

General Booking Conditions

Your booking is made on the terms below which set out our responsibilities to each other. The person who signs the booking form or requests the reservation is responsible on behalf of everyone included in the booking. Accommodation is to be occupied only by the persons included on the booking form. English law governs your agreement with us. --

How to Make a Booking

You may book your holiday either direct or contact us for details. When you have made your booking by telephone, complete your booking form and send it to us together with a deposit of £50 per person and the cost of travel insurance (if required). We will keep your provisional reservation for five working days while waiting to receive your booking form and the deposit if these are not received within five working days, your booking will automatically lapse. You will receive a confirmation invoice giving all the information you need about your holiday. It will also tell you when the full payment is due. Tickets and relevant travel documents will be sent to you approximately two weeks prior to your departure date provided the full payment has been received.

Your commitment to Us ~ Deposit, Booking Fee and Payment

At the time of your booking a payment of £50 per person is required. A contract exists when we issue our confirmation invoice showing the total amount of your payment due. Our invoice will also show a date by which your balance is due. The agent on behalf of our self, the ATOL holder, and holds any money accepted by our agents from our customers. If your balance is not received by the due date, we reserve the right to treat your booking as cancelled in which case you could be liable to pay us cancellation charges as set out below. Full payment is due for bookings made within 6 weeks of departure.

Changes Made By You

If you wish to alter any details of your booking after we have issued the confirmation, we will do our utmost to help providing the changes are made more than 6 weeks before your departure. You will incur a minimum administration charge of £15 per person. If we are unable to make the change/s and you do not wish to go ahead with the booking or if alterations are made within 6 weeks of departure, the cancellation charges will be made as set out below. Any alterations should be confirmed to us in writing.

Cancellations By You

If you wish to cancel your holiday in whole or in part after your booking has been confirmed, please inform us (or your travel agent) in writing. Cancellation fees will be charged on the following scale:

| Period of notice you give to us before the scheduled departure date | Amount of cancellation fee (expressed as a percentage of total holiday price, excluding insurance premium) |
|---|--|
| More than 42 days | Deposit |
| 29 – 42 days | 40% (or deposit if greater) |
| 15 – 28 days | 60% |
| 1 – 14 days | 90% |
| Within 24 hours | 100% |

No refunds will be made on insurance premiums and the booking fee

We strongly advise you to take advantage of the travel insurance described in this brochure, which includes protection against cancellation charges. If cancellation comes within the terms of your holiday insurance policy, you should make a direct claim to the insurance company

Our Commitment to You ~ Changes or Cancellations by Us

It is unlikely that we will have to make any changes to your holiday but the arrangements are being planned in advance. Sometimes changes have to be made which we reserve the right to do at any time. Most of these changes are minor, but if the change is of a major nature (e.g. a change of accommodation to a lower category than originally booked), you will have a choice of the following:

- a) accepting the change of arrangements
- b) cancelling your holiday.

If you choose a) we will pay reasonable compensation as shown below.

| Period before departure within which major change is notified to you or your Travel Agent | Compensation per fare paying person. |
|---|--------------------------------------|
| More than 42 days | Nil |
| 29 – 42 days | £10.00 |
| 15 – 28 days | £15.00 |
| 0 – 14 days | £20.00 |

Important Please Note :

Compensation will not be payable if we are forced to cancel, or in any way change your holiday due to reasons outside our control amounting to force majeure.

Our Responsibility

We have taken care in choosing the accommodation. Other services and facilities for inclusion in the holidays we offer and have described item in this brochure in accordance with the latest information we have at the time of publication. We accept responsibility for ensuring

that all elements of your holiday are as described in this brochure and are of a reasonable standard. We also accept responsibility for every service, which we are contractually obliged to provide, irrespective of whether such services are provided by our own employees or agents, or by sub-contractors or suppliers.

Complaints

We do not provide any local representation in the resorts, as our holidays are designed for individuals who are at liberty to make their own arrangements in the resort. Our aim is to ensure you have a trouble-free holiday. However, there are some aspects of your holiday, which are not under our direct control. In the unlikely event that you have a complaint whilst you are on holiday, it is essential that you advise the local property manager/owner so that he/she has an opportunity to put matters right straight away. If the matter cannot be resolved locally and you wish to take it up with us on your return, please write to ČEDOK TRAVEL Ltd. within 28 days of your return from holiday. We will not be responsible for complaints made to us more than 28 days after your holidays, or if you have not followed the procedure set out above. Please quote your booking reference number and give full details so we can make a thorough investigation.

Prices

Our prices are based on known costs and projections on 1 January 2004 and we do not expect to have to make any changes.

However, we reserve the right to increase prices at any time until 30 days before departure to allow for variations in.

- a) Exchange Rates
- b) Transportation costs, including the cost of fuel.
- c) Increases in general tax rates.

Your Financial Security

ČEDOK TRAVEL Ltd. is a part of an established multinational travel organization ČEDOK A.S. with 7 companies selling holidays throughout the world. ČEDOK TRAVEL Ltd. has arranged a clients' trust account with their Bankers. Moreover, all the air package holidays and flights only (except where specified) on this website are ATOL protected, since we hold an Air Travel Organisers Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 4311. In the unlikely event of our insolvency, the CAA ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information, visit the ATOL website at www.atol.org.uk

Transport

The names of airlines we use and approximate timings are listed in the supplement panels on the relevant pages or will be given on request. These are given in good faith based on proposed schedules. However, in the event of subsequent alteration or re-scheduling please note that you cannot cancel your booking without incurring cancellation charges as detailed in the Booking Conditions.

Travel Insurance

We insist that in your own interest you are adequately insured before travelling on one of our holidays. We have arranged very competitive travel insurance through Relax Travel Insurance www.relaxtravelinsurance.co.uk (up to 5 days from £13.00 per person)

| Brief Outline of Benefits | |
|--|------------|
| Preliminary Information 2004 (Standard Plan) | |
| Luggage and Personal Money | £1500.00 |
| Single Article Limit | £200.00 |
| Valuables Limit | £200.00 |
| Delayed Luggage | £150.00 |
| Loss of Passport | £200.00 |
| Documents and Money | £300.00 |
| Cash Limit | £200.00 |
| Personal Accident | £15000.00 |
| Cancellation | £3000.00 |
| Curtailment | £3000.00 |
| Medical and Reparation Expenses | £2 Million |
| Personal Liability | £2 Million |
| Missed Departure | £500.00 |
| Legal Expenses | £5000.00 |

Policy Document -a copy of the policy will be sent with your booking confirmation. This document contains full details of what is and what is not covered and the conditions of the cover. Kindly read this carefully Bookings for Insurance cannot be cancelled and no refund of premium is possible. Further details available from CedokTravel Ltd. or direct from Relax Travel Insurance Services Ltd.

Travel Documents

Your tickets and travel documents will normally be despatched approximately 2 weeks prior to your departure date.