Booking Terms & Conditions

When you book a Grand UK holiday we want you to be totally satisfied with the arrangements so that you will book with us again in the future. To avoid misunderstandings you should be in no doubt as to the commitments we have to you and, in turn, the obligations you have to us. Listed below are a number of important points which we would like you to read carefully. None of the terms or conditions are intended to contravene or contradict The Package Travel Regulations 1992 or The Unfair Terms in Consumer Contracts Regulations 1999.

1. YOUR HOLIDAY CONTRACT

Your contract is with the The UK Holiday Group Limited trading as Grand UK Holidays. When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so. No contract exists between us until we despatch your Holiday Confirmation Invoice - see Point 2. Your Booking for full details.

2. YOUR BOOKING

a. Deposits and Final Payments

Deposit payments are non-refundable.

Please make cheques payable to Grand UK Holidays or to the travel agent you book through and remember to include any insurance premiums, if you choose to purchase insurance through us. It is a condition of booking that you must have holiday insurance to travel with Grand UK and all insurance details must be provided at the time of confirming your booking. If you pay Grand UK by credit card then a charge of 2% will apply (travel agent charges may vary). Cheques are not accepted within 14 days of travel.

Holiday type	Number of days	Deposit £'s per person	Final payment prior to departure
Coach Holidays	2-4	£50	28 Days
	5	£60	28 Days
	6-8	£70	28 Days
	9-12	£80	28 Days
Air Holidays	N/A	£150	90 Days
River Cruises	N/A	£150	70 Days
Ocean Cruises	6	£125	99 Days
	7-9	£150	99 Days
	10-11	£175	99 Days
	12-16	£200	99 Days
	100+	£1000	99 Days
Self-Drive Holidays	N/A	£10 per night	28 Days
Train Holidays	N/A	£150	70 Days

For most holidays your Holiday Confirmation Invoice showing the total holiday cost, less the deposit paid will be despatched within 3 weeks of receipt of your deposit money. For holidays by air your Invoice will be despatched within 7 days. The Invoice shows clearly the balance due and the latest date by which payment must be made. No reminders will be sent so please keep the Invoice safe and make a special note of when the balance is to be paid. If the balance is not paid on or before the balance due date then your holiday will be treated as cancelled. Separate arrangements are made in the case of Late Bookings (see point 2b). When you buy a flight-based holiday, all monies you pay to the travel agent are held by them on behalf and for the benefit of the Trustees of the Air Travel Trust at all times. This is subject to the agent's obligation to pay it to us for so long as we do not fail. If we fail, any money held at that time by the agent, or subsequently accepted from you by them, is and continues to be held on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us. When you buy a holiday not including a flight, all monies you pay to the travel agent are held by them on our behalf at all times.

b. Late Bookings

Bookings made within balance due must be paid in full at the time of booking.

c. Final Travel Details

Grand UK Holidays will forward your travel documents and information approximately 10 days prior to departure.

3. CANCELLATION OF YOUR BOOKING

a. General

If you wish to cancel your holiday, for whatever reason, you must let us know as soon as possible in writing. Cancellation will be effective at the time written notification is received by Grand UK Holidays.

b. If You Cancel your Holiday

i. If you cancel your holiday for any reason we will be forced to apply our cancellation charges at the rates shown in the table at the top of the next column.

ii. Should you cancel your holiday due to medical reasons and you can support this with the documentation requested by the insurer, you may be able to reclaim these charges, less any excess figure, if the reason for cancellation is covered by your holiday insurance. Advice on how to make your claim, which must be dealt directly with the Insurance Company, will be sent together with a Cancellation Invoice following your written confirmation of cancellation.

iii. If any person with whom you are sharing a room should cancel, and you wish to continue with your holiday as planned, we will make every effort to transfer you to a suitable room, if available. If this is not possible, or if this results in any additional charges, we reserve the right to pass on these charges to you, or to cancel your holiday and apply the appropriate cancellation charges.

c. If We Change or Cancel Your Holiday

i. Material Alterations, Cancellations and Compensation.
Because our brochure details are prepared months in advance it could become necessary, in certain circumstances, to change your holiday arrangements, to amend itineraries, change hotels, alter your UK airport, amend your coach seat number or to cancel your holiday because it has failed to attract the minimum number of passengers required for the tour or pick-up point. Often these are only minor changes, but where a Material Alteration or Cancellation (see point c.ii) becomes necessary outside the date when full payment is due you have the following options: (a) to continue with the holiday as amended or (b) accept an alternative holiday which we may offer or (c) cancel your booking and receive a prompt refund of all monies paid. A refund will become due to you if any alternative accommodation offered to you is of a lower standard than previously advertised. Where a Material Alteration or Cancellation is notified after the date when full payment is due you are also entitled to compensation on the scale set out below, unless this is a result of hostilities, lock-out, political unrest, industrial disputes, adverse weather conditions, fire, epidemic or health risk, disease outbreak, fuel shortage or any other reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all care had been exercised.

ii. Definitions of Material Alterations and Cancellations.
For the above purposes a holiday will be deemed to be Materially Altered or Cancelled if we make a significant change of resort, a change of accommodation to a lower standard, a change of departure date, a change of UK airport (except between the London airports of Gatwick, Heathrow, City, Stansted, Southend and Luton) or a change of coach holiday departure point more than five miles from the original.

iii. If you purchase our insurance and your holiday is cancelled by us then we will refund your insurance premium in full. However, should you choose to take insurance with an alternative provider then they may not offer a refund under these circumstance. Therefore, please check this with your alternative insurer as we will not be held responsible for any losses you may incur.

Holidays where full payment is due up to 99 days before departure

	Coach & Self Drive holidays	River Cruise & Train Holidays	Air Holidays	Ocean Cruising
100 days or more before departure	deposit only	deposit only	deposit only	deposit only
99 - 90 days before departure	deposit only	deposit only	deposit only	20%
89 - 71 days before departure	deposit only	deposit only	40%	40%
70 - 50 days before departure	deposit only	60%	60%	60%
49 - 29 days before departure	deposit only	70%	85%	85%
28 - 15 days before departure	50%	90%	100%	100%
14 - 7 days before departure	70%	100%	100%	100%
6 - 1 days before departure	90%	100%	100%	100%
Day of departure or after	100%	100%	100%	100%

Period before departure when a Material Alteration or Cancellation is notified	Full payment due up to 28 days before departure	Full payment due 29-70 days before departure	Full payment due 71-90 days before departure	Full payment due 91-99 days before departure
	Compensation per person			
99 days to 90 days	nil	nil	nil	£5
89 days to 70 days	nil	nil	£5	£10
69 days to 29 days	nil	£5	£10	£15
28 days to 15 days	£5	£10	£15	£20
14 days to 1 day	£10	£15	£20	£25

d. Changes to Flight Times

As our brochure is published many months in advance the flight times detailed in the brochure, and any other flight holiday literature we publish from time to time, are for guidance only. Flight times and or schedules can change, often with little notice, and we reserve the right to substitute alternative airlines, routes and times from those shown if required or to operate the holiday with the altered times. Such a change is not a Material Alteration (see section 3cii) and will not entitle you to cancel your holiday without incurring a cancellation charge. Your final flight details will be sent to you with other important travel information about 10 days before departure and you should check this carefully as soon as it is received.

e. Changes to Your Booking and Amendment Charges

i. If, after booking your holiday, you are prevented from travelling and wish to transfer the booking to another person, the company will agree as long as the other person satisfies all the conditions applicable to the package, and subject to both persons accepting joint and several liability for full payment of the package price and the company's charge of £10 (see point eiii for exception) for confirming the transfer plus any additional costs imposed upon the company by accommodation, flight and cruise operators or any other supplier.

ii. If, after booking your holiday, you wish to transfer to an alternative holiday/ departure date, and/or amend your pick up point, the company will agree, dependant upon availability, and will charge £10 (see point eiii for exception) to process the amendment plus any additional costs imposed upon the company by accommodation, flight and cruise operators or any other supplier.

iii Ocean cruises are subject to a £50 administration fee per person for name changes outside 99 days and a 25% charge within 99 days.
iv. Any transfer requests within 28 days of departure will however be treated as a cancellation and will be subject to the scale of cancellation charges set out in point 3bi. Requests for changing the booking to another departure date, hotel, tour, or to amend your departure point/travelling plans, will be treated as a cancellation.

4. YOUR HOLIDAY

a. Your Grand UK Holiday Package

Your holiday includes a number of elements as stated in the brochure. Unfortunately we cannot make any refunds if you choose, or are unable to, take any part of this package.

b. Your Holiday Accommodation

i. Bedrooms with en-suite facilities (sometimes referred to as private facilities or private bathroom) have bath and/or shower and WC, and some rooms may have a washbasin in the bedroom rather than in the WC or bathroom.
ii. There is no additional supplement for the limited number of single-bedded rooms available at our UK mainland hotels. However, certain hotels may allow single occupancy of double or twin bedrooms at no additional charge but once the allocation has been sold then additional rooms, where available, will carry a supplement.
iii. Hotel descriptions in this brochure indicate whether there is a lift or no lift. However where a lift is indicated this is not meant to imply step-free access to all bedrooms.
iv. Lower floor rooms are defined as rooms on the ground or first floor. We make no extra charge for the limited number available and although every effort is made to comply with your wishes we accept no liability for failure to provide such a request and cannot accept bookings which are conditional upon us fulfilling this request.
v. Any Special Requests (eg special diets, low floor rooms or rooms adjoining) must be made at the time of booking and be printed in the relevant section of your confirmation invoice issued by Grand UK to you or your travel agent. If, for whatever reason, this is missing then you must contact us immediately otherwise the details will not be passed on to your hotel. Whilst every effort is made to comply with your wishes we cannot guarantee that such requests will be granted, or that the hotels are able to provide the requested facility. We cannot accept any reservation which is conditional upon any special request being satisfied.
vi. Some amenities and facilities require cleaning, servicing or may suffer mechanical failure at times, and other unforeseeable factors beyond the control of the supplier may affect their availability from time to time. Hotel entertainment as detailed in the brochure may also be affected for similar reasons and therefore its frequency and nature may be subject to change. The listing of a 'Dance Floor' in a hotel description does not necessarily mean that dancing will be available during your stay.
vii. In certain circumstances it may become necessary to change the location of a single overnight stop. Whilst we will do our best to notify you in advance of such a change, we reserve the right to effect such a change without notice. At all times the change of hotel will be of equivalent standard to the original. Few insurance companies will provide cover for loss of luggage or personal belongings stored in an unattended vehicle overnight. You should therefore take all personal belongings with you at overnight stops.
viii. Grand UK Tour Managers join the tour either at the Interchange Area, or at your hotel. Tour Managers are usually not in attendance on transfer services. On holiday centre and river cruise holidays, there is generally only one Tour Manager available, regardless of the number of Grand UK coaches operating on the holiday. Tour Managers are not in attendance on ocean cruises or self-drive holidays. Local representatives are utilised on Channel Islands & fly sun holidays.
ix. Grand UK Holidays has no control over other clients staying in the hotel, holiday centre or onboard ship during our operating periods. Whilst we try to ensure that reservations from families with young children are not encouraged during our operating periods we cannot accept liability for any inconvenience or disturbance caused to our holidaymakers by any other guest or guests staying during the same period. It is also impossible for us to ensure that all our customers are over the age of 55 and we accept no responsibility for the fact that clients under this age may join our tours from time to time, with or without our consent.
x. In certain cases tourist board accommodation categories or star ratings are shown against hotels. Overseas countries have different grading systems, and star ratings may not be equivalent to those in the UK.

c. General

i. On full board holidays lunch is not included on the first and last days, and packed lunches are supplied on full day excursions. On half board holidays dinner is included on the day of arrival and breakfast on the morning of departure (unless specifically stated in this brochure or on your confirmation).
ii. Admission fees or guided tours are not included in the holiday price unless expressly stated in the excursion description. We reserve the right to change itineraries and included excursions from those stated in the brochure, where necessary, and this will not entitle you to compensation where such variations are a consequence of non-significant changes to your holiday.
iii. We reserve the right to prohibit travel should you be experiencing medical symptoms likely to cause ill-health to others. It is therefore vital that you ensure that you are fit to travel prior to arriving at the airport, port or pick-up point as full cancellation charges will apply should we be forced to terminate your holiday. We also reserve the right to refuse a booking or terminate your holiday and levy full cancellation charges in the event of irrational conduct which is likely to cause anxiety, annoyance, harm, danger or ill health to other passengers or employees.
iv. Should you leave any belongings at the hotel or on the coach we will make every effort in tracing and returning them to you, although we do reserve the right to pass on any cost incurred in doing so.
v. In the event of any contact being made with Grand UK Holidays, either directly by you, or by your travel agent, on any subject whereby information contained in this brochure is changed, or additional information given, you or your travel agent must ensure that the information given is confirmed in writing. No responsibility will be accepted for any loss, damage or disappointment if this procedure has not been followed.
vi. Responsibility is limited for events which are reasonably beyond our control and unforeseeable. Examples of such events could include traffic or road conditions, unavoidable technical or mechanical transport problems, epidemic outbreaks, weather conditions, disputes, fuel shortages and fire.
vii. Should you take out our insurance cover, and subsequently make a claim under your insurance policy, we can take no responsibility if this claim is disputed or refused by the insurer or for any additional expense incurred by you in making the claim whether successful or not.
viii. We will not be held responsible for any of your items taken on holiday that are subsequently damaged, howsoever caused.
ix. No items within your luggage should exceed a £200 limit per item.
x. Due to the overall weight and space restrictions on vehicles, luggage is limited to one medium size suitcase per person. Luggage on aircraft or other carriers is subject to the carrier's terms and conditions, a copy of which can be sent to you on request.
xi. Occasionally it may be necessary to join a ferry as a foot passenger rather than onboard a coach.
xii. All holidays are sold subject to availability.

5. PASSENGERS WITH HEALTH CONSIDERATIONS/DISABILITIES

Whilst we welcome passengers on our holidays with health considerations and disabilities, some of our holidays may not be suitable for certain special needs. Some hotels do not offer ground/ lower floor accommodation or lifts/easy access. It is therefore important that we have details of the full extent of your needs in writing and you must ensure that this has been acknowledged by us. Collapsible wheelchairs are accepted on coaches, with prior agreement, however the overall weight of the coach is restricted and there is also limited space for luggage and extra equipment. It is not usual for us to be able to carry more than one mobility scooter on a coach and carriage of such an item will be subject to weight, size and other information acknowledged by us. Please be aware that airlines do have their own conditions for carrying such equipment. We will always endeavour to assist with your requirements when you book your holiday. If we are not informed of any disabilities in this way we cannot be held responsible for any cost or inconvenience incurred. Should you cancel or terminate your holiday due to these reasons full cancellation charges will apply.

6. YOUR TRAVEL ARRANGEMENTS

a. Departure Times and Places - Coach Holidays

i. It is only possible for customers to be picked-up and dropped off at the scheduled departure points stated in this brochure. Please be aware that the pick-up point addresses may change, so please ensure you check your final travel information carefully. Departure and Return times shown in the brochure are approximate times only and are subject to change. Final travel times will be confirmed with your Final Travel Documents approximately 10 days before departure.
ii. If you do not receive your travel documents within 5 days of your departure date you must contact us immediately so that they may be re-sent to you or any new details confirmed as soon as possible. We cannot accept any responsibility for any resulting loss or expense if the above procedures have not been carried out.
iii. You are responsible for ensuring that you are at the correct departure point at the correct time. We cannot accept any responsibility for you not locating your transport or any additional expenses incurred due to you failing to join your transport for the above reasons.

b. Tour Coaches and Coach Seats

i. If it becomes necessary to use a coach with different seat numbers to those indicated on our travel information page, the seat position should not change significantly. However, we cannot accept bookings conditional on the provision of specific seats and accept no liability if the seat provided is in a different position to that indicated in the published seating plan. Reserved seats are not allocated on transfer services or optional excursions. Although tours are advertised as having a coach with WC facilities or air-conditioning, we reserve the right to operate a coach without such facilities should this become necessary due to mechanical failure, accident, low passenger numbers etc.
ii. From time to time taxis, minibuses and small coaches may be used on the transfer element of your holiday and these vehicles do not have a WC facility. In addition these smaller vehicles are sometimes used to transfer you to the main transfer coach.
iii. In the unlikely event of a premium coach being unavailable, for whatever reason, on Grand UK Gold tours we reserve the right to replace the vehicle with a standard coach. You will be refunded up to £5 per day and this will be the extent of our liability.
iv. From time to time it may become necessary to use multiple tour coaches during any given holiday due to mechanical problems or other operational requirements.
v. Continued use of mobile devices whilst on the tour coach is prohibited.

c. Smoking

All coaches are strictly no smoking and this includes all substitute tobacco & nicotine products such as electronic cigarettes etc. If you ignore this we reserve the right to terminate your holiday and levy full cancellation charges. You may also be liable to meet the cost of any claims brought against Grand UK Holidays resulting from such an incident.

d. Porterage

On all mainland coach holidays porterage is provided at our interchange areas and between the coach and your hotel bedroom. On overseas holidays (including the Channel Islands) porterage may not always be available and where it is you will usually incur a small extra charge. Porterage is usually not available at sea ports or airports for security reasons. On all train holidays porterage is not included on any part of the train journey.

e. Conditions of Carriage

You are advised that overland carriage is in vehicles other than those owned or operated by Grand UK Holidays and that no sea or air transport is owned by the company. Such transport is subject to national and international regulations and conventions which may limit or exclude liability - a copy of these are available if you wish to see them. Your contract is subject to English Law and jurisdiction.

f. Air Holidays

Grand UK Air holidays do not include transport to or from your chosen UK airport (unless stated in this brochure). Please see details on each relevant holiday page or the travel information page. Any passengers requiring airport assistance must request this at the time of booking. Failure to follow this procedure may result in this facility being unavailable and cancellation charges will apply should you choose to cancel your holiday as a result. You are advised that most airlines utilised by Grand UK Holidays do not include in-flight meals or drinks.

g. Delayed Departure

If your departure to or from the UK mainland is delayed for more than six hours beyond the scheduled departure time we will make arrangements for meals and alternative accommodation only if this delay results in the advertised meal and accommodation arrangements being cancelled. We cannot accept responsibility for any meals or accommodation not included in the advertised holiday itinerary. If departure from the UK mainland is delayed for more than twelve hours beyond the scheduled departure time we reserve the right to cancel the holiday and refund all monies paid and this shall be the extent of our liability.

7. LIABILITY & CONSUMER PROTECTION

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for package holidays booked from this brochure, other publicity material and on the website, and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL (number 5024) - Air Travel Organiser's Licence - administered by the Civil Aviation Authority

and a Bond held by ABTA for packages that do not include flights. If you book arrangements other than a package holiday from this brochure, the financial protection referred to above does not apply. For your financial protection when you buy an ATOL protected air holiday package from Grand UK Holidays, you will receive an ATOL Certificate from us (or via our authorised agent through which you booked) This lists the flight, accommodation, car hire and/or other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong. Many of the flights and flight - inclusive holidays offered by Grand UK Holidays in this brochure, other publicity material and on the website are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed in this brochure, other publicity material and on the website. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. For more information about financial protection and the ATOL Certificate go to: www.caa.co.uk/ATOL-Protection/consumers/ATOL certificate
We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). In the unlikely event of our insolvency whilst you are on holiday, the CAA will ensure that you are not stranded abroad.
For further information visit the ATOL website at www.caa.co.uk/Atol-Protection
If you buy a package holiday that does not include a flight, financial protection is provided by ABTA. We are a Member of ABTA, membership number V6237 and we are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information please see www.abta.com
In the event that you have any complaint during the course of your holiday you are strongly advised to immediately bring this to the attention of the supplier of the service in question AND the Grand UK Tour Manager/representative. If you are not satisfied with the solution offered you must contact us in writing after returning home. In the event that you do not tell us within 28 days after returning home our ability to investigate and deal with the complaint may be affected. In the unlikely event that we are unable to amicably settle your grievance, you may decide to pursue the matter further. We can offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract.
Further information on the Code and arbitration can be found on ABTA's website www.abta.com. The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website. The scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking. 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 IDRS within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees but the ABTA Code does not require such agreement. For injury and illness claims, you may like to use the ABTA/Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details on request or from www.abta.com. This brochure is published by The UK Holiday Group Limited trading as Grand UK Holidays in good faith and is designed to assist you in choosing a suitable holiday. We accept responsibility for ensuring that the component parts of your holiday as described in this brochure are of a reasonable standard and that the obligations arising from this contract are performed properly unless this non or improper performance is attributable neither to any fault of ours or to that of another supplier because i) the failure to perform the contract were attributable to you ii) such failures were attributable to a third party unconnected with the provision of the contracted services, and are unforeseen and unavoidable iii) such failures are due to force majeure or to an event which we, or the supplier of the service, even with all due care could not foresee or forestall. Even in the case of sections i and ii above we will still give prompt assistance to you but this shall be the extent of our liability.

Claims other than Personal Injury
Subject to the foregoing we will pay reasonable compensation for the non or improper performance of the contract by us, limited at all times to twice the total cost of the holiday.

Claims for Personal Injury
Subject to the foregoing, all claims relating to personal death or injury will be equivalent to the damages you would be entitled to receive under English Law in an English Court provided at all times that:

a) you assign to Grand UK Holidays any rights against a supplier or other person or party you may have relating to the claim.
b) that you co-operate fully with us should we or our insurers wish to enforce those rights which have been assigned to us.
c) Such payment in the case of transport or air is limited to that laid down in the appropriate International Conventions.

Note: Failure to notify us of your claim within 90 days of your return from holiday may affect our ability to investigate your claim and may impact on the way your claim is dealt with.

8. DATA PROTECTION

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we and your travel agent need to use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Additionally, where your holiday 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. We will not however, pass any information on to any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give 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 cannot provide your booking. In making this booking you consent to this information being passed on to the relevant persons. You are entitled to a copy of your information held by us. If you would like to see this please contact D. Bradley, Data Controller, Grand UK Holidays, The Old Bakery, Queens Road, Norwich NR1 3PL

9. PRICE POLICY

All the details in this brochure supersede all previously advertised prices and itineraries published in prior brochures or advertising material. Before confirmation of your holiday we reserve the right to change prices from those advertised in this brochure. Having confirmed your holiday by sending your Holiday Confirmation Invoice, the price of your travel arrangements is subject to surcharges only on the following items. 1. Transportation - e.g. increases in fuel costs 2. Government action - e.g. any increases in VAT or any other tax imposed on us or required to be passed on by us 3. Currency - in relation to adverse exchange rate variations. However, even in these circumstances there will be no change within 30 days of your departure and we will absorb or retain an amount equivalent to the first 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will be entitled to cancel and receive a refund of all monies paid. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on the revised invoice. Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then any refund due will be paid to you, however, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place. The overseas holiday prices published in this brochure were calculated according to the exchange rates published by the Financial Times on April 4th 2017 as follows: Euro 1.1715

10. HEALTH MATTERS

Clients travelling to EC countries are strongly advised to obtain the European Health Insurance Card (EHIC). This card allows you access to state provided healthcare in all European Economic Area (EAA) countries and Switzerland at a reduced cost or sometimes free of charge.
You can apply online at www.ehic.org.uk/internet/startApplication
Please ensure if you do posses the card that it has not expired. For travel overseas you are also advised to obtain the 'Health Advice for Travellers' leaflet from the Dept. of Health (www.gov.uk/government/organisations/department-of-health), your local ABTA travel agent, or directly from ourselves. There are no tours in this brochure that require compulsory vaccinations at the time of going to print.

11. PHOTO IDENTIFICATION, PASSPORT AND VISA REQUIREMENTS

i. For cruises and holidays outside the UK you will require a full 10 year British passport with at least six months validity after your date of return to the UK. They are also required for day-trips to France and Belgium.
ii. Holders of non British (Full) Passports may be subject to differing visa requirements to those stated above and you are advised to consult your travel agent or the appropriate embassy to seek clarification.
iii. A full passport is now also required for ALL holidays that include air travel within the UK and Ireland.
iv. It is your responsibility to obtain correct documentation to travel and full cancellation charges will be levied if you fail to do so.

12. CRUISES & FLIGHTS

i. Persons with physical disabilities or other special needs that require special treatment or assistance, including persons confined to wheelchairs, must advise us in writing of the nature of such conditions at the time of requesting reservations.
ii. The Cruise/Airline Operator reserves the right to refuse passage to anyone who has failed to notify them of such disabilities or need for assistance or who, in the Cruise/Airline Operator's opinion is unfit for travel or anyone whose condition may constitute a danger to themselves or others.
iii. Those passengers confined to wheelchairs must furnish their own standard size wheelchairs and must be accompanied by a travelling companion fit and able to assist them.
iv. On cruises, for safety reasons, passengers using wheelchairs will not be able to go ashore at ports where the ship cannot berth alongside a landing stage or pier with suitable facilities.
v. Your attention is drawn to the fact that Grand UK Holidays can act as an agent for nominated Cruise Operators/Airlines and that your booking is subject to the Cruise Operators/Airlines Conditions of Carriage, a copy of which will be sent to you on request.

13. SAFETY

We recommend that you check Foreign Office Travel Advice relating to the country you have chosen to visit before you make your booking. This information can be found online at www.gov.uk/travelaware or at www.abta.com. It is important that you exercise the same care and attention to your personal safety and possessions as you would at home; we recommend that you remain in well-lit, populated areas if out walking at night and try to avoid displaying expensive jewellery.

14. BROCHURE ACKNOWLEDGEMENTS

Grand UK Holidays would like to gratefully thank the large number of tourist organisations for their help with images and information for use within this brochure.

Important notice regarding information in this brochure: Unfortunately, it is inevitable that some of the details contained within this brochure may have changed since the brochure was printed. We will endeavour to inform you of any material changes to any of the relevant details within this brochure when you book, either with your travel agent or with ourselves, as part of our commitment to quality customer service.

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