

The Big Snow Festival

Booking Conditions

Please read the following booking conditions carefully as they set out the terms and conditions of the contract between you and Thomas Cook Tour Operations Limited, trading as The Big Snow Festival ("we", "us" and "our").

The Big Snow Festival is made up of music/entertainment in Andorra. We have made arrangements for independent Promoters / DJ's to provide the entertainment. We do not provide these arrangements ourselves. We rely upon the Promoters / DJ's, and the other suppliers who provide any other arrangements in connection with The Big Snow Festival to supply and provide services and facilities in a proper and normally competent fashion. When we refer in these conditions to a "BSF Ticket" we mean the entrance ticket to the **Big Snow Festival** which is a mandatory part of any booking you make with us.

Our obligations to you will vary depending upon whether or not what you book with us is a pre-arranged "package" as defined by the Package Travel, Package Holidays and Package Tours Regulations 1992. Section A below details the terms and conditions which apply particularly to such a booking.

Where you book a BSF Ticket only for entry to the Big Snow Festival the terms which particularly apply to such a booking are detailed in Section B under the heading "Single Components". You may choose to combine a BSF Ticket with a flight or accommodation or transfers or extras (such as ski-lift passes). Where you book a combination of components in this way, each individually priced, the terms detailed in Section B under the heading "Single Components" also apply to such a booking.

There are certain terms which apply to any type of booking and these are detailed in Section C

A. Big Snow Festival Package

The terms set out below, together with the terms set out in section C, apply when you book a package.

A1. Your Contract/Financial Protection

The financial bonding requirements of the Travel Association (ABTA) and the Civil Aviation Authority (CAA) have been observed by us in relation to the provision of all our Packages. Our CAA ATOL number is 1179 [and our ABTA membership number V6896]. These arrangements ensure that payments made by you for your Package would be refunded and/or you would be repatriated in the unlikely event of our insolvency. Our registered office for service is The Thomas Cook Business Park, Coningsby Road, Peterborough PE3 8SB, and our company registration number is 3772199 England.

A2. Price Changes

Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports and exchange rates mean that the price of your Package may change after you have booked. However there will be no change within 30 days of your departure.

We will absorb and you will not be charged for any increase equivalent to 2% of the price of your Package, 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 Package, you will have the option of accepting a change to another Package if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid, except for any amendment charges.

We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. 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 your final invoice.

Should the price of your Package go down due to the changes mentioned above, by more than 2% of your Package cost, then any refund due will be paid to you. However, please note that Package are not always purchased in local currency and some apparent changes have no impact on the price of your Package due to contractual and other protection in place.

A3. Changes Made By Us Before Travel

From time to time we may have to change details of the package you have booked. If any change will have a significant effect on your package, we will tell you about it before your package, if there is time. Changes we will tell you about include:

- Change of your UK departure airport
- Significant change of your arrival airport
- A change of more than 12 hours to the time you leave the UK or your destination
- If we downgrade your accommodation by a lower official rating

If you do not want to accept a significant change, which we will tell you about before you depart, we will, if we are able to do so, offer you an alternative package of equivalent or closely similar standard and price at no extra cost, or a less expensive package, in which case we will refund the difference in price. If you do not wish to take the alternative we offer you, you can choose a different package offered for sale by us and pay, or receive a refund of, any price difference. Or, if you prefer, you can cancel your package and receive a full refund of any money you have paid to us, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you

can show that you are unable to transfer or reuse your policy.

Unless the change is as a result of circumstances listed in the paragraph below headed 'Circumstances Beyond our Control', we will pay you compensation as shown in the table below. If you accept the significant change or amend to a different package offered for sale by us you will receive compensation as per Option 1 in the table below. If you reject the significant change and cancel your booking you will receive compensation as per Option 2. The amounts in the table are by way of guideline only and may in appropriate circumstances be increased.

Period of notice we give you or your travel agent before departure	Compensation for each full fare paying passenger	
	Option 1	Option 2
57+ days	£0	£0
56-43 days	£10	£5
42-29 days	£20	£10
28-15 days	£30	£15
14-0 days	£40	£25

A4. Minor Changes By Us Before Travel

Any change which is not deemed to be significant, as outlined in the section entitled 'Changes made by us before travel', will be classed as a minor change. We will endeavour to tell you about a minor change before you travel however, we will not pay compensation as a result of this change.

A5. Circumstances Beyond Our Control

Except where we say differently elsewhere in these conditions, we cannot pay any compensation, reimburse expenses, or cover losses for any amount or otherwise accept responsibility if, as a result of circumstances beyond our control, we have to change your Package after departure, or we, or our suppliers, cannot supply your Package, as we, or they, had agreed, or you suffer any loss or damage of any description. When we refer to circumstances beyond our control, we mean any event that we, or the supplier in question, could not foresee or avoid, even after taking all reasonable care. Such circumstances will usually include, but are not limited to, war, terrorist activity, civil unrest, industrial dispute, bad weather (actual or threatened) and significant building work ongoing outside of your accommodation, which is not known to us in advance of your departure date and building work from a third party (such as resort development).

A6. Changes Made After Travel

If, after your departure, a significant part of your Package cannot be provided, you will be offered a suitable alternative if possible. If it is not possible to offer you a suitable alternative or, for good reasons, you do not accept the alternative arrangements, we will return you to the place of your departure. If appropriate, we will also pay you compensation, unless your return has been due to circumstances beyond our control. The amount of compensation will be reasonable, taking account of all the circumstances.

A7. Flight Delays

Delays sometimes occur. We work closely with the airlines and overseas offices to make sure any delay is as short as possible. When a delay occurs we will try to make sure refreshments or meals are provided when appropriate. We will not do this ourselves as such arrangements will normally be the responsibility of the airline. If you have taken out our recommended holiday insurance or a comparable policy you should have cover against delays.

A8. Our Liability to You

(i) Our obligations, and those of our suppliers providing any service or facility involved in any of your Package, are to take reasonable skill and care to arrange for the provision of such services and facilities and, where we or our supplier is actually providing the service or facility, to provide them with reasonable skill and care. Compliance with any applicable regulatory requirements (such as, for example, those of the Civil Aviation Authority) will be proper performance of our, and our suppliers', obligations. You must show that reasonable skill and care has not been used if you wish to make any claim.

(ii) For claims which do not involve death or personal injury, we accept liability, subject to paragraph (i) above and (v) below, should any part of your Package not be as described in this Guide or elsewhere by us before you leave the U.K. If we have liability, we will, subject to paragraph (v) and clause C7 and C9 below, pay you reasonable compensation. However, the maximum we will pay you in any circumstances is twice the price of the Package. This maximum will only be payable when every aspect of your Package has gone wrong and you have not received any benefit from your Package. Any sums received by you from suppliers, will be deducted from any sum paid to you as compensation by us.

(iii) For claims which involve death or personal injury as a result of an activity forming part of your Package, we have liability subject to paragraph (i) above and (iv) below. If we accept liability, we will, subject to paragraphs (v) and (vii) and clause C7 below, pay you reasonable compensation.

(iv) We accept liability in accordance with paragraphs (i), (ii) and (iii) above and subject to paragraphs (v) and (vi) and clause C7 below except where the cause of the failure in your Package or any death or personal injury you may suffer is not due to any fault on our part or that of our servants, agents or suppliers, and is either attributable to you, or attributable to someone unconnected with the Package and is unforeseeable or unavoidable, or due to unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which neither we, nor our servants, agents or suppliers could have foreseen or forestalled.

(v) You are obliged to assist us in recovering from any third party any sum which may compensate us for any sums we pay you. In particular, you are obliged to assign to us any rights that you may have against any other person whose acts or omissions have caused or contributed to our legal liability to pay you compensation. You must also provide us with all assistance we may reasonably require. Finally, you must follow the procedures for the notification of complaints set out in the clause below entitled "If you have a complaint".

(vi) Should you become ill while on your Package, you must, in addition to reporting your illness to your accommodation provider, consult a local doctor and also consult your GP upon your return to the UK. Should you then wish to make a claim against us as a result of that illness, you must provide us with details of both the local doctor whom you saw and your GP, together with written authority for us to obtain a medical report from both those doctors.

(vii) If you or any member of your party suffers illness, injury or death, through misadventure, as a result of any activity which does not form part of your contracted Package arrangements, we will provide you with all reasonable assistance. This assistance may include our making a contribution towards your initial legal costs in taking action against the person(s) responsible providing you request this within 90 days of the incident in question. All assistance (financial or otherwise) is subject to our reasonable discretion and a maximum total cost to ourselves of £5,000 per booking form. If you are entitled to have any costs and expenses arising from such an incident met by or from any insurance policy or if you obtain a costs order against anyone in relation to the incident, you must repay to us the costs and expenses we spend in assisting you.

(viii) Other than as set out above, and as is detailed elsewhere in these booking conditions, we shall have no legal liability whatsoever to you for any loss, damage, personal injury or death which you suffer arising directly or indirectly from any aspect of your Package.

A9. Airline Collapse

In the unlikely event that the airline with which you are travelling ceases to trade whilst you are abroad, you must contact us at the earliest opportunity to allow us to seek to find you an alternative return flight. We shall not be liable for any costs you incur in making your own return flight arrangements if you have not given us the opportunity to arrange an alternative flight home for you.

B. Single Components

The terms set out below, together with the terms set out in section C, apply when you book only a BSF Ticket for entrance to the Big Snow Festival.

These terms also apply when you choose to combine a BSF Ticket with either a flight, or accommodation, or transfer, or extra service (such as a ski lift-pass). You will be advised at the time of booking of the individual cost of each component. Booking more than one component does not create a package.

B1. Price Changes

Price increases may occur any time prior to full payment being received from you, and you will be liable to pay any such increases in full.

B2. Transfer of Bookings

BSF Tickets for the Big Snow Festival are non transferable and non-refundable. For changes or cancellations of any other component you book, please refer to the charges detailed in section C4 ("Changes You Make Before Travel") and section C5 ("Cancellation by You").

B3. Our Liability to You

Our responsibility is to make arrangements for the provision by the relevant suppliers of all services connected with and included as part of your BSF Ticket for the Big Snow Festival. This includes but is not limited to promoters, DJ's, entertainment venues, service providers. We do not have any responsibility for the operation of each service itself. In addition, it is our responsibility to make arrangements for the provision by the relevant suppliers (including air carrier of air transport, accommodation owner/supplier, car hire provider) of any other components you choose to book, but we do not have any responsibility for the operation of the component itself.

We have no liability to you for any dissatisfaction, loss of enjoyment, loss, injury or damage which results from your entry and participation at the Big Snow Festival or from your use of the single component unless we have negligently failed to select a normally competent provider of the relevant service. Further, we have no liability to you in any event for any consequential loss which you may suffer in relation to any arrangements which you book to coincide with the BSF Ticket or any other Single Component you have booked with us.

Please note, with the exception of flight only bookings which are ATOL protected under our ATOL License 1179, in the unlikely event of our collapse/insolvency, any money you have paid us for the BSF Ticket or any other components is not protected by a scheme of financial protection. If this is important to you, we recommend you book a Big Snow Festival package or obtain suitable travel insurance.

C. All Bookings

For all bookings as described in Section A and/or Section B above, a contract will exist between you and us when we issue a confirmation invoice/receipt/e-mail.

If you are booking on the internet or over the phone the lead name on the booking must be a minimum age of 18. If you are under 18 and traveling without an adult we will only allow you to book at a high street travel agent provided your parent/legal guardian is present and subject to you satisfying our suppliers conditions of travel. The parent/guardian will be required to sign the booking form in front of the travel agent and a contract will then exist between the parent/legal guardian and us.

C1. Payment terms

If your booking is made more than 8 weeks before the intended departure date, you must pay either:-

(i) the full fare (depending on the carrier's conditions for the travel arrangements in question), or

(ii) a deposit as required by us and/or the supplier of the services for the arrangements in question, the amount of which will be advised at the time of booking.

You will be advised at the time of booking what payment is required for your particular arrangements. The balance of the cost of your travel arrangements must be paid within 8 weeks before the departure date. If your booking is made within 8 weeks of your intended departure

date, the total cost of your travel arrangements must be paid at the time of booking.
PLEASE NOTE FAILURE TO PAY ON TIME WILL RESULT IN CANCELLATION.

If you are purchasing a travel insurance policy through us, the premium for this will also be payable at time of booking.

C2. Method of Payment

Credit Cards: We accept Barclaycard/Visa, Access/MasterCard and American Express. Customers choosing to use this method of payment will be subject to a credit card handling fee of which will be advised at the time of booking.

C3. Insurance

It is a condition of our contract with you that you have suitable insurance cover for the journey and any activities (such as winter sports) that you plan to take part in. We strongly recommend that you arrange appropriate cover when you book. For a quote, please visit our sister website www.thomascook.com.

C4. Changes you make before travel

If you want to change the arrangements you have booked in any way, we will try to help you, although we cannot guarantee that we will always be able to do this as changes are subject to availability at the time and to the airline's terms and conditions. Please note that typically changes to scheduled flight tickets are very restrictive. Where we can make a change, we will charge for any additional services, facilities, or other items changed, at the price which applies on the day the change is made. In addition, we will also apply charges for each person on the booking and for each item you want to change as shown in the table below. Any booking discount you may have received at the time the original booking was made, may be altered or reduced whenever changes are made. If you have paid supplements for accommodation and the number of people in your accommodation changes, you may have to pay extra and may lose any free or reduced infant and child places or any free group places. And remember any change to your departure date, airport, transport, destination, accommodation, or length of holiday has to apply to all members of your booking.

The costs shown are per change per person

Transport	Notice given more than 56 days	Notice given 56-22 days	Notice given 21 days or less
Transport (e.g. Air/Sea/Road/Rail)	£35 a change	£50 a change	Cancellation Charges – see 'Cancellation By You'
Destination Airport	£35 a change	Cancellation charges – see 'Cancellation By You'	
Name Change (see Note 1)	£35 per name change		
Note: the transport provider may impose additional charges of up to 100% of the ticket cost; any such charges will be in addition to the amendment fees listed above – see the Exception in the section "Cancellation By You" below.			
Accommodation	Notice given more than 56 days	Notice given 56-22 days	Notice given 21 days or less
Accommodation changes	£35 a change	£50 a change	Cancellation Charges – see 'Cancellation By You'
Big Snow Festival Ticket	All notice periods		
All changes	Not permitted – cancellation of Ticket is deemed as Cancellation of the entire booking. See 'Cancellation By You'.		
Optional Extras	Notice given more than 56 days	Notice given 56-22 days	Notice given 21 days or less
Optional Extras – See Note 2	The greater of £35 or Loss of Deposit	£50 a change	Cancellation Charges – see 'Cancellation By You'

Note 1: You are not permitted to change all the names on any booking and at least one of the passengers (over 18) on the original booking must remain, unless you are prevented from traveling for reasons beyond your control and not simply from a change of mind.

Note 2: When we refer to 'optional extras', we mean anything you choose to add to your booking that is additional to the inclusive event, accommodation and/or transport arrangements you book. For example resort transfers, or ski pack items. If you cancel any Optional Extras for which there is a cost, we will apply the charges above. If you cancel Travel Insurance you booked through us your premium will not be refunded, as cover under this policy has already begun.

C5. Cancellation By You

The lead name on the booking must give notice to cancel in writing and the charges shown below apply from the date we receive the notice at our offices or the travel agent activates the cancellation. In order to cover our expected losses from the cancellation of the booking there is a set scale of charges which must be paid by you if you or anyone traveling with you cancels. Also note the 'Exception' described below which may apply in addition to the scale of charges. Please note, the Big Snow Festival Ticket forms a mandatory part of all bookings. Cancellation of the BSF Ticket will constitute cancellation of the full booking at the charges stated below.

Time we receive your notice to cancel before departure	All services included on your booking (except for Big Snow Festival Ticket)	Big Snow Festival Ticket
More than 56 days	Loss of deposit	£50 per ticket
56-29 days	50% cost of booking	£50 per ticket
28-22 days	70% cost of booking	£50 per ticket
21-8 days	90% cost of booking	£50 per ticket
7 days or fewer	100% cost of booking	£50 per ticket

If any member of the booking cancels and you cannot fill that person's place, you may have to pay additional supplements for your accommodation. For example, you may have to pay single or under-occupancy supplements. If you do cancel, you must still pay any insurance premiums and amendment charges, which arose before the cancellation, and any deposits paid for any pre-booked items or services.

'Exception' Cancellation of certain transport arrangements, typically Scheduled airline and Eurostar tickets can result in up to 100% cancellation charges regardless of the notice period given to us. We reserve the right to pass on these charges which will apply to the transport element of your booking and the cancellation charges in the scale above will apply to the other elements of your booking (e.g. accommodation, optional extras). Similarly, name changes (including initial changes), destination and date changes can be treated by such suppliers as a cancellation and rebooking, regardless of the period of notice given to us. If the supplier treats the change as a cancellation and rebooking we will pass on to you the cost imposed by the supplier, which could be up to 100% of the transport element of your booking and you must also pay the charge listed in the section "Changes You Make Before You Travel" above. Also note that the transport provider may refuse to issue replacement tickets for lost or stolen tickets and new tickets may be purchased by you. The cost of the new ticket may be greater than the cost of the original ticket.

C6. Suppliers' conditions

Our third party suppliers have their own booking conditions and conditions of carriage, and you will be bound by these, so far as the relevant supplier is concerned. Our suppliers' conditions will also apply to your contract with us, and in the event of any conflict between the suppliers' conditions and our conditions, the suppliers' conditions will prevail, save to the extent that any term in the suppliers' conditions is deemed to be invalid or unenforceable, in which event our conditions will prevail. Some of our Suppliers' conditions may limit or exclude liability on the part of the relevant supplier, and, by virtue of their application to your contract with us, may also limit or exclude our liability to you, and they are often subject to international conventions. Where relevant, copies of such conditions may be available for inspection at the office of the relevant supplier.

C7. International Conventions

If any international convention applies to or governs any of the services or facilities arranged or provided by us, or provided by any of our suppliers, and you make a claim against us of any nature arising out of death, injury, loss or damage suffered during or as a result of the provision of those services or facilities, our liability to pay you compensation and/or the amount (if any) of compensation payable to you by us will be limited in accordance with and/or in an identical manner to that provided for by the international convention concerned (in each case including in respect of the conditions of liability, the time for bringing any claim and the type and amount of any damages that can be awarded). International Conventions which may apply include: in respect of international air travel, the Warsaw Convention 1929 (including as amended by the Hague Protocol of 1955 and by any of the additional Montreal Protocol of 1975) or the Montreal Convention 1999; in respect of rail travel, the COTIF Convention concerning International Carriage by Rail 1980 (as amended); in respect of carriage by sea, the Athens Convention 1974; in respect of carriage by road, the Geneva Convention 1973; and, in respect of hotels, the Paris Convention 1962. You can get copies of the relevant conventions if you ask us. For the avoidance of doubt, this means that we are to be regarded as having all benefit of any limitations of compensation contained in any of these conventions or any other international conventions applicable to your travel arrangements.

C8. Flight and Other Travel Timings

Flight timings are provided by airlines and are subject to Air Traffic Control restrictions. All means of transportation are subject to weather conditions and the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that transport will depart at the times stated on any itinerary or tickets which you receive. All timings are estimates only, and we do not have any liability to you for any delay, which may arise, or for any schedule alterations.

C9. Denied Boarding

Where a flight ticket is downgraded or a flight cancelled, delayed, or boarding is denied by any carrier in circumstances which would entitle you to compensation under the Denied Boarding Regulations 2004, then you are obliged to claim the appropriate sums pursuant to those Regulations from the carrier. Any sums received by you in this respect constitute the full amount of your entitlement to compensation for all matters flowing from the carrier's actions and which fall within the scope of the Denied Boarding Regulations. If, for any reason, you do not claim against the carrier and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the carrier in relation to the claim that gives rise to that compensation payment.

C10. Complaints

If you are not satisfied with any aspect of your travel arrangements please complain as soon as possible to the relevant person (for example, the hotel management). If they cannot help you must contact us on the telephone number supplied to you on your invoice/receipt and we will do everything reasonably possible to sort the problem out. If you are still not satisfied please write to our offices in the UK within 28 days of returning home. If you have special needs, which prevent you from writing to us then, where possible, we will accept details of your complaint over the telephone.

The address to send complaints to is:
Customer Relations Department
The Big Snow Festival
Thomas Cook Tour Operations Ltd
2/4 Godwin Street
Bradford
BD1 2ST.

E-mail: customer.relations@thomascook.com

We would point out that failure to follow the above procedures and/or failure to complain within 28 days of your return, may reduce or extinguish any rights you have to claim compensation from us, or from any relevant supplier. Any such rights will be reduced or extinguished if, had you followed the above procedures, you or we could have taken steps to reduce any loss or damage suffered or entirely prevented it from being suffered.

It is difficult and sometimes impossible properly to investigate a complaint if we are not told about it reasonably quickly once your trip is over. Your right to claim compensation may also be reduced or extinguished, should any delay in your complaint being notified during or after your trip, prevent us from carrying out a proper investigation.

We aim to resolve all complaints ourselves, but if this is not possible your complaint can be considered under a dispute resolution scheme devised by ABTA and administered by IDRS Ltd. We will give you details of this scheme if you ask. The scheme does not apply to claims over £25,000 in total or more than £5,000 a person, or to claims mainly about illness or injury. To take advantage of the scheme you must contact the Chartered Institute of Arbitrators within 9 months of returning from your trip.

C11. Passports & Visas (British Citizens) and Health Requirements

It is your responsibility to ensure that you and all those travelling with you have a valid passport and any necessary visa and that you have obtained any necessary vaccinations to gain entry to any country you are visiting. It can often take some time to obtain a passport or visa therefore you should apply well in advance. In peak periods it is advisable to allow at least 4 weeks. General information on passport and visa requirements for British Citizens is available through our website or within the details sent to you. However, passport and visa regulations and health requirements can change at any time, therefore, we recommend that you check passport/visa requirements with the Embassy or Consulate of the country you intend to visit and that you consult your GP or the Foreign Office (www.fc.gov.uk) regarding health requirements or visit websites such as www.nathnac.org.uk and www.hpa.org.uk for information. We will have no liability to you if you or any member of your party travel without the correct passport and visa or without the necessary vaccinations, and you will have to pay to us any costs which we incur through helping you because of any such failure on your part.

C12. Special requests:

If you have a special request for anything that is not automatically part of the travel arrangements you book through us, please advise us when you book and we will pass this information on to the companies we work with. Our note of your request on your invoice/receipt confirms we have received it and does not guarantee that we, or the relevant supplier, can meet with your request. Where possible they will try to help you, but we cannot guarantee any request unless it is noted on your invoice/receipt and we also confirm the request separately in writing. We must emphasise that, verbal confirmations of special requests cannot be taken as a guarantee that they will be met e.g. special meal types on flights

C13. Flight Detail: It is possible, at the time of booking, to provide details of the type of aircraft, which will be used. However, it is not possible to guarantee that this is the type of aircraft which will be used because this may change.

C14. Information Accuracy and Changes to Big Snow Festival Entertainment

Descriptions of accommodation, facilities and services we provide are based on information obtained from our suppliers. Sometimes the facilities described will be withdrawn for reasons such as maintenance, bad weather or lack of demand from guests. Where our suppliers advise us about significant changes to descriptions or about the withdrawal of any significant facility, we will tell you as soon as possible.

We make every effort to obtain and pass on to you up to date information regarding entertainment, acts, bands, DJs, celebrities and other activities forming part of the Big Snow Festival. This information is subject to change. The cancellation of an act, DJ, band, or the non-appearance of a celebrity or advertised entertainer or other changes are entirely outside our control and outside our contractual responsibility to you and we cannot accept any responsibility for them. We cannot therefore accept any responsibility or pay any refund, compensation or other sum for any changes in or cancellation of any advertised or confirmed entertainment, even where this involves the cancellation of a specific act/band/DJ or celebrity, which may have been your main reason for making your booking. The suppliers and promoters we use will always do their best to find a suitable alternative, but cannot promise to be able to do so. There may be a charge for some facilities, for example, TVs, safety deposit boxes, pool tables and air-conditioning. There is a possibility you will be disturbed by noise from less considerate groups, so please bear this in mind when choosing your accommodation. Any transfer times we quote for travel between airport and resort are approximate

and, depending on circumstances, the journey time to your own chosen property may be longer.

C15. Personal Information

We will provide your personal information, as well as any personal information you provide in relation to those other persons who form your booking party, to suppliers and carriers who might be located outside the UK and/or EU, to enable the operation of the services requested by you. If you make special requests, which include, but are not limited to, special dietary, religious or disability-related requirements, which constitute sensitive information, the relevant data will also be passed to the relevant suppliers and carriers to enable provision of the services to you.

C16. Your Responsibility

We want all our customers to have an enjoyable and carefree trip. But you must remember that you are responsible for your actions and the affect they may have on others. If we (or another person in authority) believe your actions could upset other customers, our suppliers or our own staff, or put them in danger, your holiday / travel arrangements may be ended and this could mean we or our suppliers may either ask you to leave your booked accommodation, or prevent you from boarding the aircraft. Our suppliers will deny boarding or impose additional conditions of carriage on any passenger who, for example, is intoxicated and/or disruptive or found to be smoking on board the aircraft. If this happens, we will not pay compensation, make refunds, or cover any expenses you suffer as a result.

C17. Law and Jurisdiction

Your contract will be governed by English law and any disputes will be dealt with in the courts of England and Wales. If you live in Northern Ireland or Scotland, the courts of Northern Ireland or Scotland (as appropriate), can deal with any disputes.