar service on which you have arranged to travel on the first outward bound leg or final return leg to or from the UK is delayed for at least 8 consecutive hours due to industrial action, mechanical breakdown or adverse weather conditions, you will be entitled to £20 per person for the reasonable cost of additional food or drink or accommodation which is not recoverable from elsewhere (see below). If the delay continues, we will pay up to a further amount of £20 for each complete period of 12 hours up to a maximum of £100. If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline depending on the circumstances, the airline may be required to pay you compensation, refund the cost of your flight and/or provide you with accommodation and/or refreshments under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004. Where applicable, you must pursue the airline for the compensation or other payment due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment

(as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, we make any payment to you or a third party which the airline is responsible for in accordance with the Denied Boarding Regulations, you must, when requested, assign to us the rights you have or had to claim the payment in question from the airline. If your airline does not comply with these rules you should complain to the Air Transport Users' Council on 020 7240 6061 www.auc.org.uk.

14. FLIGHTS

In accordance with EU Directive EC No2111/2005 Article 9, we are required to bring to your attention the existence of a 'Community List' which contains details of all airlines which are subject to an operating ban within the EU. The Community List is available for inspection at www.ec.europa.eu/transport/air-ban/list-en.htm

We are required to advise you of the carrier(s) (or, if the carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any changes to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. We are not always in a position at the time of booking to confirm the flight timings which will be used in connection with your flight. The flight timings detailed on your confirmation letter or elsewhere are for guidance only and subject to alteration and confirmation. The latest timings will be shown on your tickets which will be dispatched to the Tour Leader approximately two weeks before departure. The Tour Leader must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been dispatched. - we will contact you as soon as possible if this occurs. Any change in the identity of the carrier, flight timings and/or aircraft type (if advised) will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions. If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we / the carrier are unable to offer you a suitable alternative the provisions of clause 4 will apply.

15. LUGGAGE

Due to luggage space varying between coach models, we strongly recommend that each passenger restricts their personal luggage to just one item, i.e. a small/medium size soft holdall. Hard cases will not be accepted.

16. CONDITIONS OF SUPPLIERS

Many of the services which make up your tour are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions (see clause 12(f)). Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

17. SAFETY STANDARDS

Please note, it is the requirements and standards of the country in which any services which make up your tour are provided which apply to those

services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may sometimes be lower. For example, some of the coaches we use on our tours are not fitted with seatbelts as this is not a legal requirement of the country(ies) in which the tours are to take place. Please also see 11(b).

18. FINANCIAL SECURITY

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL number 3475). When you buy an ATOL protected air inclusive tour or flight* from us you will receive a confirmation invoice from us confirming your arrangements and your protection under our ATOL. In the unlikely event of our insolvency the CAA will ensure that you are not left stranded abroad and will arrange to refund any money you have paid to us for an advance booking. Please note: Not all holiday or travel services offered and sold by us will be protected by the ATOL scheme. *The air inclusive holidays and flights we arrange are ATOL protected providing either the person who pays for the booking is present in the UK when the booking is made or the first leg of any flight or flights we arrange for you commences in the UK. For further information, visit the ATOL website at www.atol.org.uk.

We are a member of ABTA (ABTA number V025X). If your tour does not include flights, ABTA will financially protect it in the same way as above except that, if already abroad, you will be returned to the point where your contracted arrangements with us commenced. Please go to www.abta.com for further information

19. FOREIGN OFFICE ADVICE

The Foreign and Commonwealth Office publishes regularly updated travel information on its website www.fc.gov.uk/knowbeforeyougo which you are recommended to consult before booking and in good time before departure.

20. PASSPORTS, VISAS AND HEALTH REQUIREMENTS

We will provide you with information to enable you to check the passport and visa requirements applicable to your tour at the time of booking. It is the responsibility of the Tour Leader to do so. Requirements may change and you must check the up to date position in good time before departure. A full British passport presently takes approximately 2 to 6 weeks to obtain. If any group member is 16 or over and hasn't yet got a passport, they should apply for one at least 6 weeks before departure. The UK Passport Service has to confirm identity before issuing a first passport and will ask the applicant to attend an interview in order to do this. If any group member is not a British citizen or holds a non British passport, the Tour Leader / the person concerned must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending to travel.

It is the Tour Leader's responsibility to ensure you are aware of all recommended vaccinations and health precautions in good time before departure. Information on health is contained in the Department of Health leaflet T7 (Health Advice for Travellers) available from the Department of Health by telephone on 0870 1555455 or via its website www.dh.gov.uk and from most Post Offices. For holidays in the EU / EEA each group member should have an EHIC (European Health Insurance Card) prior to departure (see leaflet T7 and the website www.dh.gov.uk). Health requirements and recommendations may change and you must check the up to date position in good time before departure.

It is the Tour Leader's responsibility to ensure that all group members are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry all required documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

21. SPECIAL REQUESTS AND MEDICAL CONDITIONS / DISABILITIES

If you have any special request, the Tour Leader must advise us prior to submitting your booking form. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request in your confirmation pack or elsewhere is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. For your own protection, you should obtain confirmation in writing that a special request will be complied (where it is possible to give this) where it is important to you. We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as "standard" bookings subject to the above provisions on special requests.

If any group member has any medical condition or disability which may affect your tour or any special requirements as a result of any medical condition or disability, please tell us before you submit your booking form so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, the Tour Leader must give us full details in writing at the time of booking and whenever any change in the condition or disability occurs. The Tour Leader must also promptly advise us if any medical condition or disability which may affect your tour develops after your booking has been confirmed.

© Rayburn Tours Ltd and MB Solicitors Ltd February 2010