

We know your holiday is very important to you. It is very important to us since we want you to enjoy it and continue to travel with PLIMBLEY TRAVEL LIMITED in the future. We also care about our reputation and want to be sure you understand your commitment when booking, therefore we would be pleased if you would spend a few minutes reading the booking conditions below as they detail your commitment to us and our obligations to you, when a contract is made between us.

**ALL BOOKINGS ARE ACCEPTED ON THE FOLLOWING CONDITIONS, PLEASE READ THEM CAREFULLY:**

#### **WHY IS THIS INFORMATION IMPORTANT?**

This Fair-Trading Charter, together with the holiday information, forms the basis of a binding contract between the person making the booking and Plimbley Travel Limited. Please take a few moments to read them as they set out the responsibilities we have under the contract. They show the responsibilities we at Plimbley Travel Limited have to you, and which you in turn have to us, when a contract is made between us.

#### **Your Contract with Plimbley Travel Limited.**

#### **HOW DO I MAKE A CONTRACT WITH YOU?**

You can make the contract in a number of ways, by telephone, on-line or visiting our booking office. When making the contract for yourself and the others named in your party, you do so **having read, understood and accepted our booking conditions and the Holiday information provided.** When you make your booking, you must pay a deposit as well as any insurance premiums for every person named on the booking, details of which are listed below. If you book within the balance due date, which is Eight weeks before the date of departure, you must pay the total price of the holiday (including any insurance premiums) at the time you book. You must pay the balance of the price of the holiday on or before the balance due date. No further reminders will be sent. If you do not, we will cancel your booking and you will have to pay the cancellation charges set out in section 6. The contract between us is made when your booking is entered on our computer and a booking reference number is produced. At that moment the contract between us begins. We will send you a confirmation within 14 days of the receipt of your payment. Please check it carefully to ensure all the details are correct. Group booking - Our invoice will be issued to the group leader who will accept the booking conditions on behalf of their party.

#### **WHAT DO I HAVE TO PAY AND WHEN?**

When you make a contract, we accept it on the terms set out in this brochure and on-line, a deposit is required within 7 days, £40 for UK and Continental Holidays. Your obligation is to pay the price of the holiday and recognise your liabilities if you wish to alter the holiday or have to make a cancellation. On our part we have obligations to provide you with the holiday you have booked. Our specification of that holiday and our terms are clearly stated in our brochure as well as our website.

Your contract is entered into with PLIMBLEY TRAVEL LIMITED. These booking conditions apply to all holidays sold from this brochure, our website and all supplementary advertising publications.

### **PASSENGERS WITH HEALTH CONSIDERATIONS OR SPECIAL NEEDS**

We are aware of our duties and obligations with respect to making reasonable adjustments for passengers with disabilities. Although we do not specifically cater for disabled passengers, we will try our best to provide a holiday for all. Whilst some hotels may not be suitable, it is the customers' responsibility to ensure the hotel they select is suitable for their specific needs. Should any passenger suffer from any disability or medical condition, or have special needs which may affect their holiday, they must provide us with full written details at the time of booking. Additionally, we must have written confirmation that all assistance the disabled person requires will be provided by members of their own party. Please note that we do not use minibuses or coaches with wheelchair lifts, so it is essential that all passengers are able to manage the steps necessary to board the minibus and coach. In view of the nature of our holidays, we regret that we must reserve the right to decline any booking where we feel unable to accommodate the needs of any particular passenger, or where in our opinion, the medical condition or disability of the passenger concerned is likely to have a significant adverse effect on any other clients taking the same holiday. We further reserve the right to cancel any holiday and impose cancellation charges if we are not fully advised of any relevant disability or medical condition at the time of booking. Please note that whilst we can carry folding wheelchairs and walkers, we cannot carry electric wheelchairs or motorised scooters, although they may be available to hire at the resort (we will provide information if requested).

### **FINANCIAL SECURITY**

All our holidays are fully protected in accordance with Package Tour Travel Regulations 1992, which provides you with peace of mind knowing your money is secure.

**1. You Pay A Deposit** - A non-refundable deposit of £40 per person is required. If you decide to take the insurance we can provide, details will be provided at the time of booking or on request, and the premium will be due with the deposit. If you have your own insurance or wish to travel without, you will be asked to complete an insurance disclaimer form. Debit/credit cards accepted. No extra charge will be made to your holiday by us after we have accepted your booking, other than by government order.

**2. You Pay The Balance** - The balance of the holiday is due **eight weeks\*** prior to travel. If you book within eight weeks of the departure date, the full balance is payable on booking. If the balance is not paid in time, we reserve the right to cancel your holiday and retain your deposit.

**\*Some tours require the full balance to be paid ten weeks prior to travel, you will be advised at the time of booking.**

**3. What is included in my holiday cost?** - All prices include door-to-door pick up (within our catchment area), coach travel, hotel accommodation and meals, entertainment on most tours and excursions as stated in the brochure. Most single rooms are offered without supplement, unless otherwise stated in the brochure. However, when we go beyond our hotel room allocation single supplements may apply. The frequency, duration and provision of entertainment is at the discretion of the hotelier and may be subject to change. Comfort stops will be made on all journeys.

**4. Special Requests** - Should you have any special requests (such as low floor rooms, sea view, adjoining rooms) you **MUST** advise us at the time of booking. We will then pass on your special request to the hotel(s) concerned. We generally receive many requests, however, and under no circumstances can we guarantee that they will be met or that the hotel(s) is/are able to provide the requested facility. We cannot, therefore, accept a booking which is made conditional upon a special request being satisfied. Please note that a sea view room does not necessarily mean that the room is sea facing or has an uninterrupted view.

**5. If you change your booking** - If, after our confirmation has been issued, you wish to change to another of our current holidays or change the departure date, we will do our utmost to make the changes, you should notify us in writing, and that request must be from the person responsible for the original reservation. Such a request must be made before the date that the original balance becomes due and be accompanied by an administration fee of £20. Any alteration made after the original balance is due, will be regarded as a cancellation, and will be subject to the charges set out in our cancellation terms in paragraph 6.

**6. If you cancel your holiday** - You, or any members of your party, may cancel your holiday at any time provided that the cancellation is made by the person who made the booking and is communicated in writing, direct to PLIMBLEY TRAVEL LIMITED. You must also return any tickets or vouchers you have received. A reduction in room occupancy may increase the charges for the remaining passengers by the application of supplements for low occupancy of rooms. Where bought in supplies, such as ferries, hotel accommodation etc have been bought in on your behalf, and where the terms and conditions of the supplier are non-refundable, these products will be charged to you at the full retail rate. If this applies, the non-refundable items will be deducted from your holiday costs and the following scale of charges will be applied to the remainder. As this incurs administrative costs, we will retain your deposit and, in addition, apply cancellation charges up to the maximum shown below: **All deposits are non-refundable. 56 to 29 days = 45%, 28 days to 15 days = 75%, 14 days to 0 days = 100% or after departure date NB Insurance premiums are non-refundable.**

\* On Some tours a 100% cancellation fee is made up to 70 days before departure by the Hotel or provider. Please ask our Reservations Staff for further information.

**7. If we cancel your holiday** - It is necessary for there to be a minimum number of passengers in order to operate a tour. If this number is not achieved, the tour may be cancelled. If this happens, all monies paid will be refunded or an alternative holiday offered.

**8. Other Terms** - On holiday you may not bring a pet (other than Guide Dogs in the UK and Eire only and by arrangement). You are responsible for ensuring that you are at the departure point at the correct time, and we cannot be liable for any loss or expense suffered by passengers because of their late arrival at any departure point. On occasions due to different vehicle seating configurations, we may find it necessary to alter seating on the coach. **Excursions** are included in most holidays and PLIMBLEY TRAVEL LIMITED reserve the right to determine the schedule, days of operation and if necessary, may alter their content without prior notice for the benefit of our clients, or due to events beyond our control. No refund can be made to passengers not wishing to travel on inclusive excursions.

**9. Coach Seating** - Coach seats will be allocated in booking order and will be confirmed with pick up times; however, these can be subject to change. Where a particular seat number is requested, we will do our best to accommodate but under no circumstances can we guarantee it.

**10. Door to Door transport** - This is included in the cost of your holiday for passengers who fall within our catchment area. A supplement will be charged to Passengers outside of our catchment area, this supplement will be advised at the point of booking. **Please note** - door to door transport applies to one address per booking, within our catchment area. Extra pick up points will incur additional charges.

**11. If you have a complaint** - We aim to provide the best possible service, but in the unlikely event that a problem arises please inform the driver or representative at the hotel, who will do their best to resolve the problem. If the matter cannot be resolved, you must notify us in writing after the tour. Any/all of the hotel facilities are subject to breakdown, servicing and weather conditions that are beyond our control. We must also point out that whilst we endeavour to make your transfers as efficient as possible; sometimes vehicle or ferry breakdowns or other events beyond the reasonable control of the company, journeys may take longer than predicted and in those circumstances the company will not be liable for any loss or inconvenience suffered.

**12. Health** - Under normal circumstances most Western European Countries do not require visitors to be vaccinated. However, we will indicate any known vaccination or other health requirements where possible for each country to be visited. You are advised to check with your own doctor before travelling.

**13. Passport & Visa Requirements** - For all Continental Holidays you will require a full ten-year British Passport. If you have any doubts about your status as resident British subject or you do not hold a full British Passport, you must check with the Embassies or Consulates of the countries to be visited to confirm the passport or visa requirements needed in your particular circumstances. We cannot accept responsibility if passengers are not in possession of the correct travel documents.

**14. Unreasonable conduct** - PLIMBLEY TRAVEL LIMITED reserves the unconditional right to refuse a booking or terminate a client's holiday in the event of unreasonable conduct which in PLIMBLEY TRAVEL LIMITED's opinion is likely to cause damage, distress, danger or annoyance to other clients, employees, property or to any third party. If you are prevented from travelling or continuing your holiday by such a termination, PLIMBLEY TRAVEL LIMITED responsibility for your holiday ceases. Full cancellation charges will apply and PLIMBLEY TRAVEL LIMITED will be under no obligation for any refund, compensation or loss which you may incur.

**15. Luggage Allowances and passenger responsibilities-** Passengers are allowed to take one medium size suitcase each (maximum 15kg in weight) plus one item of hand luggage. Luggage labels will be issued - please ensure they are marked clearly with your name, address and destination. Guests must take responsibility for all hand luggage. Overweight/ oversized luggage may be refused. As with all personal items, it is your responsibility to ensure your suitcase is on board the coach. Please make sure you see the driver place your luggage into the coach and on the way home carefully check you collect the correct luggage from the driver at your drop off point. We cannot accept responsibility for misplaced or damaged luggage and, whilst we will assist you with the recovery of any lost suitcase, this will be upon receipt of the courier costs.

**16. Hotel Information** - All information regarding hotel facilities are taken from each hotels' individual brochure. Where hotel information shows lift to all floors, there may be some steps between floors and on landings. Please contact us if you need more information.

**17. All Inclusive Packages** - the supply of drinks in our all-inclusive packages is not unlimited, there may also be a supplement levied for branded drinks.

**18. System Errors** - we try hard to ensure that advertised prices are up to date and reflect the price you will pay when you book. However, prices can change and errors can occasionally occur. We reserve the right to change and correct advertised prices at any time before your booking is confirmed. In the event of your Confirmation of Reservation showing an incorrect price for your holiday, the price that will prevail is the price shown in our offline reservation system. Accordingly, you may not seek to rely on system errors with a view to obtaining a holiday at less than the correct price, and any contract entered into upon a mistake, such as a wrong costing due to system errors, is not valid or binding.

**19. Brochure Accuracy** - Although Plimbley Travel Limited make every effort to ensure the accuracy of the brochure information and pricing, regrettably errors do sometimes occur. You must therefore ensure you check the price and all other details of your holiday with us at the time of booking and when you receive our confirmation invoice.

**20. Single room supplements** - Single rooms are always in short supply and early booking is advised. We do endeavour to provide single rooms free from supplement, if a payment for single room supplement is shown against the holiday, then that price must be paid. The payment of a single room supplement does not imply that any room allocated will be anything other than a single room. Hotels have limited single rooms and once our allocation has been sold then a supplement to occupy a twin or double room for sole occupancy maybe charged.

**21. Excursions** - 4-day tour= one full day, 5-day tour = one full day + one half day excursion, 6-7-day tour = two full day excursions, 8-day tour = two full day + one half day excursion Unless otherwise stated. Venues for excursions will be at the drivers' discretion.

**22. Hotel Facilities** - Some facilities, such as indoor or outdoor swimming pools or leisure facilities, may from time to time be withdrawn for routine maintenance or be subject to seasonal availability. The provision of these facilities is therefore not guaranteed.

**23. Resort / Hotel Development** - In many resorts improvements and building work take place in the summer months. Changes can happen very quickly; We will try to advise you of work that may take place in your hotel or resort destination.

**24. Our responsibility to you If we change your holiday arrangements** - We plan our holiday many months in advance to ensure maximum enjoyment. Although unlikely, it is possible that due to circumstances beyond our control, i.e. ferry disputes/hotel closures/sales of particular holiday not reaching a level which would be economical for us to operate, some changes may have to be made. Sometimes major changes are necessary. These are changes to your UK departure point, and time of departure by more than 12 hours. However, where before departure we have to alter significantly an essential term of this contract, such as price, location of resort, quality of main hotel or a destination being eliminated, we will notify you of the change as soon as possible. In such circumstances you will be given the following options:

(a) to accept changes to the contract.

(b) to take a substitute holiday of equivalent or superior quality if we are able to offer you one; or

(c) to take a substitute holiday of lower quality if we are able to offer you one and to recover from us the difference between the price of the original holiday and that of the substitute holiday or;

(d) to have repaid to you as soon as possible all the monies paid by you under this contract.

If you choose (a), (b) or (c) we will pay you compensation on the scale below. If you choose (d) we will refund all monies paid by you, plus compensation on the scale

below. Period of notification given prior to departure date and compensation offered. Within 8 weeks - NIL. Within 2 weeks - £10. Within 1 week - £15.

#### **IMPORTANT NOTICE:**

Compensation will not be payable if the holiday is cancelled because the number of persons booked is less than the number required, or for events beyond our control, which include: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; hurricanes and other actual or potential severe weather conditions, and any other similar events. You are also advised to check with the Foreign and Commonwealth Office Advise Unit regularly at [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel) prior to travel.

All holidays operate if the minimum number of participants is met. However, we will not normally cancel your holiday less than four weeks before the scheduled departure date, except where you have failed to pay the final balance or because of force majeure (force majeure means an event which we or the suppliers of the services in question could not foresee or avoid and is therefore beyond our control).

**25. Your holiday** - We accept responsibilities not only for the acts and omissions of our employees and agents, but also for those suppliers with whom we contract to provide a holiday of reasonable standard. This paragraph does not apply to claims relating to death, bodily injury, illness or personal property (see below). Our liability in all cases shall be limited to a maximum of twice the value of the holiday invoice. Customer care - **We aim to provide you with the best holiday possible, but in the unlikely event that a problem should arise, you must bring this to the attention of your drivers/hotel manager, so that we can resolve the matter on the spot.** Once reported to the driver and hotel and you feel, however, that the complaint cannot be resolved during your holiday, please contact us within 28 days of your arrival home, by writing to The Customer Relations Department, PLIMBLEY TRAVEL LIMITED, 456 Stafford Road, Wolverhampton, West Midlands, WV10 6AN, stating clearly your invoice number, departure date, resort and the name of hotel. With this information we will be able to deal with your complaint promptly. **The main objective is to resolve any disputes immediately while you are still on holiday.**

**26. Statutory Authorities** - This brochure is issued subject to applicable Acts of Parliament and Government Regulations and the company reserves the right to modify itineraries to conform with requests from the competent authorities in the United Kingdom and any other sovereign state through which the tours run.

**27. Special offer late availability tours** - On all tours advertised as above. PLIMBLEY TRAVEL LIMITED will only pay compensation due to late cancellation if the tour is cancelled within 7 days of departure. The amount of compensation will be £5.

**28. Personal injury** - We also accept responsibility for the negligent acts and/or omissions, not only of our employees or agents, but also of our suppliers and sub-contractors or agents (provided of course that any such negligent act or omission is within the scope of, or in the course of their employment) in respect of claims arising as a result of death, bodily injury or illness caused to the person who signed the booking form and/or any other person on the booking form. Our liability is limited to that provided by the relevant international convention.

**29. Wheelchairs and Walking Aids** - Prior arrangements must be agreed with the office due to capacity of each individual trip. Owners are responsible for the loading and unloading of these items at all times (not our driver) PLIMBLEY TRAVEL LIMITED will not be held responsible for any damage caused to these items. We are unable to carry Electric Wheelchairs or Scooters.

**30. Other misadventure** - If you, or any of those named on the booking form, have the misadventure to suffer illness, personal injury or death during your holiday, arising out of an activity which does not form part of our inclusive holiday arrangements with you, or any excursion offered through us, we will offer, where appropriate and within our reasonable discretion: (i) Our general assistance (ii) The payments of initial legal costs, where with our prior agreement you, or any other of those named in your booking, take legal action, provided such assistance is requested within 90 days from the total aggregate spending under (i) and (ii) above shall not exceed £5,000 per booking form.

Paragraph (ii) above will only apply if you do not have a legal expense section in your holiday insurance policy. Furthermore, in the event of there being a successful claim for the cost against a third party, costs actually incurred by us will be recovered from you. Claims under this section should be addressed to: **The Customer Relations Department, PLIMBLEY TRAVEL LIMITED**. All claims under this section shall be in respect of both liability and quantum fall within the exclusive jurisdiction of the court of the country in which our contract with you was made.

**31. Your Holiday Price** - Holiday prices include Door to Door transport and all coach travel, hotel accommodation and meals specified in the holiday description and VAT at the current rate where applicable. Unless otherwise stated in our brochure morning coffee, afternoon tea and other refreshments are not included. Some hotels make a small additional charge for portage and tea or coffee served after lunch and dinner. Gratuities to the hotel staff and driver/couriers are discretionary.



**Partial Price Guarantees / Price guaranteed except for certain items allowed**

(i) "We guarantee that the price of your holiday will not be subject to any surcharge except in the case of variations in: - transportation costs, including the cost of fuel; - dues, taxes (including the rate of VAT), or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports. - Exchange rates applied to the particular package Even in this case, we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premium and any amendment charges. Only amounts in excess of this 2% will be surcharged.

(ii) Revised changes to any given variable will be calculated by taking the total change in the variable element concerned in relation to each passenger. This amount will then be added to or deducted from the original holiday price exclusive of VAT. The revised VAT will then be added to the new VAT exclusive price to arrive at the revised VAT inclusive price.

(iii) If this means paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all money paid except for any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the invoice. Surcharges will not be imposed within 30 days of departure unless the holiday is booked within that period. Prices include all known costs at the time of publication, and are based on the following currency rate published in the financial Times on Friday 5<sup>th</sup> July 2019 All Rates are Sterling - Euro 1.1137

**Holiday Insurance** - We believe that taking out a holiday policy, albeit not necessarily the policy which we offer, is a very important part of your travel plans. Have you considered the following?

- Falling ill, suffering injury following an accident or even being unexpectedly called for jury service. If you have to cancel your trip and we cannot transfer your booking, we may be forced to apply the published scale of cancellation charges.
- If you are travelling inside the UK and you're unlucky enough to be admitted to hospital during your trip and can't make your return journey, the NHS does not cover additional accommodation or repatriation costs. Unexpected costs such as these can add up, even if a friend or relative can bring you home.

A holiday insurance scheme is available for all eligible passengers travelling on our holidays. This policy is underwritten by Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office:

Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ, company number SE000083. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority: register number 769884.

This policy is administered by ERGO Travel Insurance Services Ltd (ETI): registered in the UK, company number 11091555. Authorised and regulated by the Financial Conduct Authority, register number 805870 and registered office: Plantation Place, 30 Fenchurch Street London, EC3M 3AJ. Details about the extent of GLISE's and ETI's authorisation and regulation by the Prudential Regulation Authority and the Financial Conduct Authority are available on request.

Towergate Travel is a trading name of Towergate Underwriting Group Limited which is authorised and regulated by the Financial Conduct Authority.

Registered in England No. 4043759. Registered address 1 Minster Court, Mincing Lane, London EC3R 7AA. FCA firm reference No. 313250.

**Residency** - The cover under this policy is only available to United Kingdom residents being defined as: Any person who is staying in or has lived in the United Kingdom for more than 12-months, or if studying or working in the United Kingdom for more than 6-months.

**Health Conditions** - You must be able to comply with the following conditions to have the full protection of your policy. If you do not comply, we may refuse to deal with any relevant claim or reduce the amount of any relevant claim payment. If you are travelling within the United Kingdom you are not required to declare your medical conditions. However, to be covered for any medical conditions you have or have had, you must be able to answer NO to questions 1. to 4. and YES, to questions 5. and 6. a) and b) below:

1. Are you aware of any reason why the trip could be cancelled or cut short (such as the health of a close relative)
2. Are you travelling:
  - a) against the advice of a medical practitioner, or
  - b) for the purpose of obtaining medical treatment.
3. Have you been given a terminal prognosis.
4. Are you receiving or awaiting treatment for any bodily injury, illness or disease as a hospital day case or in-patient.
5. If you are on prescribed medication, are your medical condition(s) stable and well controlled.
6. If you suffer from stress, anxiety, depression or any other mental or nervous disorder, have you received written confirmation (at your cost) that you are fit enough to take this trip by either:
  - a) a registered mental health professional (if you are under the care of a Community Mental Health Team), or
  - b) a consultant specialising in the relevant field.

If you are travelling outside of the United Kingdom You must telephone MediScreen on 0344 892 1698 if anyone to be covered by this policy, or any person upon whose health the trip depends:

1. Has or has had a medical condition (excluding childhood and minor ailments not

requiring treatment)

2. Is taking prescribed medication

3. Has or has had any medical condition still requiring periodic review

4. Is awaiting any tests, treatment, investigation, referral or the results of these.

MediScreen's office hours are 9am to 5pm Monday to Friday excluding Bank Holidays.

#### **Change in Medical Circumstances after the date the Policy is Issued -**

You must also notify MediScreen immediately of any changes in circumstances arising between the date the policy is issued and the time of departure for the trip. You may have to pay an additional premium to cover your medical conditions. This applies to all destinations including trips solely within the United Kingdom (being defined as England, Scotland, Wales, Northern Ireland and the Isles of Scilly).

#### **Significant or Unusual Limitations or What Is Not Covered -**

1. Cover is only available for the whole duration of a booked trip to a maximum 70-consecutive days and cover cannot be purchased once a trip has already begun.

2. Most sections of the policy are subject to an excess. This is the amount you pay when you make a claim.

3. Certain hazardous sports and activities.

4. Personal effects - claims will be paid based on the value at today's prices less a deduction for wear, tear and depreciation (loss of value)

5. Losses of personal property, valuables, passport, visa or money must be reported to police within 24 hours of discovery and a written police report obtained.

6. You are not covered for valuables, your passport or visa if left unattended at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or public transport operator) unless deposited in a hotel safe, safety deposit box or left in your locked accommodation.

7. Stolen property: You are not covered for baggage stolen from:

a) an unattended coach/bus unless it was locked in the luggage compartment of the coach/bus and evidence of force or violent entry to the vehicle is available, or

b) the passenger compartment of any unattended vehicle.

8. You being under the influence of drink or drugs (unless prescribed by a doctor).

9. Circumstances known to you before you booked your trip or purchased this insurance which could reasonably have been expected to lead to cancellation of the trip.

#### **Cooling Off Period -**

You should read your policy immediately to ensure it meets with your requirements. If for any reason it does not, it must be returned to us within 14-days of receipt of the policy documents or before departure, whichever is less. Your premium will be refunded in full provided no claims have been made. If you cancel your policy after 14-days of receipt of the policy documents or after departure, no premium refund will be given. PLIMBLEY TRAVEL LIMITED. is an Appointed Representative of ITC Compliance Limited who are authorised and regulated by the Financial Conduct Authority (their firm reference is 313486) and which is permitted to advise on and arrange general insurance contracts.

### Travel Insurance Premiums -

Premium per passenger covering period of your Holiday. Premiums include Insurance Premium Tax.

No. Of Days UK		No. Of Days UK		Europe	
1 Day	£15.00	5 Days	£24.00	4 Days	£31.00
2 Days	£16.00	6 Days	£25.00	5 Days	£32.00
3 Days	£17.00	7 Days	£27.00	6 Days	£33.00
4 Days	£23.00	8 Days	£28.00	7 Days	£37.00

**Cancellation Charges -**

Prior to 56 days before departure - deposit only

56 Days - 29 Days before departure - 45% of holiday cost

28 Days - 15 Days before departure - 75% of holiday cost

14 Days before departure - 100% of holiday cost

\* On Some tours a 100% cancellation fee is made up to 70 days before departure by the Hotel or provider. Please ask our Reservations Staff for further information.

**DEMANDS AND NEEDS**

This insurance policy will suit the demands and needs of an individual or group (where applicable) who have no excluded medical condition(s), are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen circumstances / events detailed in the cover section below. Subject to the terms, conditions and maximum specified sums insured.

**IMPORTANT**

We will not provide you with advice about the suitability of this product for your individual needs but will be happy to provide you with factual information.

We summarise below the details of the insurance cover provided which also includes 24-hour emergency service from Towergate Assistance. The following is a brief summary of the cover available. Full details of cover and exclusions will be forwarded with your confirmation of booking. In any event you may ask for a specimen copy of the policy wording before booking should you wish to examine this in advance.

**BREXIT**

At the time of going to Press, it is unknown about how leaving the EU will affect our Continental and Ireland Tours.

In the unlikely event that we are unable to take our own Coaches into EU Member States, then we reserve the right to hire in European Coaches & Staff. If we are forced to cancel European Tours, then we will refund in full, but no compensation will be payable.

## SUMMARY OF COVER (PLEASE SEE THE POLICY WORDING FOR FULL DETAILS OF THE COVER, LIMITATIONS AND EXCESSES)

SECTION OF COVER	MAXIMUM SUM INSURED / BENEFIT LEVEL PER PERSON	EXCESS PER PERSON
Cancellation	<ul style="list-style-type: none"> <li>£1,500 (United Kingdom, Isle of Man, Channel Islands &amp; Europe)</li> <li>£3,500 (Worldwide)</li> </ul>	<ul style="list-style-type: none"> <li>£25 Loss of Deposit</li> <li>£70 Cancellation</li> </ul>
Travel Delay (Northern Ireland, Isles of Scilly, Channel Islands, Isle of Man, Europe or Worldwide)	<ul style="list-style-type: none"> <li>£20 for the first full 12 hours delayed and £10 for each full 12 hour's delay after that, up to £60 Travel Delay</li> <li>£1,500 (after 12 hours delay) Holiday Abandonment</li> </ul>	<ul style="list-style-type: none"> <li>Nil Travel Delay</li> <li>£60 Holiday Abandonment</li> </ul>
Missed Departure	<ul style="list-style-type: none"> <li>£100 (England, Scotland &amp; Wales)</li> <li>£300 (Northern Ireland, Isles of Scilly, Isle of Man, Channel Islands &amp; Europe)</li> <li>£600 (Worldwide)</li> </ul>	Nil
Personal Accident	£15,000 (subject to age)	Nil
Medical & Other Expenses (including Curtailment)	<ul style="list-style-type: none"> <li>£2,000,000 Medical &amp; Other Expenses (Isle of Man, Channel Islands, Europe &amp; Worldwide)</li> <li>£1,500 Additional Accommodation, Repatriation &amp; Travelling Expenses (United Kingdom)</li> <li>£1,500 Curtailment (United Kingdom, Isle of Man, Channel Islands &amp; Europe)</li> <li>£3,500 Curtailment (Worldwide)</li> </ul>	£60
Hospital Benefit	<ul style="list-style-type: none"> <li>£10 per 24 hours up to £100 (United Kingdom)</li> <li>£15 per 24 hours up to £450 (Isle of Man, Channel Islands, Europe &amp; Worldwide)</li> </ul>	Nil
Personal Property (including Personal Money)	<ul style="list-style-type: none"> <li>£1,500 Personal Property (£200 for any one article, pair or set of articles)</li> <li>£200 (subject to age) Personal Money</li> <li>£100 (after 12 hours delay) Delayed Baggage</li> </ul>	<ul style="list-style-type: none"> <li>£50 Personal Property &amp; Personal Money</li> <li>Nil Delayed Baggage</li> </ul>
Loss of Passport & Visa Expenses	£200	Nil
Personal Liability	£2,000,000	Nil
Legal Expenses	£25,000	Nil

**Data Protection Statement** - Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements.

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